



## ROOM HIRE INFORMATION BOOKLET

### STEPS TO HIRING A ROOM:

1. Read the Room Hire Information Booklet (this document)
2. (Optional) – contact SHNC to make an appointment to inspect the rooms and facilities available
3. Complete and return the **Room Hire Enquiry Form** via email to [manager@surreyhillsnc.org.au](mailto:manager@surreyhillsnc.org.au)
4. SHNC staff will make contact with you via email or phone within 5-7 business days to explore and advise room availability and next steps in the booking process
5. If a suitable room is available at an agreed time, to secure the booking the following will be required:
  - a. If applicable, completed **Hire Agreement**
  - b. If applicable, completed **Bond form**
  - c. If alcohol is to be served, the completed **Request to Serve Alcohol form**. If alcohol is to be SOLD, a copy of the approved Licence from Liquor Licence Victoria
  - d. If a business/incorporated association, a **Certificate of Currency for Public Liability Insurance** covering the period of the hire, in the same name as that of the hirer
  - e. If applicable, contractors Certificate of Currency for Public Liability Insurance covering the period of the hire.
  - f. If applicable, a current Working with Children Check for hirer and/or contractor.
  - g. **Payment in full**
6. SHNC staff will confirm your booking
7. Approximately 3 business days to commencing your room hire, you are responsible for contacting the Centre (during Office hours/School terms) to receive security and access instructions

## ROOM HIRE INFORMATION

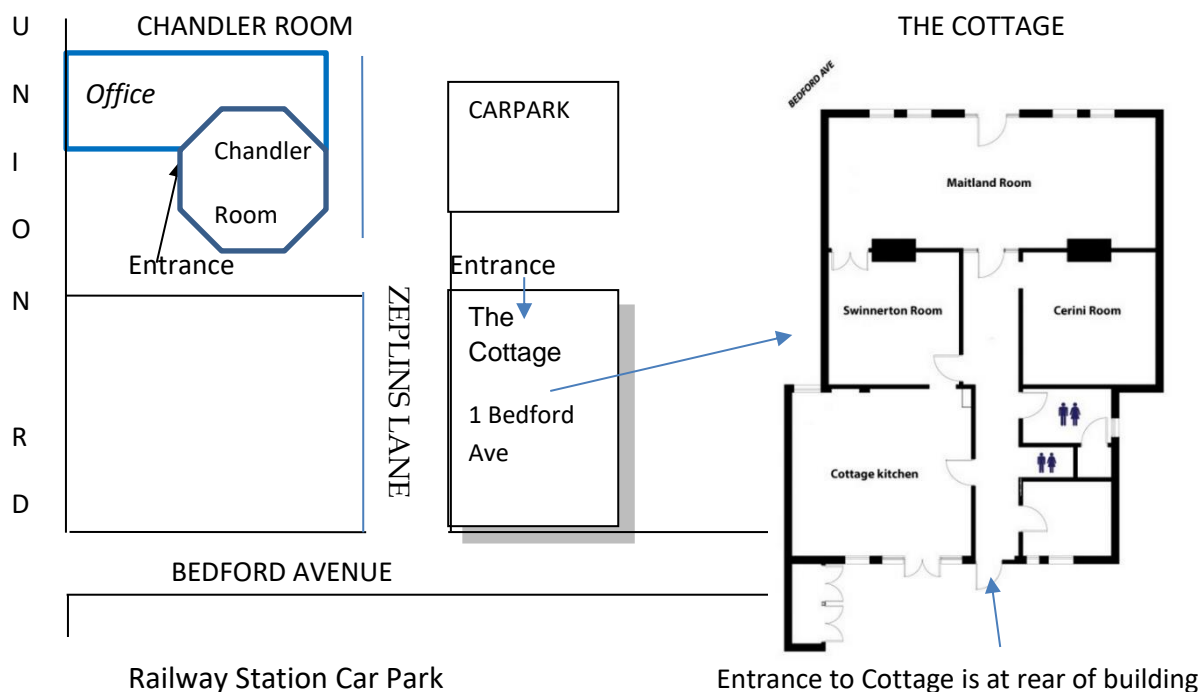
### General Information

#### Surrey Hills Neighbourhood Centre (SHNC)

The Centre is located at 157 Union Road, Surrey Hills, 3127. It is near the Surrey Hills Railway Station, and bus services operate along Union Road. The Centre has two buildings – the main building at 157 Union Road, and The Cottage at 1 Bedford Avenue. There is a small car park at the rear of the Centre (accessed via Zeplin’s Lane which runs along the side of the Cottage) and the Railway Station car park is located opposite the Cottage in Bedford Avenue. Limited term car parking on side streets in the area.

Several rooms are available for hire at the Centre when the rooms are not being used for the Centre’s activities. They are the Chandler Room in the main building, and in the Cottage, we have the Maitland Room, the Swinerton Room and the Cottage Kitchen.

#### Site plan



The health and safety of our community is important to us. In line with current Public Health Recommendations, we strongly recommend visitors to the Surrey Hills Neighbourhood Centre, wear masks when social distancing isn't possible, create well-ventilated spaces by opening doors, windows and using the air purifier located in our event spaces.

Furthermore, no person should visit Surrey Hills Neighbourhood Centre if:

- they are feeling unwell
- they have been potentially exposed to the virus and have not yet been tested
- they have been tested but are still awaiting their test result
- they have tested positive and should be self-isolating

The Hirer is required to:

- Carry, and if required, wear facemasks in accordance with current Victorian Government directions
- Adhere to current room capacity, density quotients and patron caps

Further COVID information, as it applies to community facilities can be found here:

<https://www.nhvic.org.au/responding-to-covid-19>

## Facilities and Costs

All rooms and buildings are  accessible.

### Capacities and Facilities available:

Room	Description	Furniture and Features	Room Capacities
<b>CHANDLER ROOM (main building)</b>	Octagonal multi-purpose room. Timber flooring Large opening glass doors to outdoor, fenced area Kitchen	75 adult chairs 8 trestle tables (180cm x 80cm) 17 children's chairs & 4 long children's tables (120cm x 75cm) Heating & air conditioning Oven, cooktop, fridge, microwave and boiling water tap in adjacent kitchen with servery	Capacity without density quotients: 80 people When social distancing rules apply: For 1:4m2 rules: 20 people For 1:2m2 rules: 40 people
<b>COTTAGE Swinnerton Room</b>	Lounge room Carpet	Piano Round meeting table 6 adult chairs Extra chairs stored in the kitchen Heating	Capacity without density quotients: 6 people When social distancing rules apply: For 1:4m2 rules: 3 people For 1:2m2 rules: 6 people
<b>Cottage Kitchen</b>	Kitchen Adjacent, outdoor area accessible via bifold doors Can be used as a kitchen or as a meeting/ workshop room .	Round table plus Trestle table if required 10 adult chairs Oven & cooktop Boiling water unit Refrigerator Microwave oven Heating & air conditioning	Capacity <b>without</b> density quotients: 12 people When social distancing rules apply: For 1:4m2 rules: 6 people For 1:2m2 rules: 10 people
<b>Cottage Maitland Room</b>	Meeting room Carpet	35 adult chairs 6 trestles tables Heating & air conditioning	Capacity <b>without</b> density quotients: 30 people When social distancing rules apply: For 1:4m2 rules: 10 people For 1:2m2 rules: 20 people
<b>ENTIRE COTTAGE:</b>	Renovated, heritage cottage and garden. Separate street frontage	Comprises Maitland, Swinnerton and Kitchen See above for individual room details	

### Hourly Rates (inc. GST, effective from November 2022):

Room	Community Groups / Not-for-Profit Organisations	Business / Private Functions / Sole Traders
Chandler	\$60	\$75
Swinerton	\$18	\$22
Cottage Kitchen - Cooking	\$35	\$40
Cottage Kitchen - Meeting	\$30	\$35
Maitland	\$40	\$50
Entire Cottage	\$65	\$80
Outdoor Toy Hire #	\$35	\$35
COVID Cleaning Fee *	\$50	\$50

# Optional \* Compulsory during COVID pandemic

## **Payment and booking notes:**

- Potential hirers should complete and return a Room Hire Enquiry form. The completed form should be emailed to [manager@surreyhillshnc.org.au](mailto:manager@surreyhillshnc.org.au) or brought to the Centre. You will receive a response to your enquiry within 5-7 business days of receipt of your enquiry.
- Tentative bookings are only held for 3 (three) working days.
- To confirm a booking, the following are required:
  - Payment in full
  - Completion and return of Room Hire Enquiry form and Hire Agreement (if applicable)
  - Completion and return of the Bond Form (if applicable)
  - A Certificate of Currency for Public Liability Insurance – in the **same name as the name of the booking**
- Total hire time must include setting-up time and packing-up/cleaning time. Hirers cannot come into the building before their hire time, or any other time without the permission of SHNC.
- The hirer is responsible for setting up and packing away all furniture used for their activity.
- The hirer shall not use the Centre's facilities for any purpose other than the purpose for which it was hired.
- The hirer must not sublet to another person or group.
- The hirer must ensure an appropriate level of supervision of their group to ensure other users of the site are not disrupted.
- There is a minimum booking period of 5 hours after 5pm on Friday and Saturday evenings.
- We **do not** take bookings for parties of ages 15 to 18 year olds inclusive.
- **Live Bands, fireworks, smoke machines and helium balloons are not permitted.**

## **Bond**

- A bond is required for all bookings for private functions (or as directed by the Centre Manager). We require either credit card details on the Bond Form or a valid cheque which will be kept securely until after the function/activity. If a charge is to be made after your function we will contact you.
  - For parties for ages 13 to 14 years and 19 to 22 years the bond is \$1000.
  - For all other bookings the bond is \$500.
- All or part of the bond will be forfeited by the Hirer in the event of property damage, overstaying time of hire, additional caretaker visits, loss of, or not correctly replacing any key cards given access to, incomplete cleaning of venue, leaving rubbish, nuisance or noise caused to neighbours, loss of SHNC community goodwill due to hirer or guest actions, or if helium balloons are found in the Centre.
- **NOTE: A \$100 fee will automatically be deducted from the bond if rubbish is disposed of in SHNC bins, neighbourhood bins, traders' bins and if helium balloons are found anywhere in the Centre.**

## **Insurance**

- All hirers need to have their own current Public Liability Insurance for their event and release Surrey Hills Neighbourhood Centre from any and all claims, liability and loss in connection with the hire. The cover must be for \$20 million, with no limit on the number of claims that can be made, and a Certificate of

Currency that covers the date of the hire must be provided. The name on the Certificate must be the same name of the hirer.

- Any paid services engaged at your function, eg caterer, entertainer etc., will also be required to provide a copy of their public liability insurance as above.

## **Additional information**

### **Cancellation policy**

***Should the Australian or Victorian Government declare a Lockdown or introduce restrictions on room capacities that do not cover the number of attendees, then cancellation without penalty can be made. In the event of the facility not being available due to widespread power outage, works by service providers/organisations that are outside of our control, SHNC will make a full refund. For all other reasons, the following policy is adhered to regarding the cancellation of bookings. We cannot reschedule bookings at the last minute due to a change in personal circumstances.***

Cancellations received more than 4 weeks prior to the booking date.	Full Refund
Cancellations received between 1 week and 4 weeks prior to the booking date.	50% Refund
Cancellations received less than 1 week prior to the booking date.	No Refund

SHNC reserves the right to cancel a booking at any time and would repay any hire fee paid for any hire period not yet passed. SHNC reserves the right to accept or refuse any or all applications for hire and may disregard any booking that is not made within the terms of this agreement and reserves the right to re-let unconfirmed bookings. Conditional hire provisions may be imposed on individual applications.

### **Inspection**

Inspection of the facilities prior to application or prior to your event is welcome. Please contact the Centre to arrange a suitable time to show you through the facility when there is no other scheduled activity.

### **Conclusion times**

<b>Times</b>	<b>Conclusion of Function and Music</b>	<b>Cleaning complete and Venue vacated.</b>
<b>Sunday to Thursday</b>	<b>10:30pm</b>	<b>11:00pm</b>
<b>Friday and Saturday</b>	<b>Music and function to finish - 11.00pm Guests to have left by - 11:30pm</b>	<b>12:00 midnight</b>

All cleaning up must be completed within the room hire period and in line with the times indicated above.

### **Door access code**

Instructions for entry into the building, the door access code and the Caretaker's telephone number (for urgent problems) will be emailed to the hirer one week prior to the date of hire. Any key cards given access to must be replaced as instructed. Loss of a key card or not returning it as instructed at the conclusion of a hire, will result in a loss of part of or the entire bond.

### **What is provided and included in the hire fee?**

We recommend hirers use disposable/biodegradable or hired crockery, cutlery and glasses or bring their own supplies.

Some basic equipment is available in each kitchen (please wash/put away after use):

- A small amount of miscellaneous crockery, cutlery, and coffee mugs and plastic platters.
- Dishwashing liquid
- Small number of baking trays and pans
- Brooms, dust pan and brush, mop, bucket and floor cleaning liquid, vacuum cleaner.

### **What hirers should provide, if required**

- All refreshments including tea, coffee and milk.
- Crockery and cutlery and glasses (disposable or hired).
- Tea towels, baking paper, garbage bags to take away rubbish.
- Additional items as needed.
- Rubbish bags sufficient to remove any and all rubbish from your event.

### **Heating and air-conditioning**

**Chandler Room:** Reverse cycle heating/air-conditioning is available. Instructions and remote control are on the wall.

**The Cottage:** Reverse cycle heating/air-conditioning is available in the Kitchen and Maitland room.

### **Toy hire – Chandler Room**

- For functions held in the Chandler Room, outdoor children’s toys are available for hire at an extra charge of \$30.00 per event. Toys include: Little Tykes ride-on car, 3 small ride-on toys, small slide, wheelbarrows, lawn mower, mini rocker, shopping trolley and a small basketball ring.

### **Decorations**

- **Helium balloons are not permitted to be used within the Centre. Hirers will be charged \$100 from bond if helium balloons are found in the building.** Regular balloons are allowed.
- Streamers and banners can be used, we recommend using ‘blu tack’ for putting up decorations.
- All decorations and ‘blu tack’ must be removed at the end of the event.

### **Chandler room music systems**

In the Chandler room there are two music systems:

- The music system on the benchtop plays CDs and an iPod (but not an iPhone or iPad)
- There is also a Bose Bluetooth speaker available for hire. **This is kept in a locked cupboard. Hirers need to contact the Centre to arrange the collection of the key during office hours, prior to the event, to access this speaker.** This will connect to any device that uses Bluetooth. There is no cost to hire this speaker, but hirers will be charged \$300 from their bond if the speaker/remote control/cables or key are lost or damaged.

### **No smoking policy**

- Smoking is not permitted in any area of the SHNC buildings and grounds. The Hirer must not allow any person to smoke on the premises.

### **Alcohol policy**

- Hirers must apply to SHNC to consume alcohol whilst on the premises – please complete and return to SHNC the ‘Application to Consume Liquor at SHNC Form’ that is included in this pack.
- If alcohol is to be sold, then Liquor Licensing Victoria must be contacted (1300 650 367) and a Liquor Licence obtained – online application can be made at <https://www.vcglr.vic.gov.au/liquor/restaurant-cafe/apply-new-licence/apply-liquor-licence> A copy of this must be given to the Centre prior to the hire commencing.

- Responsible serving of alcohol regulations and guidelines must be observed. Alcohol must not be served by or consumed by persons under 18 years of age.

### **Other hiring information**

- **We do not take bookings for parties of ages 15 to 18 year olds**
- **We do not allow bands as we are in a residential area.** You can hire our Bluetooth speaker (no cost, but you need to pick up a key in the week before the booking, as it is kept locked.) Or you can bring your own Bluetooth speaker.
- Music must be kept at a reasonable volume with consideration to our neighbours. Music must finish at 10.30pm on Fridays and Saturdays and 10pm from Sundays to Thursdays. **If you have a DJ to provide music, you must ensure that the DJ understands that the volume must be kept down to a reasonable level and abides by this requirement.**
- **Partysafe:** If the event is for a party for ages 13 - 14 years and 19 - 22 years, you must register your party with the Victorian Police through completing a Police Partysafe Form. The Partysafe form can be downloaded from [www.police.vic.gov.au](http://www.police.vic.gov.au), then search for Partysafe. Then post the completed form to: Boroondara Crime desk, Boroondara Police Station, 34 Harp Road, Kew, 3101.
- SHNC does not provide barbeque facilities.
- **Jumping castles and animal farms may be permitted by special arrangement with the Centre Manager. If permission is granted, these must be located in the lower garden area of the Chandler garden or in the Staff Car Park. The hirer will be responsible for the rectification of any damage caused.**
- It is the responsibility of the hirer to ensure their equipment or their guests do not damage any part of the Centre, including gardens, floors, fixtures and furniture.
- SHNC will not be liable for theft, loss or damage to any property brought onto the premises by the hirer or their guests, including vehicles and possessions left in the designated parking area.
- Any portable electrical equipment brought into the Centre must conform to the Australian Standard Test and Tag requirements.

### **Before leaving the Centre**

- **Please vacate the premises promptly at the end of your hire time.** The caretaker will conduct a post-hire check after your booking.
- **Rooms must be left clean.** Sweep and mop floors where appropriate, wipe surfaces, replace chairs and tables and leave the room tidy and in the same configuration as prior to the room hire.
- **Remove all decorations and take all rubbish home.** Rubbish is NOT to be put into the Centre's rubbish bins, or any neighbouring bins.
- **Turn off kitchen equipment, lights, and heater/air-conditioner.**
- **Lock and secure all windows and external doors.**
- **Replace the Chandler Room key in the key safe if this room has been hired.**

### **In the event of an emergency**

**The Hirer is responsible for ensuring adequate procedures are followed in the event of an emergency.** Depending on the situation this may include some, or all of the following:

- **Contact Emergency Services – Dial 000 for Ambulance, Fire or Police services.**
- Our address is:


#### **For the Chandler Room**

157 Union Road  
SURREY HILLS Vic 3127

#### **For the Cottage**

1 Bedford Avenue  
SURREY HILLS Vic 3127



- **Assist any person if safe to do so. Administer First Aid as appropriate.**
- **First Aid Kits**  are located in the **Chandler Room Kitchen** and the **Cottage Kitchen**.
- **Alert office staff if emergency is during office hours, notify the caretaker if outside office hours. The Caretaker's contact details are in the security instructions provided prior to the event.**
- **If necessary, conduct an emergency evacuation of all persons using the nearest safe exit.** Diagrams of emergency exits, and procedures are displayed in all rooms. The hirer is responsible for familiarising themselves with the evacuation plan. Everyone should assemble in the Front Cottage Garden or in the Carpark and not re-enter the building. The Hirer should account for all the people in attendance and check all bathrooms. The Hirer should be aware of anyone who has an issue with mobility or an impairment which could affect their ability to be aware of or escape in an emergency.

### **General policies**

- Hirers can only use the building for the purpose stated on the Venue hire forms.
- The Hirer must not damage any part of the hired area or allow anyone else to do so. Hirers are responsible for any damage caused to the premises or property. The costs of repair or replacements will be taken from the bond in the first instance, and if the cost is greater than the bond, then the Hirer will be liable for any additional cost.
- All hire is subject to the discretion of SHNC Management. Hirers are required to adhere to SHNC venue hire policies. The SHNC Management grants the Hirer a non-exclusive sublicense to use the facility (including furniture & fittings, for their usual purpose) in accordance with the terms of the agreement and for the period of hire that has been booked.
- The SHNC Management reserves the right to review hire fees at any time and apply the new rate to any booking, current or future, from date the of change.
- **Child safe organisation** - Surrey Hills Neighbourhood Centre is a child safe organisation and is committed to promoting and protecting the interests and safety of children. We expect all groups and organisations who hire our rooms to comply with the requirements of the Commission for Children and Young People Act 2012 and to adhere to the Child Safe Standards if required to do so. A copy of our policy can be found on our website [www.surreyhillssnc.org.au](http://www.surreyhillssnc.org.au)
- If children are going to be present at the event/activity, the person hiring the space and anyone who will be interacting (paid or voluntary) with children will need to have a valid Working With Children Check. For details on how to apply, please visit [www.workingwithchildren.vic.gov.au](http://www.workingwithchildren.vic.gov.au)

### **Responsibility**

#### **Compliance with occupational health and safety & other laws**

- The Hirer must comply with the *Occupational Health and Safety Act 2004* (Vic) and any other law, regulation or by-law that applies to the Hirer's use of the Hired Area,
- The Hirer must not cause Surrey Hills Neighbourhood Centre to be in breach of the *Occupational Health and Safety Act 2004* (Vic) or any other law, regulation or by-law through the Hirer's acts or omissions.
- The Hirer must notify the Centre if it becomes aware of the existence of a potential health and safety issue in relation to the Hired Area.
- All room hirers of the Surrey Hills Neighbourhood Centre are required to observe COVID-19 safe precautions and restrictions in force at the time of their hire.

## **Indemnity**

The Hirer indemnifies Surrey Hills Neighbourhood centre against all claims, demands, actions, loss and liability in connection with the Hirer's hire and use of the Hired Area, including any damage to the Hired Area or any loss, injury or death to any person in or about the Hired Area.

- The Hirer indemnifies Council against all claims, demands, actions loss and liability in connection with any third party accessing the Hired Area, including any damage to the Hired Area or any loss, injury or death to any person in or about the Hired Area.

## **Disclaimer**

- The Hirer hires and uses the Hired Area at the Hirer's own risk, and releases Council from all claims, liability and loss in connection with the Hirer's hire and use of the Hired Area.
- The Hirer agrees and acknowledges that Council makes no warranty or representation to the Hirer about the condition of the Hired Area, or its suitability for the Purpose of Hire.
- The Hirer acknowledges that they have inspected the Hired Area and warrants that the Hired Area is suitable for the Hirer's purpose.