



Bennettswood Neighbourhood House Inc. – A0028651LK

ABN 27 675 966 331

7 Greenwood Street, Burwood 3125

Phone (03) 9888 0234

Email: info@bennettswoodnh.org.au

Website: www.bennettswoodnh.org.au

VENUE HIRE INFORMATION AND BOOKING AGREEMENT

Thank you for your enquiry/booking to hire the facilities of Bennettswood Neighbourhood House. Please note, if you have not already paid, payment in full is required to confirm your booking.

Please find attached the following documents:

Venue Hire Information - please read and keep for your reference.

Venue Hire Agreement (Appendix A) - please complete and return to us.

Door Access Code Form (Appendix B) - please complete and return to us. We will contact you prior to the event to receive the door code.

Child Safe Code of Conduct (Appendix C) - please read to comply with Victorian Child Safe Standards and legislation

Note:

If the Hirer is a business or an incorporated organisation a copy of the Certificate of Currency for Public Liability is required to be submitted with the application.

Hirers will be given a tour of the facilities if requested, to acquaint them with any particular features necessary to ensure they have a positive experience in renting these facilities. Please contact us during office hours, Monday to Friday 10am to 2.30pm, to arrange an inspection time or if you have any further queries about your booking or this information pack.



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HIRER: PLEASE KEEP THIS INFORMATION FOR YOUR REFERENCE

VENUE HIRE INFORMATION

Individuals, organisations, local groups and businesses are welcome to hire BeNH facilities. All rooms are wheelchair accessible. 

FACILITIES AVAILABLE (prices effective from June 2018)

Space	Description	Furniture and Features	Cost
Front Room	L Shaped	Adult chairs 3+ trestle tables 3 card tables Heating and air conditioning Direct access to kitchen Piano Smart TV	\$30 per hour \$120 parties for entire House \$100 Refundable deposit (TV remotes)
Back Room	Large space, adjacent outdoor space	6+ trestle tables 2 children's tables 20 children's chairs Direct access to kitchen Direct access to outdoor enclosed play area Adult chairs	\$30 per hour \$120 parties for entire House * school/public holiday surcharge may apply

PAYMENT AND BOOKING NOTES:

- Tentative bookings will be held for 3 working days.
- Payment in full is required to confirm a booking.
- Total hire time must include any time to set-up/pack up and clean. Hirers are unable to have access to the facilities until the commencement of the period of hire.

WHAT IS PROVIDED AND INCLUDED IN THE HIRE FEE?

Some basic equipment is available for use:

- Small amount of miscellaneous crockery, cutlery, glasses 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.

Please wash and return crockery or cutlery to the appropriate cupboard or drawer, do not leave items draining on the sink. Please advise of any breakages or damage to the Centre during business hours following your event.

WHAT HIRERS SHOULD PROVIDE, IF REQUIRED

- All refreshments, including tea, coffee and milk.
- Additional items to supplement venue equipment listed above.
- Tea towels, baking paper, foil, plastic wrap, garbage bags for rubbish
- **Please take your rubbish home.**

HEATING AND COOLING SYSTEMS

Reverse-cycle air conditioned cooling and heating are provided. Cooling instructions and the remote control are on the wall & notice board in back room. Heating will already be set to come on at your specified time and switch off after your specified departure. **Hirers are reminded to turn off all cooling and ceiling fans before departure. Do not adjust or turn off central heater setting.**

NOTES FOR PARTIES

Toys:

- Some children's toys are available in the back room cupboard.
- Extra toys can be provided - please ask with your application. We have some in the shed.
- Pack toys away when finished.

Decorations:

- Streamers and banners can be used, we recommend using 'blu tac' for putting up decorations.
- All decorations and 'blu tac' must be removed at the end of the event.

Miscellaneous:

- The House does not provide barbeque facilities.
- Jumping castles and animal farms are not permitted within the Centre.

CONCLUSION TIMES FOR FUNCTIONS

All cleaning up must be completed within the room hire period in line with your specified hire times.

VENUE ACCESS

We will contact you with the door access code prior to the date of hire.

BEFORE LEAVING THE CENTRE

- **PLEASE VACATE THE PREMISES PROMPTLY AT THE END OF YOUR HIRE TIME.**

The Administration Assistant will conduct a post-hire check at the conclusion of your booking.

- **Clean up rooms used:** Sweep and mop floors where appropriate, wipe surfaces, replace chairs and tables to where they are stored and leave the room in a tidy state.
- **Remove all decorations and take all rubbish home for disposal.**
- **Turn off stove, oven, lights, split systems heaters/air-conditioners, fans, taps and any other equipment used.**
- **Put away children's toys where they were found.**
- **Check all lights, including toilet lights are turned off.**

VENUE HIRE POLICIES AND PROCEDURES

GENERAL POLICIES

- All hire is subject to the discretion of BeNH Management. Hirers are required to adhere to BeNH policies and procedures governing the use and hire of BeNH facilities. The BeNH Committee of Management grants the Hirer a non-exclusive licence 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 as stated on the booking.
- Bennettswood Neighbourhood House reserves the right to cancel a booking. BeNH Management reserves the right to review hire fees at any time and apply the new rate to any booking, current or future, from date of change. Changes will be advised in writing.
- Hirers must respect other users of the Centre and our neighbours, particularly in relation to noise level restrictions.
- BeNH Management reserves the right to cancel any booking if these terms and conditions of venue are breached. Any return of up-front paid rent will be at the discretion of Management.
- Do not share the key code with others. The key code is for the use of the person signing this agreement. Unapproved and unauthorised use of the key code or use of key code to gain admittance to the House at any time other than that booked will constitute a serious breach of the terms and conditions of the rental agreement. Any future requests to hire the venue from the business or individual or anyone representing that business or individual will be refused by BeNH Management.

SMOKING POLICY

- Smoking is not permitted within any area of the BeNH facilities and grounds.

CANCELLATION POLICY

Bennettswood Neighbourhood House adheres to the following policy regarding the cancellation of bookings. We understand that unexpected events can occur, however 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 less administration fee
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.	Management discretion

IN THE EVENT OF AN EMERGENCY

The Hirer is responsible for ensuring that adequate procedures are followed in the event of an emergency. Depending on the situation this may include some or all of the following, in any order relevant to the situation: **Call emergency services as necessary – ambulance, fire brigade or police on 000 (if urgent) or if non-urgent 131 444 or <https://www.police.vic.gov.au/palolr> (Police Assistance Line & Online Reporting) 24 hour police assistance or reporting non-urgent crimes and event.**

Our address is:

7 Greenwood Street,
Burwood 3125

Assist any person in immediate danger if safe to do so. Provide assistance as appropriate.

- **First Aid Kit** is located on the kitchen bench next to the hands-free sink.
- **If an emergency occurs during office hours Mon to Fri 9.30am to 2.30pm: Alert office staff.**
- **If necessary conduct an emergency evacuation of all persons using the nearest safe exit.**
- **The Hirer should know how many people are in attendance and account for all persons once the evacuation is complete.**
- **The Hirer should be aware of any persons who have an issue with mobility or an impairment which could affect their ability to be aware of or escape in an emergency and provide assistance.**

RESPONSIBILITY

- No responsibility or liability is accepted in relation to the property or personal effects of hirers or their guests or participants during the hire period at BeNH.
- If the Hirer is a business or an 'Incorporated' organisation then a copy of the 'Certificate of Currency for Public Liability' will be required.
- Hirers are responsible for any damage caused to the premises or property. The costs of repair or replacements will be charged to the Hirer. Please report any damage to the office.

STATEMENT OF COMMITMENT TO CHILD SAFETY

All venue hirers of Bennettswood Neighbourhood House are required to observe child safe principles and use appropriate behaviour towards and in the company of children while participating in activities that include children at Bennettswood Neighbourhood House or while using the services of Bennettswood Neighbourhood House as set out in Bennettswood Neighbourhood House Child Safe Code of Conduct. The Bennettswood Neighbourhood House Child Safe Code of Conduct is appended to this agreement (Appendix C).

VENUE HIRE CHECKLIST - Bring this checklist on the day of your hire

Make a room hire enquiry - a tentative booking can be held for maximum of 3 working days.

Make a confirmed booking with full payment.

Complete required forms

1. **Venue Hire Agreement** – All Hirers
2. **Door Access Code Form** - All Hirers
3. If the Hirer is a business or an 'Incorporated' organisation then a copy of the '**Certificate of Currency for Public Liability**' will be required.

Arrange to view the premises and become acquainted with features such as operation of the oven in the kitchen, heating/air-conditioning, location of chairs/tables, location of cleaning equipment, unlocking and locking procedure, use of the door access code (this will be given one week prior to date of hire).

Receive door access code. (Phone office one week prior to date of hire. Office hours are Monday to Friday 9.30am to 2.30pm.)

On date of hire bring:

1. The Venue Hire Information provided by BeNH
2. Door access code
3. Rubbish bags and tea towels
4. All refreshments required including tea, coffee, sugar, milk

On leaving the Centre:

1. **PLEASE VACATE THE PREMISES PROMPTLY AT THE END OF YOUR HIRE TIME.**
2. Clean rooms used: sweep and mop floors where appropriate, wipe surfaces, replace chairs and tables to where they are stored and leaving the room in a tidy state.
3. Remove any decorations and dispose of rubbish in exterior centre bins or take excess home. Do not place rubbish in inside bins. Small amounts of rubbish may be placed in outside bins. Recycle correctly, no plastic bags or wrappings or food in recycling bin.
4. The user/s must turn off stove, oven, lights, air-conditioners, fans, taps, urns, kettles and any other equipment used. Put away children's toys.
5. Lock and secure all external doors.
6. Switch off all lights including toilet lights.

APPENDIX A - COMPLETE & RETURN BY MAIL, EMAIL or BRING TO OFFICE

VENUE HIRE AGREEMENT

HIRER'S DETAILS

Name of Hirer (print clearly).....

Address of Hirer.....

Phone number of Hirer:

Email address of Hirer.....

HIRER'S PUBLIC LIABILITY INSURANCE DETAILS:

Name of Insurer:

Policy number:.....

Note: If you have Public Liability Insurance you must provide a Certificate of Currency with this agreement.

Date(s) and Time of Hire.....

Room(s) Hired (Front/ Back/ Computer/House).....

Description of Event.....

1. I have been provided with Bennettswood Neighbourhood House's Venue Hire Information, Terms & Conditions & Booking Agreement.
2. I have read and understood the Terms and Conditions of Venue Hire as stated in the Bennettswood Neighbourhood House's Venue Hire Information, Terms & Conditions & Booking Agreement and I have asked for clarification if required.
3. I agree to the Terms and Conditions of Venue Hire as stated in the Bennettswood Neighbourhood House's Venue Hire Information, Terms & Conditions & Booking Agreement.
4. I acknowledge that I have received, read and signed Bennettswood Neighbourhood House's Child Safe Code of Conduct (Appendix C).

BY MAIL (SIGNATURE)Date.....

BY EMAIL (TYPE NAME)Date.....

APPENDIX B - COMPLETE, SIGN AND RETURN FORM by MAIL, EMAIL or BRING TO OFFICE

DOOR ACCESS CODE FORM FOR HIRERS

- **Codes may be changed without warning** however if there is a serious security breach, BeNH will make every effort to ensure new codes are issued promptly in such circumstances.
- Ensure **personal details on the form are printed legibly.**

Undertaking by Hirer

I, of (address).....

.....

(phone number) (email)

will be issued with security codes for access to Bennettswood Neighbourhood House facilities

(CIRCLE room(s) hired) ...FRONT.....BACKWHOLE HOUSE.....for the sole purpose of (specify event)..... on

(date)..... (time, duration of event)

I undertake to

- a) exercise due diligence and use the code strictly in accordance with the provisions of hire.
- b) not to reveal or give the code to any other person under any circumstances.
- c) ensure all doors, including those accessed internally, are secured when vacating the premises.

BY MAIL (SIGNATURE).....Date.....

BY EMAIL (TYPE NAME)Date.....

APPENDIX C - COMPLETE, SIGN AND RETURN THIS FORM by MAIL, EMAIL or BRING TO OFFICE

CHILD SAFE CODE OF CONDUCT

Purpose

All personnel within and participants using the services of Bennettswood Neighbourhood House are responsible for supporting the safety, wellbeing and empowerment of children by:

- taking all reasonable steps to protect children from abuse
- listening and responding to the views and concerns of children, particularly if they are telling you that they or another child has been abused and/or are worried about their safety or the safety of another
- promoting the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds (for example, by having a zero tolerance for discrimination against any child, including culture, race, ethnicity or disability)
- ensuring as far as practicable that adults are not left alone with a child
- reporting any allegations of child abuse to the police or child protection
- reporting any child safety concerns to Bennettswood Neighbourhood House leadership (Manager)
- if an allegation of child abuse is made, ensure as quickly as possible that the child(ren) are safe
- adhering to this Bennettswood Neighbourhood House child safe code of conduct

Staff, volunteers and other adults must not:

- develop any 'special' relationships with children that could be seen as favouritism (for example, the offering of gifts or special treatment for specific children)
- exhibit behaviours with children which may be construed as unnecessarily physical
- put children at risk of abuse (for example, by being alone with a child or children and locking doors)
- do things of a personal nature that a child can reasonably do for themselves, such as toileting or changing clothes
- engage in open discussions of a mature or adult nature in the presence of children
- use inappropriate language in the presence of children
- express personal views on cultures, race or sexuality in the presence of children
- ignore or disregard any suspected or disclosed child abuse.

By observing these standards you acknowledge your responsibility to immediately report any breach of this code to Bennettswood Neighbourhood House Manager.

If you believe a child has been abused or is at immediate risk of abuse phone 000. If you believe a child has been sexually abused or is at immediate risk of sexual abuse you are required to report to police - phone 000.

Note:

The Child Safe Code of Conduct outlines expected standards for appropriate behaviour with and in the company of children, including online conduct.

The Child Safe Code of Conduct is used:

- to inform parents/carers and other persons hiring the House as a venue for children's activities what responsibilities they have to comply with Child Safe Standards
- as part of induction training for new leadership members, staff and volunteers
- to support and inform organisational protocols and reporting procedures should breaches of the code be suspected or identified.

I, _____ have read and understand the Child Safe Code of Conduct.

Signed: _____ Date: _____

***BY EMAIL (TYPE NAME)Date.....**