



BOOKING PROCESS

HOW TO RESERVE A COMMUNITY FACILITY – CASUAL BASIS

Information on Council's community facilities can be obtained by accessing our website at www.northsydney.nsw.gov.au

Booking Process

All community facilities can be booked through the Booking Officers. Officers are available for enquiries and bookings from:

Monday to Friday between 9.00am to 5.00pm
Telephone: (02) 9936 8200 or (02) 9936 8427

How to reserve a facility

Should you wish to hire a community centre, you must first apply in writing. To do this, you need to complete the appropriate application form which is available on Council's website or by contacting Council's Booking Officers.

Please ensure all details of the application form are completed or it may delay the hire process.

Council does not accept tentative bookings. Resources cannot be reserved until Council has received a signed application form and a \$50 - \$100 deposit. The balance is due one week to (the nearest Friday) before the event.

Note: Deposits are non-refundable.

Booking confirmation

All bookings are confirmed in writing. Please include your email address if your application is urgent and a copy of your approval letter will be emailed. The original will be mailed along with your receipts.

Public Liability insurance

All hirers must have insurance. If your booking is on behalf of a company, you will need to provide your own insurance. If your booking is on behalf of an individual, you will need to pay a 'casual' insurance fee (currently \$32 - \$128.00).

For those that have their own Insurance,

- amount insured (minimum \$10 million)
- be in \$AUD
- include North Sydney Council as an "Interested Party"

If the booking is on behalf of an individual, you will need to pay an additional fee (refer to 'Schedule of Fees').

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Bonds

Some facility bookings require the payment of a bond.

The bond will be refunded within 14 days by cheque subject to:

- The hall being left in a clean and tidy condition (similar to that at the commencement of the hire).
- No structural damage to premises, fittings or equipment being caused.
- No additional usage of the facilities beyond the original hire arrangement.
- Vacate by the time specified on the application form.

N.B. Failure to leave the premises at the agreed time will result in \$100.00 (min) being retained from the bond.

Amended/Cancelled Bookings

A flat fee of \$25 will apply to all bookings that are amended after they have been confirmed in writing.

Cleaning up

Consideration must be given to any setting up/cleaning up within the timeframe reserved (i.e. the 'set-up' time is included in your hall hire period and is therefore chargeable).

N.B. Cleaning equipment is not provided at the centre.

Complaints

Please contact Council if you experience any problems. If you need to contact a Ranger urgently, telephone 9936 8100 (i.e. Council's main switchboard number). Your call will then be diverted to an off-site call centre. On receipt the operator will immediately forward the details to the Ranger Services Department.

Disputes

To be fair to all hirers, it is essential that booking times be strictly adhered to. Any hirer overstaying their confirmed booking time will be asked to leave and will be invoiced for the extra time. It is a hirer's responsibility to call a Ranger should a dispute arise.

Lost items

Council cannot be held responsible for the damage or loss of equipment left on the premises.

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Public Liability Insurance – Regular Hirers

A copy of your Certificate of Currency must be forwarded to Council immediately upon renewal. Failure to comply may result in your booking(s) being cancelled.

Refunds

If you cancel your booking, Council will retain your deposit (\$50).

Security

On your departure, please ensure that the lights, heaters and/or fans are switched off. In addition, you must secure all windows and lock all doors. There is no need to wait around for a Ranger.

Access

A Ranger will open and close the facility according to the booking schedule. There is no free usage of the facilities for set-up time; normal fees will apply. Consequently, this should be taken into consideration when making a reservation.

Restrictions

Functions for persons between ages of 16-25 years must have a security guard present.*

* The security guard must be registered and professionally trained. Please provide a copy of his or her certification/accreditation with your application. In addition, your function must also be registered with local police.

If you have any further questions, please direct your enquiry to the Customer Service Centre, Phone 9936 8200/9936 8427.