



BOOKING PROCESS

HOW TO RESERVE A COMMUNITY FACILITY – PERMANENT HIRERS

How to reserve a council facility

Should you wish to hire a community centre on a permanent basis, you must first apply in writing. To do this, you need only complete the following forms:

1. Application Form
2. Application for Credit

The following information must be included in your application:

- Name and address
- Telephone (home, work and mobile)
- Email
- Facsimile
- Purpose of hiring facility
- Number of people attending

You will also need to include the following:

Preferred:

- Day
- Time
- Facility/Room

Additional information required:

- Certificate of Currency
- Copy of qualifications (or references)

Booking confirmation

All bookings are confirmed in writing. When making any bookings/amendments, please include your email address if your application is urgent and we will email a copy (as well as send the original in the mail).

Access

Each week a report is generated showing the bookings to take place the following week. A copy is then forwarded to the Ranger Services Department. A Ranger will then open and close the facility according to the booking schedule.

Keys will not be issued.

Booking Process - Permanent

Fees and charges

Council's fees and charges are reviewed annually (i.e. at the end of each financial year).

When starting up, you are required to pay for the first twelve (12) sessions in advance. Should you wish to cancel a booking within this period, there is no refund.

Permanent hirers are invoiced on a monthly basis (after the initial payment has been received).

NB. Account must always be kept up to date.

Amendment/Cancellation Fee

All bookings that are amended after they have been confirmed in writing will incur a penalty fee.

Penalty Amount: \$25.00 (per occasion)

All requests to amend/cancel a reservation must be provided in writing, (i.e. telephone amendments/cancellations will not be accepted).

The following information is required if a booking is to be amended/cancelled:

- Booking reference number
- Date(s)
- Time
- Resource
- Booking name, address and telephone number (preferably to be supplied on a letterhead)