

## MEETING ROOM BOOKING REQUEST

### Information

Ensure you read the Terms and Conditions on Page 1 and continued on Page 2 of this application form prior to completing the form.

### Terms and Conditions

#### 1.0 Hirers Obligations:

- 1.1 True and Accurate Information - Hirer's must provide true and accurate information in regards to their identity, use of the venue and activities taking place, number of attendees, duration of the event, appropriate fee category, and any other information required to complete the booking.
- 1.2 Adherence - The Hirer must adhere to the terms and conditions as set out in this document, their booking contract or referenced in any other document.

#### 2.0 Venue Overview

- 2.1 Condition and Cleanliness - It is the requirement of all hirers to clean and tidy the space that they have used, leaving it in the same condition with which they found it, fit for another hirer to use directly afterwards. Whilst Singleton Council does engage regular cleaners to service the room at the end of the day, this service is not provided between meetings and it is the obligation for all Hirers to clean the room thoroughly prior to their meeting finish time.
- 2.2 Availability of Equipment - provides a range of equipment for the use in the meeting room but, especially in the situation of multiple users in the same building; cannot guarantee its availability, cleanliness or condition.
- 2.3 Timeliness - Singleton Council frequently books the same space / room back-to-back with bookings finishing and another commencing immediately after one another. All Hirers are expected to adhere to their confirmed end times for their meetings in order not to impact another hirer. In light of back-to-back bookings, all Hirers must adequately factor in the time required to pack-up, clean and vacate the space prior to the confirmed end time of their meeting.

#### 3.0 Meeting Timing

- 3.1 Dates & Time of Meeting - The date and times (start / finish) of the meeting are those which are confirmed to the Hirer in their confirmation email. These are the hours between which the meeting can take place, which have been paid for by the hirer, and for which the Hirer has exclusive use of the room/space unless otherwise stated. Additional hours (time) either side of the booking are available to be booked by other parties and the ability to extend the original booking will be subject to availability and must be requested within business hours. If the Hirer exceeds the allocated meeting time, they will be invoiced for the additional hours used.
- 3.2 The hirer and their attendees are not permitted to enter the room / building prior to their confirmed time, or to exceed the allocated time of their booking. Any additional hours will incur a charge and may lead to refusal of future bookings.

#### 4.0 Equipment / Facilities

- 4.1 Use of Equipment - Hirers will be permitted to use equipment provided by Singleton Council. Singleton Council does not guarantee the availability of equipment.
- 4.2 Cleanliness of Equipment - All equipment must be cleaned (including washed, wiped and dried if required) at the completion of each meeting and put away or returned to their initial location.

#### 5.0 Fees & Charges

- 5.1 Rate Periods – All rates are included within our Fees & Charges. All hours are chargeable, i.e.: there is no additional time provided for set-up or pack-down as this time must be factored in to your booking period. Any additional time used will be charged. Council reviews all fees and charges prior to 30 June. Should a booking for the following financial year be confirmed before this review, Council may increase the fees and charges payable by the Hirer to reflect an updated hire rate.

#### 6.0 Bookings

- 6.1 Processing Times – All bookings must be submitted using Singleton Council's Online Services. Responses will be provided within 10 business days.
- 6.2 Acceptance of Bookings – Singleton Council reserves the right to refuse to accept any booking without notification or explanation.
- 6.3 Tentative Holds – Due to the high volume of booking enquiries we do not place holds on any rooms. All requests must be logged through Singleton Council's Online Services.
- 6.4 Confirmation – Bookings are only confirmed once a confirmation email has been returned from Singleton Council and the full fee has been paid. Following receipt of payment, Singleton Council will send a booking confirmation. No bookings will be permitted to go ahead unless payment has been made in full.

## **7.0 Cancellation**

- 7.1 Right of Cancellation – Singleton Council has the right to cancel any booking already made and shall not be liable in any way for any loss or damage or otherwise in consequence of the exercisable right. In these circumstances Council may refund any portion of sums on account of fees if such refund is considered to be warranted.
- 7.2 Cancellation Period and Penalties – If the meeting is cancelled at minimum 2 business days prior to the scheduled meeting, any payments made towards the booking will not be refunded.
- 7.3 Application by Hirer - All cancellations by the Hirer must be made in writing (email) to and acknowledged by Singleton Council Customer Service Officers prior to the meeting. No meeting will be considered cancelled (included monies returned) unless the Hirer receives written confirmation from Singleton Council Customer Service Officers confirming the cancellation.
- 7.4 No-Shows – In the event that for any reason, the hirer does not turn up for the meeting (i.e. considered a “No-Show”), they will not be refunded for their meeting.

## **8.0 Changes**

- 8.1 Significant Changes – There should not be any significant changes by the Hirer at minimum 2 business days prior to the booking date. Significant changes are considered to be but not limited to change of date or time and change of location.
- 8.2 Change of Date or Reduction in Time – After confirming their booking and full payment, a Hirer may request to change the date or reduction in time of their meeting without penalty subject to availability and must be done within 2 business days of the meeting. Any request for changes to the date or time of a confirmed meeting within the time frame specified above, will be determined on a case by case basis by Singleton Council and may incur additional fees and charged as deemed applicable.

## **9.0 Postponement / Change of Date**

- 9.1 General - Once a date has been confirmed to the Hirer and the payment made, the date and times as per the confirmation are held for the hirer, and other parties who may enquire for this date and time period are rejected.
- 9.2 Request for Postponement by the Hirer - All requests for postponement must be made in writing (email) to and acknowledged by Singleton Council Customer Service team at minimum 2 business days prior to the event or as soon as known. Within 2 business days, forfeiture of payments may apply. Acceptance of postponed meetings will be subject to availability and demand.

## **10.0 Catering**

- 10.1 Catered Meetings facilitated by a 3<sup>rd</sup> Part / External Provider - Singleton Council (and associated venues) no longer offer on-site catering. The Hirer is responsible for organising any catering that they wish to provide. The Hirer is responsible for notifying staff of catering arrival times to ensure prompt service to the meeting room. Any catering delivered cannot be stored, and the Hirer is responsible for ensuring the correct delivery time. The Hirer will be responsible for the cleanliness and tidying up of any food/catering.

## **11.0 Smoking**

- 11.1 Singleton Council (And all associated venues) have a strict **SMOKE FREE** policy.

## **12.0 Emergency & Evacuation Procedures:**

- 12.1 Evacuation Procedures – Emergency evacuation procedures are located in each building and also provided to hirers as part of their confirmation. It is then the responsibility of the hirer to communicate all evacuation procedures, exit routes and evacuation points to their attendees. All attendees are required to sign in/out at each venue to ensure they are accounted for if an evacuation arises.
- 12.2 Alarm Sounding – In the event that the evacuation alarm is sounded, all people are to immediately evacuate the building.