



ROOM AND EVENT HIRE CLEANING & CARE POLICY

To maintain a clean, safe, and welcoming environment for all users, all hirers are required to follow the cleaning and care guidelines below. These requirements are especially important for rooms with carpeted flooring.

1. General Responsibility

The hirer is responsible for leaving the room in the same condition it was found prior to the event. This includes all furniture, fixtures, and flooring.

2. Food and Beverage Guidelines

Carpeted Rooms (No Kitchen Access)

To minimise staining and damage:

- Avoid high-risk items such as heavily sauced foods, greasy foods, and strongly coloured drinks (e.g. cola, grape juice, coffee, tea without lids).
- Prefer low-mess, low-stain options such as sandwiches, wraps, light snacks, and clear or bottled drinks.
- All food and beverages should be consumed in a controlled manner (e.g. at tables, not while moving around).

Carpeted Rooms with Adjacent Kitchen Access

Where a kitchen is available:

- All preparation, serving, and consumption of higher-risk food and drink (e.g. hot foods, saucy dishes, darker beverages) must be contained within the kitchen or designated hard-floor areas.
- The carpeted space should be used primarily for low-risk consumption (e.g. light snacks and covered drinks).
- Hirers are encouraged to adopt a “kitchen = food zone, carpet = social zone” approach.

3. During the Event

Hirers must take reasonable steps to prevent mess and damage, including:

- Using plates, napkins, and appropriate containers
- Ensuring bins are used for all waste
- Cleaning up spills immediately
- Avoiding the movement of messy or spill-prone items across carpeted areas

4. End-of-Hire Cleaning Requirements

At the conclusion of the booking, hirers must:

- Remove all rubbish and dispose of it in designated bins
- Wipe down all tables, benches, and used surfaces
- Return furniture to its original layout
- Remove all personal items, decorations, and leftover food
- Clean any visible spills or marks on floors or surfaces

5. Cleaning Deposit

A cleaning deposit of **\$100** is required for all room hires.

- This deposit will be retained in full or in part if additional cleaning is required after the event.
- If the room is left in a satisfactory condition, the deposit will be refunded.

6. Additional Cleaning Charges

If cleaning required exceeds the standard scope (e.g. stain removal, carpet cleaning, odour removal, or excessive waste), additional cleaning or repair costs will be charged to the hirer.

These charges will reflect the cost of restoring the room to its original pre-event condition.

7. Damage and Staining

Any damage to the room, including carpet staining, may result in:

- Forfeiture of the cleaning deposit



- Additional charges where the cost of repair or professional cleaning exceeds the deposit amount

8. Agreement

By hiring the room, the hirer agrees to comply with this policy and those listed below and accepts responsibility for any cleaning or damage costs incurred because of their use of the space.

This policy should be read in conjunction with:

- Terms and Conditions – Room and Event Hire Policy
- Room and Event Hire Cleaning & Care Policy
- Room and Event Hire Food and Drink Policy
- Room and Event Hire Key and Code Policy