



ROOM AND EVENT HIRE KEY AND CODE POLICY

Lalor Neighbourhood House (LNH) provides keys and/or access codes to authorised hirers to ensure safe and secure use of the facility. This policy outlines the responsibilities and conditions associated with access.

By accepting keys or access codes, hirers agree to comply with this policy.

1. KEY AND CODE ALLOCATION

- Access will be provided via physical keys, access codes, or both, depending on the booking arrangement
- Keys and codes are issued only to the authorised hirer named in the booking
- Hirers may be required to attend a key collection briefing prior to their booking
- A key deposit of \$100 is required before keys are issued

2. COLLECTION AND RETURN (KEYS ONLY)

Keys must be collected during LNH office hours, unless prior arrangements have been made

Keys must be returned:

- Immediately after the final booking session, or
- By the agreed date and time specified by LNH
- Late return of keys may result in:
 - Deduction from the key deposit
 - Additional charges where access or security is impacted

3. USE OF KEYS AND CODES

Hirers must:

Use keys and/or codes only for their approved booking times

Ensure the facility is securely locked when leaving, including:

- All doors and windows closed and locked
- Lights, heating/cooling, and appliances switched off
- Follow all instructions provided during key collection, induction, or booking confirmation

4. Access Codes

- A temporary access code will be issued to hirers for the duration of their booking period
- This code will provide access only for the approved hire times
- The temporary code will be deactivated and deleted immediately following the event or room hire period
- Regular or recurring hirers will be issued a code for the duration of their booking agreement
- These codes will remain active only for the approved booking period and will be deleted upon termination or completion of the hire arrangement

Access codes are confidential and must not be:

- Shared with others
- Distributed or recorded in an insecure manner
- Used outside the approved booking period
- LNH reserves the right to change or revoke access codes at any time for security purposes

5. SECURITY AND RESPONSIBILITY

Keys must not be copied, shared, or transferred to any other person

Hirers are fully responsible for:

- The safekeeping of issued keys and/or codes
- The behaviour of all guests and attendees
- Securing the premises during and after use

Unauthorised access, misuse, or failure to secure the premises may result in:

- Loss of bond and/or deposits
- Additional charges
- Cancellation of current or future bookings

6. LOST, STOLEN, OR DAMAGED KEYS

- Lost or stolen keys must be reported to LNH immediately
- Hirers will be responsible for all associated costs, which may include:
- Key replacement
- Lock replacement
- Security call-out fees



These costs may exceed the key deposit and will be invoiced if necessary.

7. BREACH OF POLICY

Failure to comply with this policy may result in:

- Forfeiture of key deposit
- Additional fees for damages or security risks
- Immediate cancellation of access
- Refusal of future bookings

8. RELATED POLICIES

This policy should be read in conjunction with:

- Terms and Conditions Room and Event Hire Policy
- Room and Event Hire Cancellation Policy
- Cleaning & Care Policy
- Food and Drink Policy