



TERMS AND CONDITIONS – ROOM AND EVENT HIRE POLICY

Thank you for choosing to hire Lalor Neighbourhood House (LNH). Our venue hire program relies on hirers complying with these Terms and Conditions to ensure a safe, respectful, and enjoyable environment for all users.

By confirming a booking, hirers agree to comply with all conditions outlined below. Failure to do so may result in forfeiture of bonds, additional charges, or loss of future booking privileges.

1. BOOKINGS AND PAYMENT

Casual Bookings

- Bookings must be made via the LNH booking system or directly through staff.
- Full payment is required to secure a booking.
- A booking is not confirmed until payment is received in full.
- Payment methods may include EFT, EFTPOS, cash, or bank transfer (proof of payment required).

Regular / Recurring Bookings

- Invoices will be issued for organisational and recurring hirers.
- Organisations must provide:
 - Public Liability Insurance Certificate of Currency
 - Working With Children Check(s) where children are involved

2. DEPOSITS

Two deposits are required for all bookings:

- Key deposit: \$100
- Cleaning deposit (all room hires): \$100
- Higher-risk bookings (e.g. parties with alcohol): an additional bond may apply at discretion of LNH

The bond and/or deposits may be withheld (in full or part) for:

- Damage to property or equipment
- Excessive cleaning required
- Loss of keys



- Failure to lock up or secure premises
- Noise complaints
- Breach of hire conditions
- Unauthorised access outside booking time

If costs exceed the bond and / or deposits, the hirer will be invoiced for the balance.

Refunds are processed within **14 days** of hire completion, subject to inspection.

3. CANCELLATIONS

Please refer to the ROOM AND EVENT HIRE CANCELLATION POLICY for details.

Casual Bookings

- Cancellation 14+ days prior: full refund (including bond if applicable)
- Less than 14 days: hire fee forfeited, deposits and bond (if applicable) refunded

Recurring Bookings

- 4 weeks written notice required for cancellation of ongoing bookings
- 14 days' notice required for individual session cancellations

Short Notice / Same Day Cancellation

- May be charged in full unless due to illness with supporting medical documentation provided at least 24 hours prior to booking

LNH Cancellation

- LNH may cancel bookings at its discretion and will provide full refunds of fees and bonds paid.

4. ACCESS AND KEYS

- Please refer to the LNH ROOM AND EVENT HIRE KEY AND CODE POLICY for details.
- Keys are collected during office hours unless otherwise arranged.
- Hirers must attend a key collection briefing where required.
- Keys must not be copied or passed on to others.

5. USE OF FACILITIES

- Spaces must only be used for the purpose approved in the booking.



- Hirers must remain onsite for the duration of their booking.
- Sub-letting is not permitted.
- Maximum capacity limits must be observed, as directed by LNH.
- LNH may vary capacity limits at its discretion.

6. CLEANING AND CARE OF ROOMS

Hirers must leave the venue clean and in original condition.

Please refer to the **ROOM AND EVENT HIRE CLEANING & CARE POLICY** for details.

General Cleaning Requirements

- Remove all rubbish from site
- Wipe down tables and surfaces
- Return furniture to original layout
- Remove decorations, food, and personal items
- Clean spills immediately
- Turn off appliances and secure the building

Cleaning Deposit Conditions

- A \$100 cleaning deposit applies to all room hires
- Refund depends on satisfactory condition upon inspection
- Additional cleaning costs apply where required

8. NOISE AND CONDUCT

- Noise must remain at respectful levels at all times
- Amplified sound must be kept indoors and at background level
- Outdoor speakers are not permitted
- Hirers are responsible for guest behaviour
- Neighbour complaints may result in bond deductions

9. FOOD AND ALCOHOL

Please refer to the **ROOM AND EVENT HIRE FOOD AND DRINK POLICY** for details.

- Food and responsible alcohol consumption is permitted
- Sale of alcohol or food requires relevant permits
- All alcohol containers must be removed after use
- LNH promotes responsible service and consumption of alcohol



10. DECORATIONS AND EQUIPMENT

- Tape (masking or low-residue) may be used on windows only
- Glitter and confetti are not permitted
- Balloons are discouraged for environmental reasons
- All external equipment or third-party services must be approved in advance
- Public liability insurance must be provided for contractors

11. SAFETY AND SECURITY

Please refer to the LNH ROOM AND EVENT HIRE KEY AND CODE POLICY for details.

- Emergency exits must always remain clear
- Fire safety equipment must not be tampered with
- Hirers must ensure safe conduct of all guests
- Evacuation procedures must be followed in emergencies

12. SMOKING

Smoking is strictly prohibited:

- Inside buildings
- In garden areas
- Immediately surrounding premises

13. INSURANCE AND LIABILITY

- LNH holds public liability insurance for the building only
- Hirers are responsible for their own insurance where required
- LNH is not responsible for loss, theft, injury, or damage during hire
- Hirers indemnify LNH against all claims arising from their use of the facility

14. THEFT, LOSS, AND RESPONSIBILITY

- Hirers are responsible for the safety of guests and belongings
- LNH accepts no liability for loss or damage
- Hirers are responsible for securing the venue at the end of hire

15. AGREEMENT

By booking and using Lalor Neighbourhood House facilities, the hirer agrees to:

- Abide by all Terms and Conditions outlined above



- Accept responsibility for guests, conduct, cleaning, and damage
- Pay any additional costs arising from breach of these conditions

16. RELATED POLICIES

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