

Room Bookings Terms and Conditions

1. BOOKINGS

Bookings can be made online through [www.volcanoesdiscoverycentre.com.au](#) or at the Volcanoes Discovery Centre located at 23 Martin Street, Penshurst. Bookings can be made up to six months in advance.

1.1 CONFIRMING BOOKINGS

Tentative bookings can be made on request. Bookings will be confirmed upon receipt of signed and completed booking form and payment of appropriate fee, if applicable.

Tentative bookings will lapse if not confirmed seven days prior to the event.

Confirmed Bookings will have priority.

1.2 PAYMENTS AND SECURITY BOND

Payments can be made by cash or cheque at the Volcanoes Discovery Centre or mailed to 23 Martin Street, Penshurst Vic 3289. We also accept direct payment. Where applicable, groups can request to be invoiced.

All cheques must be made out to PENSURST VOLCANOES DISCOVERY CENTRE.

A Security Bond of \$50.00 may be payable and held as security against damage and cleanliness of the building, furniture or accessories, and as a guarantee for the fulfillment of the conditions herein contained.

If the Facility is left in an unclean condition or damage is caused by the Hirer, Volcanoes Discovery Centre retains the right to withhold part or all of the security deposit towards any costs and if required the Hirer will be charged for any amount in excess of the security deposit.

A booking application form is required for all bookings.

1.3 CANCELLING BOOKINGS

If a group fails to use the room at the appointed time, Volcanoes Discovery Centre may limit access of the room for a period of time.

If bookings are cancelled on more than one occasion by a hirer, further bookings by that hirer will be reviewed.

No refunds will be given for cancelled bookings, however booking times can be exchanged if arrangements are made 48 hours prior to the booking time.

1.4 TERMINATION OF BOOKINGS

Volcanoes Discovery Centre may terminate bookings or availability for hire of venues at any time.

Notice will be supplied in writing to the hirer with as much lead time as practicable.

Bookings can be terminated without notice as a result of damage to property, noise or nuisance to other Volcanoes Discovery Centre patrons or residents, or failure to pay for hire or other costs.

1.5 CONTACTS

For information on booking Volcanoes Discovery Centre rooms please contact 0402 083 782.

2. USAGE OF FACILITIES

2.1 CLOSING AND CLEAN UP

It is the responsibility of the hirer to ensure that all doors and windows are locked; power points, lights, and equipment are turned off at the end of each session. Fees will apply for failure to do so.

Premises must be left clean and in good condition. Hirers are responsible for cleaning up spillages immediately.

All users must vacate the premises at the arranged time.

2.2 DAMAGE

The Hirer will be held responsible for payment of any damage to property, furnishings or equipment, other than through normal wear and tear.

2.3 FURNITURE AND EQUIPMENT

Set up and packing up of furniture may be required. This will be the responsibility of the hirer.

Furniture must be returned to the condition in which the room was found, and damage must not occur to walls, flooring, etc when moving furniture.

If groups require particular equipment (e.g. overhead projector) items must be requested at the time of booking.

2.4 STORAGE OF PERSONAL ITEMS

Groups are not able to store food, personal items, equipment or furniture on the premises without prior consent of Volcanoes Discovery Centre.

3. DISCLAIMER

Volcanoes Discovery Centre accepts no responsibility for personal items or property lost, stolen or damaged on the premises.

Volcanoes Discovery Centre reserves the right to refuse or rescind bookings for users who do not adhere to these conditions.

4. SEATING CAPACITY

Room	Capacity	Kitchen Facilities
Education Room	40	Yes

5. HIRE FEES

Volcanoes Discovery Centre rooms are available for groups who demonstrate a learning outcome for the community. All fees are calculated per hour.

Fees are determined on the size, capacity and the nature of the user group.

- Community groups/Not for Profit \$40 per hour
- Commercial/Government and all other groups \$70 per hour
- Room rates are capped at \$200 per day

Volcanoes Discovery Centre reserves the right to change fees at any time.

Minimum charge is for one hour.

Once the capped rate is met no further hourly charges will apply regardless of time the room is used.

6. HOURS OF OPERATION

Rooms are available during the hours of 7:00am to 9:00pm Monday to Friday and 9:00am to 5:00pm Saturday and Sunday.

Bookings outside of these hours will incur a surcharge of \$50.00 per booking.

Bookings made for Victorian and Australian public holidays will incur a surcharge of \$50 per booking.

7. ACCESS TO THE ROOM

The hirer must obtain a key for access to the building and ensure the key is returned to the appropriate authority. In the event that the key is lost a fee will be incurred.

Groups WILL NOT be given permanent access to a key. A key can be collected from:

a) The Peshurst Newsagency and Takeaway during business hours, key to be returned to the Peshurst Newsagency and Takeaway during business hours or placed in the key return tin located inside the building to the left of the exit door. The key MUST be signed for.

b) By special arrangement made directly with the bookings officer.

8. KITCHEN FACILITIES

Kitchen facilities are available for use by user groups.

Groups are generally required to provide all utensils, cups and plates if required.

All groups are to provide their own consumable items tea, coffee, milk, food and cleaning supplies.

Kitchens are to be maintained in a clean and tidy state with all equipment to be washed after use.

Rubbish is to be secured in a waterproof plastic bag and removed to the bins provided.

9. NOISE

Noise must be kept to a minimum as a courtesy to residents in close proximity.

10. EXTERNALLY HIRED EQUIPMENT

The hirer must make independent arrangements and payments; however Volcanoes Discovery Centre must approve this at time of booking.

Equipment that has been hired in from an external company needs to be collected no later than the morning of the following business day.

Volcanoes Discovery Centre no responsibility for this equipment.

11. PENALTIES

If additional cleaning is required as a result of the booking, or if items in the room are damaged, Volcanoes Discovery Centre will bill the person or organisation making the booking.

If an after-hours call-out is required Volcanoes Discovery Centre will bill the person or organisation making the booking.

Item	Penalty
Damage to the structure of the building, floors or walls	Actual cost of repair
Electrical Equipment	Actual cost of repair
Damage to tables, chairs, doors, locks or equipment	Actual cost of repair or replacement
Any lights, air-conditioning, electrical equipment left on	\$50
Additional cleaning where necessary	\$50
Lost Keys	\$200

12. PROHIBITIONS

Flammable liquids or other dangerous substances CAN NOT be brought into the community rooms.

The use of smoke machines is prohibited in the Education room at all times.

Candles may set off smoke alarms and are not permitted. Animals (other than service animals) are not permitted in rooms.

Smoking is not permitted anywhere in the Volcanoes Discovery Centre Community room facilities must not be used for:

- Gambling
- Illegal activities
- Private parties / family functions

13. PUBLIC RISK INSURANCE

Commercial groups must obtain a Public Risk/Liability Insurance policy to the value of at least \$10 million. A copy of the policy and certificate of currency may be requested at the time of booking confirmation.

Commercial hirers must also indemnify Volcanoes Discovery Centre for any damage to equipment owned by the group.

Community Groups and Not for Profit community groups wishing to hire community rooms are not required to have public liability insurance.

14. SECURITY AND EMERGENCY PROCEDURES

The contact number for building security emergencies will be made available for groups using the community rooms.

It is the responsibility of the hirer to ensure they contact the Volcanoes Discovery Centre to obtain a copy of evacuations procedures.

15. MINORS

Users of the room must take responsibility for the behaviour of any minors attending their function.