

## **FREQUENTLY ASKED QUESTIONS**

### **How do I book the Hall?**

Please view the facilities prices and terms and conditions on the website then contact our Team to check availability. Full payment must be made to secure a booking. Please complete the Hall Hire Agreement Form and return to RNC via: [reception@riverstone.org.au](mailto:reception@riverstone.org.au) to finalise your booking or visit the Neighbourhood Centre at 9 Park Street Riverstone.

### **How much will it cost for me to book a Hall?**

The cost will depend on the venue that you wish to hire.

A bond of \$100.00 must be paid for all hall hire bookings and a cleaning cost of \$70.00. Please see the individual page for each hall and their fees and charges.

### **When is my booking confirmed?**

Your booking is confirmed when you receive a confirmation email and receipt of payment.

### **Where do I pick up the Hall keys from?**

The hall keys can be picked up from the Neighbourhood Centre, which is located on 9 Park Street Riverstone, unless otherwise arranged with the Neighbourhood centre team.

### **When do I pick up the keys?**

Hall keys are to be picked up one day before your function. Keys cannot be picked up any earlier than one day before the hire, unless your function falls on a public holiday and needs to be collected prior to function.

### **When can I access the Hall for my function?**

You can access the Centre from the commencement time you indicated on your application form. You cannot access the Centre before the commencement of your hire. You must also be out of the hall by the conclusion time indicated on your application form. Breaches of hire are charged at double the hourly hire rate on all halls and will be deducted from the bond.

### **What are the facilities in the halls?**

Reverse cycle air-conditioning/heating in all

Wheelchair access

A kitchen with fridge, boiling hot water, stove and microwave.

Large bins for disposal of rubbish.

Some cleaning equipment is available in the cleaning cupboard but it is recommended that the hirer takes their own spray and wipes and a mop and bucket.

### **Are there tables and Chairs in the halls?**

All halls have enough tables and chairs for their capacity. Following are the dimensions for the tables and chairs:

Table Dimensions are:: H: 720mm, L: 1800mm W: 750mm.

Chair Dimensions are: Height 740mm, width 450mm, Bucket seat 445mm.

### **Can I decorate the room?**

Decorations are permitted but no pins are to be used. Decorations must be removed after the conclusion of the function. If additional cleaning is required as a result of decorations being left in the hall, this may result in a penalty which will be deducted from the hirers bond. Helium balloons are only permitted on weights and must all be removed.

### **What do I need to bring with me?**

The kitchen is bare. You will need to bring garbage bags, tablecloths, detergent, dishcloths, tea towels, serving utensils, plates, cups, cutlery, etc.

### **What cleaning is expected of me?**

You are required to wipe down all tables and chairs that you have used, and stack them neatly back in their designated areas. Please sweep floor, ensuring all rubbish has been picked up. Place all rubbish and decorations in garbage bags. If you have used the kitchen, please clean it and leave it the way you found it. Failure to leave the facility the way you found it will result in any additional cleaning costs being deducted from your bond. When leaving the hall make sure all doors are closed and locked. If the hall has an alarm, please follow the instructions located on the key chain. You must set the alarm as you exit from the hall.

### **Is alcohol permitted on the premises?**

Alcohol is permitted on the premises, but if alcohol is being sold on the premises a 'Selling Alcohol Function Licence' is required. Please contact the Office of Liquor, Gaming and Racing (OLGR) for further information. Visit, [olgr.nsw.gov.au](http://olgr.nsw.gov.au)

**What are the Terms and Conditions of Hire?**

The Terms and Conditions of hire are stated in the hall hire application form.

**Can my guests smoke?**

Hall users may only smoke outside the community centre. If there is an outdoor courtyard smoking is allowed. However there is strictly no smoking indoors or at the main entrance.

**How can I set up the hall?**

You can set up the hall in any way you like, as long as the emergency exits are clear of obstructions and maximum capacity is not breached. If need arises your group must evacuate the building using the emergency exits.