



Venue Hire Agreement Terms, Conditions & General Information

AUTHORISED PERSON

We require the Company Director, Event Organiser or Authorised Person to complete the attached venue hire application form and agree to the terms & conditions outlined in this document.

BOOKING CONDITIONS / CONFIRMATION / DEPOSIT & PAYMENT

To secure a booking:

- A \$50/day or part day, non-refundable deposit is required. – Where multiple events are booked this deposit will carry forward to the next consecutive booking or booking period for regular monthly bookings.
- The balance is payable 28 days prior to the event start date.
- Catering and other special arrangements may require a separate deposit and pre-payment arrangements.
- A completed and signed venue hire application and agreement must be received by TIW

Confirmation:

All bookings are only valid once confirmed by TIW - via email.

Payment:

- Full payment is required **28 days prior to the event** start date or at the time of booking if booked less than a month in advance.
- Payment must be made on receipt of TIW invoice.
- Cancellation will be assumed if payment is not made by the due date.
- An invoice may be issued at the completion of the event for any additional costs & is payable immediately.
- A receipt will be issued for all payments made.
- Payments can be made by cash, eftpos, credit card (Visa, MasterCard only) or direct deposit to:

The Organic Network
St George Bank
BSB: 332 027
ACC #: 552 091 692

- Please note: a 1.5% surcharge will apply to any eftpos or credit card payments.

CANCELLATIONS

- The non-refundable deposit of \$50/day will be retained by TIW, as from the time of booking.
- An Event cancelled between 8 and 21 days prior to the start date of the Event; 50% of the event room rental fee will be retained on single bookings, and 30% of the event room rental fee for multiple day bookings.
- If an event is cancelled with less than 7 days prior to the start date **full** room hire, catering (if applicable) and audio visual hire costs (if applicable) will be charged to the Event Organiser.

EVENT ROLLOVER

TIW will allow a rollover to another date, **subject to the following:**

- A written request from the Event Organiser with at least 14 days notice (preferably by email)
- An additional \$50 rollover fee is to be paid at the time of applying for the rollover
- The deposit will be transferred provided the new date is within 60 days of the original date
- Any rollover request with less than 14 days notice of the start date will be treated as a cancellation.

ACCESS TIMES

- TIW reception hours are 10am to 6pm Monday to Friday & 9am to 5pm on Saturday. Should you require earlier or later access to TIW please contact us on 02 9387 8777 to arrange.
- The Event Organiser must abide by the agreed times designated in the agreement and as confirmed by email.
- TIW reserves the right to charge \$50/hr or part there-of for any events extending beyond the agreed finishing time.
- Set up & pack up times outside of the event start & finish times will need to be pre-arranged with TIW due to the possibility of scheduling conflicts.

CATERING & BEVERAGE SERVICES

- Please refer to the catering menu & rates for options and prices.
- Tea and coffee are provided on request and will be charged.
- Orders for catering must be completed at least 7 days prior to the event.
- For special requirements or a menu other than the options provided please contact TIW for a quote.

AUDIO VISUAL & EVENT EQUIPMENT

- TIW can supply audio visual equipment for the duration of the event given a minimum of 14 days notice. For prices, please refer to the attached price list.
- Where possible we will assist you with any information regarding the use of audio visual equipment. A technician may be hired on your behalf provided a minimum of 14 days notice is given.
- Whiteboards are available for use free of charge however the Event Organiser must bring their own whiteboard markers.
- Client supplied equipment is to be set-up, operated, and packed down by the client. TIW does not accept any responsibility for loss, damage or other, in relation to this equipment.
- Costs incurred by TIW, relating to damage to hire equipment are to be paid by the client.

CLIENT FEEDBACK

- It is requested that all feedback be given via email – all feedback is welcome and will be treated, and responded to, with integrity and priority.

DISPLAYS AND SIGNAGE

No displays or signage are to be displayed or affixed to any surface without the prior consent of TIW.

PROMOTION

- TIW logo may only be used with permission from TIW.
- TIW requests the Event Organiser advertises TIW as the venue on all promotional material.
- A4 or DL size (only) brochures (supplied by the Event Organiser) may be displayed within TIW for upcoming events.

Disclaimer

- TIW has a high commitment to accuracy and integrity, however, TIW will not take responsibility for promotional information.
- We request that the Event Organiser check all promotional information to ensure it is correct.

KITCHEN ACCESS

- No Event Organiser has the right to use the kitchen without written permission from TIW.
- Where the kitchen is being hired out by other Event Organisers, no one has permission to enter the immediate area of the kitchen as it may disrupt classes or activities.
- If you require use of the refrigerator prior arrangement needs to be made with TIW, and will be subject to availability.
- If the Event Organiser wishes to use the kitchen to make themselves or the group lunch/dinner or snacks the kitchen can be hired out at a rate of \$75/hr, subject to availability.
- A \$100 cleaning bond may apply

COMMON AREAS

- Common areas and corridors must be kept clear for ease of movement and minimal disruption to other events occurring simultaneously.
- If silence signs are displayed please respect these and ensure your noise is kept to a minimum.

FINAL DETAILS CONFIRMATION & GENERAL SERVICE

- Confirmation of the event booking & participant numbers is requested within 7 days of the due start date.
- Beverage requirements, catering, room set-up details, start and finish times must be confirmed a minimum of 7 working days prior to the event start date.
- Audio Visual requirements require a minimum of 14 days notice.
- Event rooms may be locked and the organiser must check in at Reception upon arrival to get their room allocation.
- TIW will ensure the room is clean and tidy and will prepare all requested facilities prior to the event commencing.
- TIW will make every effort to ensure there is silence surrounding the event room if requested, however TIW does not take responsibility for noise disruption to events that are beyond our control.
- All enquiries in relation to The Organiser's event, including bookings will be referred directly to the Event Organiser or relevant contact.

DAMAGES

The Event Organiser is financially responsible for any damages sustained to TIW by their event or by any of their guests.

SECURITY

TIW takes every care, but cannot take responsibility for the loss or damage to any of your equipment or merchandise on the premises before, during or after your event.

INSURANCE / LIABILITY

TIW holds general public liability insurance cover for the premises. This does NOT cover the Event Organizer's professional indemnity or their participants for the period of time that their participants are in their care within the building, for the duration of their business, event or function. It is required that the Event Organiser provide their own indemnity insurance for this purpose and forward a copy to TIW at the time of signing the Venue Hire Agreement.

BASIS OF AGREEMENT

- Performance of the agreement for the event between the Organiser and TIW is subject to labour troubles, disputes, accidents, equipment failure, government requisitions and restrictions upon travel, transportation, food, beverages or supplies, and other causes which are beyond the control of TIW. In no event shall TIW be liable for the loss of profit or consequential damages, whether based on breach of contract, warranty or otherwise.
- We may amend our terms & conditions from time to time at our discretion and without notice. Please visit our website for the valid version.

DECLARATION

I the undersigned, declare that:

1. The information given on the application form is accurate and complete
2. I accept the quote, charges and fees as provided by The Intuitive Well
3. I have read and understood the venue hire terms & conditions as outlined above
4. In signing the terms & conditions, I agree they become binding.

For and on behalf of (business name)

Date

Name (please print)

Signature

Office Use Only

Approval Signature	
Event Room #	