



North West Community Services Inc.

9 Park Street Riverstone NSW 2765

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## FREQUENTLY ASKED QUESTIONS – HALL HIRE

### How do I book the Hall?

Please view the facilities, prices, terms, and conditions on our website then contact our team to check availability. Full payment must be made to secure a booking. In the instance of a booking made more than one month in advance, the bond must be paid as a deposit, with the remainder due by the date listed on the invoice. Please complete the Hall Hire Agreement Form and return to NWCS via: [reception@nwcs.org.au](mailto:reception@nwcs.org.au) to finalise your booking or visit the North West Community Services 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 must be paid for all hall hire bookings.

Please see the individual rates for each space and their fees and charges.

The following documentation must be provided to qualify for the not for profit/ community rate.

- Please provide a copy of your NFP certification or Certificate of Incorporation or your ABN if you are registered with ACNC.

### 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?

Security swipe cards can be picked up from Reception at North West Community Services, which is located at 9 Park Street, Riverstone.

### When do I pick up the keys?

Hall keys are to be picked up from reception during office hours ( Mon- Thurs 9am-4:30pm and Fri 9am-12:30pm). You will be contacted via email and phone call when your key is ready for collection. Keys cannot be picked up any earlier than one week before the hire.

### **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 because 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.

**Is alcohol permitted on the premises?**

Alcohol is permitted on the premises; however, we require you to register your event with NSW police and provide a copy of your submission ID.

[https://www.police.nsw.gov.au/online\\_services/party\\_safety](https://www.police.nsw.gov.au/online_services/party_safety)

If alcohol is being sold on the premises a “Limited License- Single Function” license is required. Please contact the Office of Liquor, Gaming and Racing (OLGR) for further information.

Visit <https://www.liquorandgaming.nsw.gov.au/>

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

The Terms and Conditions of hire are stated in the Hall Hire Agreement 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.