

## CASUAL HALL HIRERS FREQUENTLY ASKED QUESTIONS

- **How many people can your facilities accommodate?**  
Community Centre Hall -100 / Multipurpose Hall - 500 / External Meeting Room - 20  
The hire of each area includes use of our kitchen facilities.
- **Can I inspect your facilities?**  
Yes, you can contact our Office on 9587 5955 or [cathy.wilson@agcsinc.org.au](mailto:cathy.wilson@agcsinc.org.au) to arrange a suitable time.
- **How much does it cost?**  
Each space has a different hire cost, the details of which are on our website.
- **How do I secure a booking and when do I pay?**  
To secure your booking, you need to pay a non-refundable deposit of \$100.00. This deposit will be deducted from your hire fee. The total hire fee, plus security bond, public liability insurance contribution of \$25.00 (if applicable) and additional cleaning fee is to be paid at least ten (10) business days prior to the function date. The security bond will be returned providing our facilities are left in the same condition as at the beginning of your function (ie. clean, tidy and fit for use by other users).
- **How much is the security bond?**  
Community Centre \$550.00 / Multipurpose Hall \$1,000.00 / External Meeting Room - contact the office for more details.
- **Are there any cancellation fees?**  
Yes, you will forfeit your holding deposit of \$100.00 for any cancellation made.
- **Where and when do I collect keys and how do I use the alarm?**  
Our office will contact you the week before your event to arrange a time for you to collect the keys and security code the business day before your hire date. At this time, you will also be shown how to use the security system and given details of what you need to do on the day of your hire.  
Keys and security code will not be given unless all payments are made and cleared.
- **When can I gain access for setting up?**  
This depends on whether there are existing bookings for the same day. When available, extra time can be booked for setting up. There is no cost for reasonable setting up time (say one hour either side of your event). If the space is available the night before your event and you wish to set up the day/night before there is a fee of \$100.00. All equipment is left at your own risk.
- **Do you have audio visual facilities if we want to display a Powerpoint presentation or slideshow?**  
No - You will need to provide your own.
- **Is alcohol allowed?**  
BYO yes, however if you are selling alcohol you will need to obtain a temporary liquor licence from the Liquor Licencing Commission. Obviously, alcohol is to be consumed by adults only (over 18 years of age).
- **Am I required to clean the hired area?**  
Even though professional cleaners will come in after your hire, you are still required to clean as per the Cleaning Obligations ([click here for details](#)).

Failure to leave the Centre in a clean, tidy and reasonable condition ready for the next user may result in your security bond being forfeited.

**Note: Friday and Saturday night functions:**

Hirers using our facilities on a Friday or Saturday night are required to pay a cleaning fee of \$155.00 which covers the costs of our professional cleaners coming in to mop and sweep the floors and clean all toilets. This is to ensure that the Centre is ready for use by other hirers.

- **Am I allowed to decorate the walls?**  
Yes, however only use adhesives that will not cause permanent damage to the walls. All decorations are to be removed at the end of your event.
- **Am I required to remove my rubbish?**  
You are required to put all rubbish in our skip located behind the roller door at the entrance to our Multipurpose Hall (garbage bags are in the Cleaner's Cupboard opposite the kitchen).
- **When am I required to return the key?**  
If the function is during the week, by 11.30am the next business day.  
If your function is on a Friday, Saturday or Sunday, then by close of business the following Monday.  
The key/s can also be left in our locked letterbox at the entrance of the Community Centre.
- **Is smoking allowed at the Centre?**  
No. Smoking is not permitted inside the Centre or within six metres of entrances, doorways, windows able to be opened and air intakes.
- **Does your Centre have disabled access?**  
Yes. There are double doors at both entrances and disabled toilets facilities. There are no stairs.
- **Is there car parking available?**  
Yes, we have ample parking including two disabled car parking spaces.
- **Can I hire the hall for children's parties?**  
Yes, we welcome parties for younger children but please note, we do not allow hire of our play equipment or playgroup toys.
- **Am I allowed to hire your facilities for teenage, 20<sup>th</sup> or 21<sup>st</sup> Birthday Parties?**  
Unfortunately we do not hire our Centre for any teenage or 21st birthday celebrations.
- **Is catering available?**  
No, however you are most welcome to hire your own caterers to use our kitchen facilities.
- **What noise restrictions do you have?**  
Noise and music are to be kept at moderate levels and contained inside the Centre, and must cease at 12.00am. We ask for consideration to our neighbours when returning to cars and leaving the Centre.
- **Are crockery, cutlery and glasses provided?**  
We do have some crockery, cutlery and glasses, however most hirers use disposable equipment to make clean up easier.
- **Are tables and chairs provided?**  
Yes, we have trestle tables and in excess of 200 chairs.

**Something we have missed?**

If there are any further questions, please do not hesitate to contact the office:

Email - [enquiries@agcsinc.org.au](mailto:enquiries@agcsinc.org.au) Tel - 9587 5955