

REALM MEETING ROOM HIRE

Terms and Conditions

1. Hours of Operation

Realm Meeting Rooms are available for hire from 9:00 am to 7:30 pm, Monday to Friday, excluding public holidays and other designated closure periods.

2. Booking and Reservation Process

- A completed Room Hire Application Form must be submitted to Council at least 10 business days prior to the proposed event date.
- Within 3 business days of receiving the application, the applicant will be notified via email of either an invoice confirming room availability, or a notice that the room is unavailable.
- If the application is successful and the room is available, the room will be held, and an invoice will be issued via email.
- Payment must be made within 7 days of receiving the invoice, using Visa or Mastercard. If payment is not received within this period, the application will be deemed cancelled and the room will be released for other bookings.
- A booking is only confirmed once payment has been received, and a receipt has been issued. The receipt serves as confirmation of the room booking for the specified date and time.
- If the room is unavailable for the preferred date and time, Council will consider any alternative dates or times listed on the application, in the order noted.

3. Hire Period

- The hire period refers to the total time the room will be in use. Please ensure that your application includes sufficient time for both set-up and pack-down activities.
- Additional charges may apply if the room is not vacated by the end of the nominated hire period.

4. Invoicing and Payment

- Invoices will be issued no later than 10 business days after the event.
- If payment is not received within 7 days of the invoice date, Council reserves the right to refuse future room bookings from the individual or group concerned.

5. Cancellations

By submitting a Room Hire Application Form, the Hirer acknowledges and accepts the cancellation terms outlined below and waives any right to claim compensation for loss or damage arising from such cancellations, whether at law or in equity.

a) Cancellation by Council

- If Council cancels a booking through no fault of the Hirer, any amounts paid will be refunded in full to the payee.
- Council reserves the right to cancel a booking, with verbal or written notice, under the following circumstances:
 - The proposed event, goods, or services are found to be objectionable, dangerous, infringe copyright, are prohibited by law, or may be detrimental to Council.
 - Repairs or alterations to the venue are required.
 - Outstanding fees from previous room hires remain unpaid.
 - Government directives or health restrictions necessitate cancellation.
 - In the event of an emergency, Council may cancel the booking without prior notice.

b) Cancellation by the Hirer

- Cancellations by the Hirer must be submitted in writing.
 - Unless at least 48 hours' notice is provided, the full hire fee will apply.
 - Approved refunds will be processed to the original payment card.
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6. Equipment

- Meeting rooms may include complimentary use of Wi-Fi, data projector, whiteboard, lectern, and HDMI/HDMI adapters.
 - HDMI cables and adapters must remain in the meeting room. A \$15 fee will apply for any HDMI equipment that is removed.
 - Invoices for additional charges will be issued no later than 10 business days after the event. Failure to pay within 3 days may result in refusal of future bookings.
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7. Not-for-Profit Organisations

- Incorporated not-for-profit community groups that benefit the Maroondah City Council community may be eligible for discounted rates.
 - Proof of eligibility may be requested. Government departments are not eligible for discounts.
 - Profits or surpluses must not be distributed to owners, members, or any other individuals.
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8. Limit of Hire

- Ongoing or permanent bookings (by way of lease or license) are not accepted to ensure the venue remains accessible to the broader community.
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9. Responsibility of the Hirer

The Hirer is responsible for ensuring that neither they nor their attendees:

- Affix any items to walls, windows, or any part of the meeting room.
- Move furniture or dividing walls without prior approval.
- Use Blu Tack, sticky tape, Velcro, or sticky dots on any surfaces.
- Cause excessive noise or disturbances to other meeting rooms or business areas.

Additional requirements:

- All items brought into the meeting room must be removed at the end of the hire period. Storage is not available.
 - The room must be left clean and tidy. Additional cleaning costs will be charged on a cost recovery basis if required.
 - Any damages must be reported immediately to Realm Operations during business hours (9:00 am – 5:00 pm) or to Ground Floor Customer Service outside of business hours. The Hirer is responsible for the cost of repairs.
 - Smoking is strictly prohibited in and around the venue, including within 5 metres of the entrance. The Hirer must ensure all attendees comply with this condition.
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11. Deliveries

- Realm does not accept deliveries on behalf of hirers. All equipment and materials must be brought in and removed by the Hirer or their attendees at the conclusion of the hire period. Storage facilities are not available.
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12. Security

- Please note: The venue is equipped with security cameras operating 24 hours a day.