

# FAQ

## COMMUNITY FACILITIES

### GENERAL

**1. How do I make a booking?**

All bookings are made through our [online booking portal](#) – Bookable. To make a booking, register as a customer, log into your account, and follow the prompts from the home page. Special enquiries can be made through email to the venue hire team at [venuehire@ryde.nsw.gov.au](mailto:venuehire@ryde.nsw.gov.au)

**2. How early / late can I access the facility?**

Community facilities are available to hire from 8.00am – midnight. Shepherd’s Bay Community Centre has specific conditions where it can only be booked between the following hours: Monday to Saturday 8.00am to 10.00pm and Sunday 10.00am to 9.00pm

**3. What is the minimum hire period?**

The minimum hire period is 1 hour.

**4. Does my hire period include set up and pack down?**

The hire period includes any set up and pack down that is required during the booking. This includes having sufficient time to clean the venue at the conclusion of your booking time.

**5. Can I have access earlier to prepare the venue?**

Set up time must be included in your booking time. If the venue is available, extra time may be booked, at an additional cost to prepare the venue for your hire.

**6. How old do I need to be to book a community facility?**

All Hirers must be at least 18 years of age. Proof of age may be required at the time of booking.

**7. Can I do a site visit before my booking? Should I book a site visit in advance?**

We are happy for our Hirers to have site visits before their bookings. Please do not just turn up to the venue as it may be already booked or no one on site to allow access. Site visits can be booked by contacting the venue hire team via email [venuehire@ryde.nsw.gov.au](mailto:venuehire@ryde.nsw.gov.au)

**8. How can I confirm my booking?**

For casual bookings, confirmation is sent via email once all hire charges are paid in full. For regular hirers confirmation is sent once the booking has been made.

**9. Can I hire a portion of the hall rather than the entire hall?**

Hire is for the full specified space, not for only a proportion. We do have several venues ranging in size if your function requires a smaller space.

**10. What is the minimum notice to make a casual hire?**

We require a minimum of 4 days' notice for a casual hire to be made.

**11. Can I send a general enquiry online to the Venue Hire team?**

The venue hire team can always be emailed with general enquiries at [venuehire@ryde.nsw.gov.au](mailto:venuehire@ryde.nsw.gov.au)

**12. Do you have virtual tour / video of the hire rooms?**

Virtual tours and photos of all venues are available to view on our booking website <https://ryde.bookable.net.au/>



## FEES & CHARGES

**13. What does the hire fee and charge include? What equipment is supplied as part of my hire?**

The hire fee includes access to specific venue during selected booking time, use of tables, chairs, AV system including projector and microphones and use of kitchen and / or kitchenette.

**14. Do I need public liability insurance?**

Individuals holding a private function such as a birthday party will be covered by Council's Public Liability Insurance. Organisations are required to supply Council with a copy of their Public Liability Insurance.

### 15. How can I pay for a venue?

Our preference is that payment is made via Credit Card through the Bookable portal. If you wish to make payment in person, you can do so by taking your invoice into our customer service centre or contacting the venue hire team.

### 16. When will I receive my bond back?

Once the booking is completed, please contact the venue hire team. We will arrange a final inspection of the venue and if there is no damage or complaints, we will release the bond back to the original payment method.

### 17. If I am organising a religious prayer meeting and we do not have a registered religious group, can the religious group hire fee apply to my booking?

We do not offer a religious group hire fee; the group/booking would need to fall into one of our pricing structure categories outlined within Council's Fees & Charges:

Standard	Full fees apply eg. commercial hirers, for profit groups, political groups, private individuals. Documentation required - Public liability insurance (\$20 million)
Not-for-profit Category One	Subsidised rate for not-for-profit community groups that generate an annual income of \$100,000 or above. Documentation required - Public liability insurance (\$20 million), Evidence of incorporation.
Not-for-profit Category Two	Subsidised rate for not-for-profit community groups that generate an annual income of less than \$100,000. Documentation required - Public liability insurance (\$20 million), Evidence of incorporation Copy of a financial report in the previous financial year
Self Employed / Sole Trader	A subsidised rate is available for Sole Traders / Self employed persons that deliver health and wellbeing activities to the community. Documentation required - Public liability insurance (\$20 million), Copy of financial report in the previous financial year.

## CANCELLATIONS

### 18. What is Council's Cancellation Policy?

Hirers must provide one months' notice to cancel a booking and receive a full refund. Cancelling within one month of the booking will incur an administration fee. Exceptional circumstances will be considered. Cancelled bookings can be postponed and / or rescheduled with no administration fee.

# USE OF FACILITIES

## **19. Who can I contact after hours if there is an issue with my venue hire? (Locked out of facility, faulty equipment, no power, cleanliness)**

- In the event of an emergency, please telephone emergency services on 000.
- To report damage or issues regarding a Council building please contact 9952 8222. This number is manned 24 hours 7 x days a week. Damages or issues can also be reported via email to [venuehire@ryde.nsw.gov.au](mailto:venuehire@ryde.nsw.gov.au)
- To report non-urgent issues or to provide feedback, please email [venuehire@ryde.nsw.gov.au](mailto:venuehire@ryde.nsw.gov.au)
- For Keyless entry issues please contact SecVision on 1300 500 606.

## **20. Do I need a key to access the community facility?**

Council's community facilities are now operating on a keyless access system – so you do not require a key. Hirers will receive via email a facility specific access code once your booking has been confirmed. This code will only be provided to Casual Hirers once full payment has been made.

## **21. Do you have pianos at your venues?**

Pianos are only available at North Ryde School of Arts, West Ryde Community Centre, Station Street Hall and the Shepherd's Bay Community Centre.

## **22. Can we decorate the venue as part of our hire?**

You may use decorations. Nails, screws, sticky tape, or any other fastenings must not be used or attached to walls, floors, furniture, or fittings. All decorations must be removed at the conclusion of your booking.

## **23. Is alcohol allowed at the venue?**

Yes, we permit the user of alcohol within our venues. If alcohol is to be consumed, you must register your event with the NSW Police. Hirers will forfeit their security deposit if alcohol is consumed, and appropriate notification has not been sought and provided to Council. The use of alcohol is not permitted at Shepherd's Bay Community Centre.

## **24. Are there AV systems at the venue?**

Yes, all Council's halls have updated Audio Visual systems including projector, screens, wireless microphones and can be controlled by the inbuilt touch screens. Our meetings rooms generally have a large TV that you can connect to via HDMI.

## **25. How do we connect to the AV system?**

We recommend for best quality and consistency that any laptops should connect to the AV system via HDMI cable. Hirers are responsible in providing their own HDMI cable. If you are connecting music only, this can be easily done via Bluetooth.

**26. Does Council provide wi-fi at its venues?**

We do not currently offer wi-fi at our community facilities.

**27. Can I have a jumping castle in the venue?**

No, we do not permit the use of jumping castles in our community facilities.

**28. Is parking available at the community facilities?**

Council do not offer venue specific parking. There is generally ample on street parking at each venue.

**29. Is there an external space for a BBQ or Food van to prepare food for my function?**

There are no external spaces available at our venues that are suitable for a BBQ or Food van. Please speak to the parks team for a gazebo or park booking if you require an outdoor space.

**30. Are exceptions for extended hire outside of permitted operating hours?**

Exceptions may be made on special occasions and will require written approval by council.

**31. Are there tables & chairs in the venue? Can extra tables and chairs be supplied?**

Tables and chairs are provided at all venues. Please refer to our website for more information on amounts available in specific venues. We do not supply more tables and chairs than what is already allocated to each venue.

**32. Does the hire include cutlery/ serving plates/ crockery etc in the kitchen?**

All cooking equipment, plates, cups and serving equipment must be supplied by the Hirer and must be removed at the conclusion of your booking.



**33. Is waste removal or bins provided for my function?**

Bins are provided in all venue. All rubbish must be removed from the facility by the Hirer at the conclusion of your booking.

**34. Do I need to clean up after my function?**

Yes, any item brought into the venue by the Hirer must be removed entirely from the premises at the end of the booking, this includes all rubbish. The venue must always be kept neat and tidy.