

## FREQUENTLY ASKED QUESTIONS

### **1. How do I confirm my booking?**

The booking form, liquor permit and bond must be returned within 14 days of making your tentative booking.

### **2. Is the bond refundable?**

Yes. The bond is refundable in full unless you breach the 'Conditions of Use' where \$50.00 for each breach will be deducted.

### **3. Do you accept credit cards?**

No. Payment can be made by cheque, money order or cash

### **4. Can I get in to the centre before my function starts to set up and decorate?**

You will need to discuss this with the booking officer when you confirm your booking.

### **5. Can I have alcohol on the premises?**

Yes. You MUST obtain a liquor permit from Regentville Police Station. A copy must be attached to the booking form, when returning the form with your deposit. The original must be displayed on the noticeboard at the centre. Please remove the form on completion of your function.

### **6. Are we allowed to have a Juke Box / Jumping Castle**

Yes. You will need to make sure that the company has its own Public Liability Insurance Policy. You must make arrangements to have it collected before 8.30am the following morning.

### **7. When do I collect the keys for my function?**

Keys are collected at the same time your final payment is made ie on the Thursday prior to your function. Keys are collected from Autumnleaf Neighbourhood Centre, Cnr Autumnleaf Parade and Timesweep Drive St Clair between 9am – 2pm

### **8. What time do I need to vacate the premises by?**

#### **Autumnleaf**

Cleaning / packing up must be completed by 1am

#### **Cook Parade**

Cleaning / packing up must be completed by 11pm

#### **Coowarra**

Cleaning / packing up must be completed by 6pm

### **9. Do I have to clean the centre?**

Yes. You are responsible for cleaning the centre, removing decorations etc as per instructed in the Conditions of Hire. If the centre is not cleaned, you will lose all or part of your deposit. Rubbish that does not fit into the bins must be taken with you.

### **10. Can I clean the centre the next day?**

No. All cleaning must be done before you leave.

### **11. Will I need to take any cleaning equipment?**

Brooms, buckets and mops are provided, however you will need to take tea towels, cloths and dishwashing detergent.

### **12. Are there tables and chairs that we can use?**

Yes. There are enough tables (size 6ft x 2ft) and chairs available to accommodate the stated capacity of each facility.

**13. Does the centre have kitchen facilities?**

Yes. All centres are equipped with a domestic oven / stove, small fridge and microwave.

**14. Is there an urn or kettle?**

Yes. Each centre has a zip boil unit. It is located either on the wall or as a separate tap on the kitchen sink. If you anticipate heavy use you may need to bring an urn or kettle.

**15. Is cutlery and crockery available?**

No. You will need to bring these items, along with serving plates, sharp knives and chopping boards etc.

**16. Is there anything else I should know.**

Upon making your tentative booking an application form with the "Conditions of Use" will be forwarded to you. This should provide you with all the information you require. If after reading this you find that you have further questions, please do not hesitate to contact us on 9834 2708 Monday Tuesday or Thursday between 9.am – 2pm