



## FREQUENTLY ASKED QUESTIONS

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

The booking form, and bond must be returned within 14 days of making your tentative booking. A confirmation email will be sent to you once the bond has been paid. It will also advise you of when and where keys can be collected.

**2. Is the bond refundable?**

Yes. The bond is refundable in full unless you breach the 'Terms and Conditions of Use' where a fee will be charged for each breach.

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

No. Payment can be made by cheque, Electronic Funds Transfer or cash.

**4. Are there any extra charges**

Additional fees will apply if you breach the 'Terms and Conditions of Use'

**5. What if there is a problem when I arrive at the centre?**

Any issues you may encounter need to be reported to the After Hours Number, which is 4732 7777. Please do not try to rectify the issue yourself, as this is a breach of your Term and Conditions of Use

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

You need to ensure that you book enough time to set up and clean up. You will be charged additional fees if you are in the hall outside of your approved booking times.

**7. How do I get into the car park?**

**COOK PARADE:** On the set of keys that you have been given there is a G1 key which will unlock the boom gate to access the car park.

**NORTH ST MAYS:** The black remote that you have been given on the set of keys will open and close the electronic gates. Press 1 on the remote, to activate the gate. If there is an issue with opening the gate, use the key to unlock the side gate. On your set of keys, there is a key to unlock the bin enclosure. You will notice a hole in the brickwork on the left hand side. You can turn the knob to manual open the gate. Please report this issue to the After Hours Number listed above.

**OTHER CENTRES:** Autumnleaf Neighbourhood Centre and Coowarra have open carparks

**8. Can I have alcohol on the premises?**

Yes. You MUST obtain a Party Permit from St Marys Police Station. A copy needs to be attached to the booking form, when returning the form with your deposit. The original will need to be displayed on the noticeboard at the centre. Please remove the form on completion of your function.

**9. 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.

**10. 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. For functions at North St Marys keys can be collected from North St Marys Neighbourhood Centre, Corner Debrincat Avenue and Oleander Road North St Marys between 9am – 2.30pm. For Autumnleaf Neighbourhood Centre, Cook Parade Neighbourhood Centre and Coowarra Cottage, keys can be collected from Autumnleaf Neighbourhood Centre, Corner Autumnleaf Parade and Timesweep Drive St Clair between 9am – 2.30pm.

**11. What time do I need to vacate the premises?**

You and your guests must be vacated, and the alarm set by the centres curfew time. You will be advised of the time when you make your booking.

**12. Do I have to clean the centre?**

Yes. You are responsible for sweeping and mopping floors, removing decorations, putting tables and chairs away, as per instructed in the Term and Conditions of Use. Failure to do this could result in you losing all or part of your bond. Rubbish that does not fit into the bins must be taken with you.

**13. Can I clean the centre the next day?**

No. All cleaning must be done before you leave.

**14. 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.

**15. Is the centre air conditioned?**

All centres, with the exception of Cook Parade Neighbourhood Centre is air conditioned.

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

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

**NORT ST MARYS:** The ovens timer must be turned on for the oven function to work.

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

Yes. There is a zip boil unit for tea and coffee. If you anticipate heavy use you may need to bring an urn or kettle.

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

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

**19. Is there anything else I should know?**

- On the day of your function you should bring extra toilet paper, hand soap, dish washing detergent, tea towels and garbage bags with you.