



## Salisbury Community Hub and Civic Plaza / Inparrinthe Kumangka - Bookings Policy

<b>Policy Type:</b>	<b>Policy</b>		
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<b>Department:</b>	<b>Business Excellence</b>	<b>Division:</b>	
<b>Function:</b>	<b>16 - Property Management</b>	<b>Responsible Officer:</b>	<b>General Manager Business Excellence</b>

### A - PREAMBLE

1. The Salisbury Community Hub will bring the opportunity for the community to access the public spaces in a variety of ways for programs, private functions, conferences and larger public events.
2. To ensure that the facility is appropriately managed so that there is a balanced mix of programs and events, an Event and Room Booking Framework has been developed.

### B - SCOPE

1. This policy applies to the community, businesses, staff that request to use bookable rooms and spaces within the Salisbury Community Hub and the Civic Plaza / Inparrinthe Kumangka.

### C – POLICY PURPOSE/OBJECTIVES

1. This policy provides direction to staff on the fees to be charged and any reduction to the fee for businesses and not for profit businesses located within the City of Salisbury and to support the effective and efficient management of bookings and ensuring the use of the Salisbury Community Hub aligns to the agreed outcomes.

### D - DEFINITIONS

1. **Damage** – when referred to in this policy, it is referring to any damage, caused by a person and/or organisation that has booked a room or space under this policy, to any physical structure, equipment or amenities provided, that requires Council to undertake repairs or rectification beyond general maintenance and cleaning.

## **E - POLICY STATEMENT**

1. All room booking activities must be undertaken in accordance with this policy– applicable to internal or external parties.

### **2. Section 1: Pre-Booking Assessments**

The following assessment will be undertaken prior to a booking being confirmed. For simple bookings including meetings and video conferences, less rigour will be needed around these assessments. For more complicated and larger bookings, a more rigorous assessment may be needed, including engaging other specialists within the organisation where needed such as WHS, Risk, and other Divisional Managers.

#### **(1.1) Banned Activities**

Where a booking is requested, an upfront assessment is made to determine if the booking is permitted. In considering the request examples of activities and/or behaviour that will not be allowed and may cause a booking request to be denied include:

- vilification, discrimination or incitement of hatred or violence against any person or persons based on age, gender, religion, race, ethnicity, culture, sexuality, sexual preference or physical or mental ability
- in breach of any Federal and State legislation

#### **(1.2) Room Location**

An assessment will be undertaken to determine the best room location of the booking in relation to the following criteria:

- Other events and bookings that will be held in adjacent or neighbouring rooms at the same time as the requested booking. A booking request will not be accepted if it is deemed to affect another confirmed booking in an adjacent or neighbouring room due to expected high levels of noise or disruption.
- Amenities or facilities needed for the booking (i.e. Kitchen spaces, tea stations, bathrooms). Bookings may need to be located as close as possible to the required amenities or facilities.
- The purpose of the booking, and the needs of the individual or group making the booking which may impact room setup requirements, catering, space required, etc. A room will be selected that would be an appropriate fit for the type of booking and its requirements.
- The amount of people attending to ensure that the proposed room is in alignment to Room Parameters. In the case where a minimum requirement is not met, the space will only become bookable to that individual or group 5 business days in advance if no one else has booked the space. Maximum requirements cannot be exceeded due to Health and Safety requirements.

#### **(1.3) Risk Management**

A third assessment will be made in relation to the risks associated with the booking. The Risk and Governance Team, the WHS Team, and Security may be consulted prior to acceptance of the booking if there is ambiguity or belief that the booking will create hazards or pose a risk or threat to other people, or the building (including carpets and flooring, walls, IT or AV equipment, etc.). The outcome of this assessment will determine if the booking can be accepted, and if any preventative controls or measures will be implemented for the booking. At this time proof of, or arrangement for indemnity insurance may be required prior to booking acceptance if deemed necessary by the City of Salisbury. See Section 3.7 of this policy for more details.

### **3. Section 2: Booking Confirmations**

The following applies once a booking has been confirmed internally, and confirmed with the customer (internal staff, or external user). In the first instance, a customer must agree to the terms of hire upon confirmation.

### **(2.1) Fees and Charges**

If fees apply, the customer will be invoiced upon booking confirmation in accordance with Fees and Charges (as updated by Council in the Fees & Charges Register). Any applicable fees and bond payments for room bookings are required to be collected at a minimum of 72 hours prior to the booking. Payments for catering and security services will be requested at point of confirmation - full payment must be received prior to City of Salisbury booking these services.

### **(2.2) Cancellations**

A booking may be cancelled at anytime subject to the following conditions:

- If a room booking fee has been charged to the booking owner, cancellation fees may apply in accordance with Fees and Charges (as updated by Council in the Fees & Charges Register)
  - Any additional fees charged relating to catering, security, or an outsourced service will be non-refundable once it has been received and confirmed by the vendor, or can no longer be cancelled.
  - Once a booking has been cancelled, the booking slot cannot be reclaimed if it has been allocated to a new user.

### **(2.3) Changes to Bookings**

Changes to bookings are subject to the following conditions:

- Room location changes are subject to the discretion of the City of Salisbury, including the availability of other spaces and Room Parameters
- A change of room may incur additional fees that will be invoiced to the booking owner upon re-confirmation
- A change of room may result in a fee reduction that will be refunded to the booking owner if the change to the booking is made 72 hours prior to the booking time
- Additional service requests relating to catering, security or outsourced services may incur additional fees that will be invoiced to the booking owner upon reconfirmation
- Reductions made to catering, security or other outsourced services will not be refunded to the booking owner once it has been received and confirmed by the vendor, or can no longer be cancelled
- Additions to the number of booking attendees must be confirmed with the City of Salisbury. The request for additional guests may be denied if it does not meet Room Parameters.

### **(2.4) Post Confirmation**

The following applies for bookings that have been confirmed internally, and with the customer:

- Changes to requested services and room setup can only be made after direct request from the booking owner
- Room location may be changed at the discretion of City of Salisbury. A change in room location will only be made if the requirements for the booking can still be met.

## **4. Section 3: Terms and Conditions**

### **(3.1) Use of Kitchen Spaces**

Kitchen spaces may be available to book in addition to a room booking. Kitchen hire incurs an additional fee as part of the bond in accordance with the Fees and Charges (as updated by Council in

the Fees & Charges Register). The use of kitchen spaces requires the booking owner, and anyone else who will be using the kitchen, to undertake an induction to the space on the day of the booking.

### **(3.2) Use of Personal Equipment**

The use of personal equipment and appliances are prohibited unless direct approval is received from the City of Salisbury, and all items are tested and tagged prior to use in the Community Hub. This excludes the use of personal electronics devices such as Laptops and tablets.

### **(3.3) Room Decoration and Fixtures**

No permanent fixtures will be allowed in any case for a room booking.

The following decorative items are permitted for use:

- Balloons
- The use of blu-tac or non-adhesive sticky tape
- Streamers

The following decorative items will not be permitted for use:

- Party poppers
- Confetti or glitter
- The use of adhesives tapes, including duct tape
- Smoke machines

Any breach of this policy may impact the return of the bond, or result in an invoice issued to the Hirer to cover additional cleaning or repair charges.

### **(3.4) Engaging Vendors**

Permitted vendors used for services during room bookings are predetermined by the City of Salisbury. City of Salisbury retain responsibility for engaging with vendors, and do not permit customers to engage with vendors directly. Customers are not permitted to utilise an outsourced vendor without prior consent from the City of Salisbury.

### **(3.5) Cleaning and Waste Removal**

Basic cleaning services are included with each room booking, including vacuuming, sweeping, wiping down tables and countertops. Unless advised by the City of Salisbury, no cleaning fees will be applicable for the booking based on the following assumptions:

- The room is left in tidy condition at the end of the booking
- No spills or messes are left that require additional cleaning effort
- There is not an excessive amount of waste left behind that must be disposed of at additional effort or cost to the Council

In the case where additional cleaning is required (i.e. beyond standard service levels), City of Salisbury reserves the right to issue an invoice for the additional labour that was required or deduct funds from any bond held for the booking. Refer to Sections 3.6 and 3.7 for more details.

### **(3.6) Damage to Facilities**

Any damage caused to the Facility (Room, space, amenities) during a room booking will be expensed to the user through an invoice, or through a bond deduction. If an invoice is not actioned by the Hirer within 30 days of issuance, the City of Salisbury reserves the right to issue a claim to their insurance provider.

### **(3.7) Insurance and Liability**

Council reserves the right to determine if the Hirer must affect and maintain for the period of the use, a policy of insurance for public liability. If it is determined by the Council that the Hirer shall affect a public liability policy, the Centre User must maintain the policy for the full period of the use of the Centre.

### **(3.8) Code of Behaviour**

Behaviour in the form of drug use, violence, excessive noise, display of sexual content, or any other behaviour deemed illegal by the City of Salisbury may result in eviction from the premises, police investigation or other penalties.

### **(3.9) Non-bookable spaces**

City of Salisbury reserves the right to maintain a number of rooms and spaces as non-bookable within the Community Hub.

### **(3.10) Liquor Licencing**

The City of Salisbury will require the room booking user to hold a temporary liquor licence for any event or booking where alcohol will be served. There may be additional security requirements required where alcohol is served, and the City of Salisbury may request the booking user to have (additional) security resources for the length of the booking.

### **(3.11) Use of outdoor spaces**

The use of outdoor spaces such as the Civic Plaza / Inparrinthe Kumangka must comply with the following:

- Public access to the building must not be prevented
- Any work zone in the Civic Plaza / Inparrinthe Kumangka (or in areas surrounding the Community Hub) must be cordoned off from public access. All applicable safety standards must be adhered to
- Applicable stakeholders are to be contacted and consulted prior to any event or works occurring in the Plaza / Inparrinthe Kumangka, where:
  - it is deemed this may impinge on the ability to carry out or impact business,
  - impact on access to certain parts of the building,
  - or other impingements.
- Private or custom use of the big screen must receive approval from the General Manager Business Excellence prior to use in any case.

### **(3.12) Breach of Policy**

If it is deemed any part of this policy, or other council policies have the potential to be broken during the booking, it may be immediately terminated before or during the booking without notice. Any breach of policy during a booking will result in immediate termination and potential for bond deductions or fines imposed by the City of Salisbury. City of Salisbury reserves the right to evict any persons who are in breach of this policy.

## **F - LEGISLATION**

1. The City of Salisbury requires the Hirer to comply with all relevant legislation at the State and National level which makes acts of discrimination, vilification, incitement, offensive conduct and public disorder unlawful.

## **H - ASSOCIATED PROCEDURES**

### **Fees & Charges Register**

**Document Control**

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