



Venue Hire Agreement Terms, Conditions & General Information

AUTHORISED PERSON

We require the Company Director, Event Organiser or Authorised Person to complete the attached venue hire application form and agree to the terms & conditions outlined in this document.

BOOKINGS

- A completed and signed venue hire application and agreement must be received by TIW
- Booking requests are to be confirmed via email
- A \$50/day or part day, non-refundable booking fee is payable within 7 days to secure the booking. Where multiple events are booked, prepayment of the booking fee may be waived to established regular clients, however this fee becomes payable in the event of a cancellation.
- The booking fee will be deducted from the room hire fee and the balance is payable 28 days prior to the event start date.

CONFIRMATIONS

All bookings are only valid once confirmed by TIW - via email.

PAYMENTS

- Full payment is required **28 days prior to the event** start date or at the time of booking if booked less than a month in advance.
- Payments can be made by cash, eftpos, credit card (Visa, MasterCard only) or direct deposit to:

The Intuitive Well Bank: **NAB** BSB: **082 996** Acc: **171 222 046**

Please note: a **1.5%** surcharge will apply to any eftpos or credit card payments.

- Additional costs incurred during the event are due and payable at the time.
- An invoice/receipt will be issued for all payments made.

CANCELLATIONS

- An Event **cancelled with more than 28** days notice, the Event client forfeits the booking fee (\$50/day) or the booking fee will apply if the fee is not paid or had been waived.
- An Event **cancelled between 14 and 28** days prior to the start date of the Event; 50% of the event room rental fee will apply on single bookings, and 30% of the event room rental fee will apply for multiple day bookings.
- An event **cancelled with less than 14** days prior to the start date, full room hire is payable.

EVENT ROLLOVER

TIW will allow a rollover to another date, **subject to the following:**

- A written request from the Event Organiser with at least **14 days notice** (preferably by email)
- An additional \$50/day rollover fee is to be paid at the time of applying for the rollover
- Any rollover request with less than 14 days notice of the start date will be treated as a cancellation.

ACCESS TIMES

- TIW reception hours are 10am to 6pm Monday to Friday & 9am to 5pm on Saturday. Should you require earlier or later access to TIW please contact us on 02 9387 8777 to arrange.
- A \$50/hr charge may apply to events extending beyond the agreed starting or finishing times.
- Set up & pack up times outside of the event start & finish times will need to be pre-arranged with TIW due to the possibility of scheduling conflicts.

CATERING & BEVERAGE SERVICES

- Tea and coffee facilities are available - charges apply refer to: Venue Hire Rates.
- Please enquire via email or call for catering suggestions.

AUDIO VISUAL & EVENT EQUIPMENT

- A range of audio visual and equipment is available – charges apply refer to: Hire Rates.
- Where possible we will assist you with information regarding equipment.
- Equipment is limited and subject to availability – so prior booking is important.
- Wireless Internet access is available
- Whiteboards are available for use free of charge however the Event Organiser must bring their own whiteboard markers.
- Client supplied equipment is to be set-up, operated, and packed down by the client. TIW does not accept any responsibility for loss, damage or other, in relation to this equipment.
- Damage due to misuse or negligence to any equipment is to be paid by the client.

CLIENT FEEDBACK

- It is requested that all feedback be given via email – all feedback is welcome and will be treated and responded to with integrity and priority.

DISPLAYS AND SIGNAGE

No displays or signage are to be displayed or affixed to any surface without the prior consent of TIW.

PROMOTION

- TIW logo may only be used with permission from TIW.
- TIW requests the Event Organiser advertises TIW as the venue on all promotional material.
- A4 or DL size (only) brochures (supplied by the Event Organiser) may be displayed within TIW for upcoming events.

DISCLAIMERS

- As TIW is an energetic centre and therefore requests clear information about the types of events intended to be held, particularly in terms of energetics of the event practice and noise levels (In particular we do not allow channelling and scrutinise against medium type activities). TIW reserves the right to cancel an event should the event be viewed as not in alignment with the values and ethics of the TIW and/or misrepresented in the application.
- TIW has a high commitment to accuracy and integrity, however, TIW will not take responsibility for promotional information, therefore we request the Event Organiser check all promotional information to ensure it is correct.

KITCHEN ACCESS

- Event Organisers should not use the kitchen without written permission from TIW.
- When the kitchen is being hired out by other Event Organisers, no one has permission to enter the immediate area of the kitchen as it may disrupt classes or activities.
- If you require use of the refrigerator prior arrangement needs to be made with TIW, and will be subject availability times that suit the kitchen activities and access is issued to one person only.
- If the Event Organiser wishes to use the kitchen to make themselves or the group lunch/dinner or snacks the kitchen can be hired out at a rate of \$75/hr, subject to availability.

COMMON AREAS

- Common areas and corridors must be kept clear for ease of movement and minimal disruption to other events occurring simultaneously.
- If silence signs are displayed please respect these and ensure your noise is kept to a minimum.

DAMAGES

The Event Organiser is financially responsible for any damages sustained to TIW by their event or by any of their guests.

FIRE SAFETY PRECAUTIONS

- Candles, naked flames, flame propellant materials or the like are not to be used or brought onto the premises – any damages incurred in this regard will be at the clients cost.
- Those responsible for conducting the event are to make themselves and their clients familiar with the service requirements of the building (toilets, first aid and no-access areas etc) and in particular the fire safety access and egress requirements. – There are a number of fire safety layout maps, located in public areas around the building.

SECURITY

- TIW takes every care, but cannot take responsibility for the loss or damage to any of your equipment or merchandise on the premises before, during or after your event.
- TIW has security cameras in operation in a number of locations within the building.
- After hours an externally monitored alarm system is in operation.

PUBLIC LIABILITY & PROFESSIONAL INDEMNITY INSURANCE /

- The event organizer/authorized person must effect and maintain Public Liability and Professional Indemnity insurance cover and shall indemnify The Intuitive Well and the head lessor of the premises for all damage caused or contributed to by the event organizer or the authorized person or its employees, agents and invitees.
- The event organizer / authorized person acknowledges that it is not in a relationship of landlord and tenant or licensor and licensee with The intuitive Well or the head lessor of the premises
- Evidence (a copy)of such cover is to be provided to TIW at the time of signing the Venue Hire Agreement.
- Note: The Event Organiser is responsible for their clients at all times while within the venue. These responsibilities Include: acquainting and administering of their clients to the general services and facilities of TIW such as, safe access and egress, toilet access, the use of tea and coffee facilities, restricted access areas like the kitchen and practitioner areas and to control their group/clients so as they remain safe and within their designated areas, be able to instruct and direct in an emergency, etc.

BASIS OF AGREEMENT

- Performance of this agreement for the event between the Organiser and TIW is subject to labour troubles, disputes, accidents, equipment failure, government requisitions and restrictions upon travel, transportation, food, beverages or supplies, and other causes which are beyond the control of TIW. In no such event shall TIW be liable for the loss of profit or consequential damages, whether based on breach of contract, warranty or otherwise.
- We may amend our terms & conditions from time to time at our discretion and without notice. Please visit our website for the latest version.

DECLARATION

I the undersigned, declare that:

1. The information given on the application form is accurate and complete
2. I accept the quote, charges and fees as provided by The Intuitive Well
3. I have read and understood the venue hire terms & conditions as outlined above
4. In signing the terms & conditions, I agree they become binding.

For and on behalf of (business name)

Date

Name (please print)

Signature

Office Use Only

Approval Signature	
Event Room #	