

The Greenspace - Terms and Conditions

The booking process and definition of specific terms

Enquiry: The Greenspace venue (operated by Groundwork Associates Limited, henceforth referred to as “Groundwork”) has registered your interest in using our venue and may hold a specific date for you for a few days without obligation. The booking is not yet approved or secure and, as such, Groundwork reserves the right to entertain other potential business in that room on that date.

Approve / Approved Booking: The hirer (you, or the company you’re acting on behalf of, henceforth referred to as “you”, or “the hirer”) has indicated a commitment to hire a specific room/s on a specific date/s and Groundwork sends a room reservation deposit (otherwise referred to as “deposit”) invoice, due for immediate payment. At this stage, your booking is still not secure and Groundwork reserves the right to entertain other potential business in that room on that date. Payment of this invoice will secure the booking.

Secure / Secured Booking: Groundwork have received payment of the room reservation deposit invoice (or, in special circumstances, have received a purchase order number which is included on a deposit invoice sent directly to the company accounts department) and the booking is “secured”. At this stage, Groundwork will turn away other potential business in that room on that date. The full room reservation deposit amount is applied to the room hire fee. The room reservation deposit is non-refundable, however your reservation is transferable to an alternative date or room at no extra charge if changes are made three weeks prior to the event date. (see *Cancellations* below).

Once the room is secure, Groundwork will send you a booking order form to gather specific details about your event needs. Any needs you have regarding the booking need to be documented in this form at least one week before your booking. Groundwork will only send **a detailed cost estimate upon request and upon receiving of a completed order form**. This allows you maximum time to decide on your specific needs, and reduces unnecessary administration for you and The Greenspace team.

Notice of changes

Should you need to change your booking your room reservation deposit is fully transferable to another date up until three weeks prior to the event. We can only guarantee **changes to your audio visual** equipment requirements requested five working days before your event and changes to your **catering** requirements requested two working days before your event.

Pricing

All prices in the venue brochure and other documents exclude GST and are current at the time the brochure is sent. On rare occasions, Groundwork may have to make changes to accommodate unexpected rises in supplier or venue costs. We will discuss any changes with you at the earliest possible opportunity.

Our venue hire rates are based on the hirer’s stated set-up and departure times. A full day booking allows clients eight hours in the venue. A half day booking allows clients four hours in the venue, either before 12:00 p.m., after 1:00 p.m. or after 5:00 p.m. An additional hourly rate may apply for excess time beyond your stated set-up and departure times if it is not pre-organised.

A 15% surcharge will be charged to your total account if the booking falls on a public holiday.

Room reservation deposits

- A deposit is a **flat rate fee** (\$200.00 +GST). This payment is applied to the room hire cost.
- Deposits are **non-refundable**, but may be transferrable (see *Cancellations* policy below).
- Booking deposits must be paid to secure a booking.
- Receipt of a deposit payment (or in some cases a purchase order number) is **taken as the agreement** between the hirer and Groundwork to comply with these terms and conditions.

Cancellations

You must cancel your booking in writing.

- If you cancel **more than three weeks (21 days)** before your event, your deposit can be transferred to secure another date (if it is available) at no extra charge.
- If you cancel **less than three weeks (21 days) but more than one week (7 days)** before your event, we will retain your deposit to cover administration costs and loss of business from other bookings we've turned away.
- If you cancel **less than one week (7 days)** before your event you will be charged the full cost of the venue hire plus any additional costs Groundwork has incurred on your behalf (including equipment, catering and additional services).

Loss or Damage

The hirer will take responsibility for any damage, loss or theft of property that you or your or guests cause.

This includes (but is not exclusive to) property belonging to Groundwork or related contractors. Please note that accidental damage, loss or theft of your property is not covered by our insurance. Please check your own insurance provisions and be aware that the property you bring here is at your own risk.

Final invoicing and payment

Your final invoice including any remaining room hire fee, catering costs, AV equipment hire, or other services will be sent to you upon completion of your event, and payment is due within five working days. Please make all payments to "Groundwork Associates Limited". Payments can be made by direct deposit into our bank account or by Visa or Mastercard - these details will be on the invoice. If you have any concerns about your invoice, please contact us as soon as possible. We want to resolve problems quickly and amicably.

Force Majeure

Force Majeure is the term used to describe acts of God (for example: flood, earthquake, storm and/or other natural disaster) or other extraordinary or unforeseen circumstances (for example: fire, war, riot, strike, crime, major power outage, and/or other man-made disaster) where no fault or negligence lies on the part of either Groundwork or the hirer. Neither Groundwork, nor the hirer, is liable for failure to perform its obligations under the agreed terms and conditions if such a failure is as a result of Force Majeure.

If either Groundwork or the hirer wishes to cancel a booking due to Force Majeure, then that party must show that they took reasonable steps to minimise delay or damages caused by foreseeable events, that they fulfilled all due obligations up to the date of the cancellation, and that the other party was notified in a timely fashion of the likelihood (or actual occurrence) of the Force Majeure event described. Both parties' obligations will resume upon the cessation of the Force Majeure event, and both shall negotiate in good faith any adjustments required to take account of the event described. Groundwork is not responsible for any costs, damages or expenses that you may incur as a result of a booking cancelled or disturbed by Force Majeure. We recommend that all hirers carry insurance which cover the loss of any payments and/or other event-related costs as a result Force Majeure.

Other details

- Please do not bring food or beverages onto the premises without our prior permission.
- The Greenspace is an unlicensed BYO venue, so we need to be informed if you intend to supply alcohol at your event. You are responsible for any alcohol you provide.
- Illegal misuse of our internet service is not permitted and serious breaches may result in the hirer's details being passed on to Police.
- As The Greenspace is located in a residential area, we ask that hirers limit noise at their event and guests are not permitted between 10:00 p.m. and 7:00 a.m.
- We do not accept cash payments.