

FORM 10 – FREQUENTLY ASKED QUESTIONS

Regarding Venue Hire at The Events Centre, Caloundra

1. How much is it to hire The Events Centre?

It depends on the day of the week, type of function, time of hire and the expected number of people. Please refer to the *Meeting Room Rates and Event Room Rates Schedule*.

2. Can I get a discount to hire The Events Centre?

The Event Centre discount hire rate is only applicable to Not for Profit groups based in and servicing the residents of Caloundra. The discount only applies to hirers who can produce documented proof. Please refer to *Form 2 Bookings and Cancellation Policy*.

3. Do I need to pay a deposit for my hire?

YES. A deposit is required to confirm your booking. Payments can be made by credit card, cheque or cash. This must be received by The Events Centre, together with all completed documentation, within 7 working days. Please refer to *Form 2 Bookings and Cancellation Policy*.

4. Do I include set up and pack down time on my Application for Hire form?

YES.

5. Do I have to set up the room furniture?

NO. The set up and pack down of all the tables and chairs are included as part of the service.

6. What is the earliest start time/ latest finish time my hire can go to?

Access to the venue is from 6.00am onwards. All functions are required to cease by 12.00am with the venue vacated at 12.30am.

7. Will there be a staff member on site if my hire is after hours or on a weekend?

YES. A Duty Manager will be in attendance. Any queries, problems or requests should be directed to the Duty Manager during the course of your hire. This person will lock and alarm The Events Centre upon your departure. Please note that the Duty Manager is NOT employed as a security guard if you are having a private function/party. Please refer to the Booking Office regarding security personnel.

8. Can I leave belongings/equipment in the room and come back the next day to collect them?

NO. All personal belongings, props, equipment, catering etc which you bring to your hire must be removed at the end of the hire period.

9. Do I need insurance?

YES. Public Liability Insurance is compulsory for all major hires (minimum \$10,000,000). If you have your own insurance please provide details and a copy of the Certificate of Currency when submitting your hire documentation. If you require The Events Centre to provide your public liability insurance, please check with the Booking Office at the time of booking.

10. Do you supply catering at The Events Centre?

YES. The Events Centre does have in-house caterers who can provide full food and beverage services. Menu's are available on request.

11. Am I able to bring my own tea and coffee?

YES. Not For Profit Groups only. If you elect to take this option you must provide all your own tea and coffee, milk and sugar and disposable cups/crockery etc. You may request an urn (at no extra cost) to be placed in your room. No crockery will be provided by The Events Centre. Please refer to *Form 9 Application for Community Catering*.

12. Are extra fees charged for use of equipment such as Data Projector, TV/Video, whiteboards, projector screens etc?

Some equipment listed on the Application for Venue Hire form is complimentary however charges do apply for most technical equipment. Please refer to the *Meeting Room Rates and Event Room Rates Schedule*.

13. Is there Stage Lighting & Sound Systems in The Events Centre?

YES. Fees and charges apply for the provision of stage lighting and sound systems. Technician's fees and charges also apply for the set up, operation and pack down of the systems. Please refer to the *Meeting Room Rates and Event Room Rates Schedule*.

14. Can I have my own technician operate your system?

NO. The Events Centre's policy is that the Centre's technician is required to set up and operate all Centre audio and lighting equipment.

15. Can we decorate the venue?

YES. But you cannot nail, screw, and glue anything to any surface in the hall as the hirer will be liable for all costs to repair the damage. Decorating time must be included in your set up time. The Centre can also organise professional decorators and event theming at an additional cost. Please refer to the Bookings Office for further information.

16. Can the Centre provide ticketing services for my event?

YES. All ticketed events held at The Events Centre must be sold through the Centres Booking Office. For all ticketing charges please refer to the *Event Room Rates Schedule*.

17. Can the Centre provide marketing services for my event?

YES. The Events Centre provides a variety of marketing and advertising services at an additional cost. Newspaper advertising, radio, television, direct mail outs, email marketing and banner displays around the city. For further information please refer to the Booking Office.

18. Can we leave promotional material for our event?

YES. There is a communal notice board and display boards in the foyer, but material can only be displayed for a limited time and of an acceptable standard.

19. Can we have fireworks, candles, lamps etc at our function?

A Risk Management Assessment must be completed by the hirer and the Centres technical department prior to approval being granted. For further information please refer to the Booking Office.

20. Am I required to have Security at my function?

This will depend upon the type of event and the numbers attending. For further information please refer to the Booking Office.

21. Do I have to pay a Bond?

This will depend upon the type of event and the numbers attending. Bond amounts of \$400 for private events and \$1,000 for events considered to be at a higher risk are required. The relevant bond amount will be returned in the form of a Sunshine Coast Events Centre Pty Ltd cheque within 14 days following the event. For further information please refer to the Booking Office.

22. Do I need an APRA License?

The Events Centre has a Hall/Function License which covers all events held at the Centre that have a box office income less than \$2,500. If you are conducting an event with a projected box office income greater than \$2,500 you are required to obtain the appropriate copyright licence and pay the relevant fees to the Australian Performing Rights Association Ltd (APRA). For further information about APRA please contact APRA Queensland on 07 3257 1007.

23. Do I need to provide an ABN?

Yes. If you hold an ABN number and it is not provided 85% gst will be charged by the Centre.

If you do not hold an ABN you need to supply the Centre with an Australian Taxation Office document "Statement by a Supplier" at the time of confirmation of your booking.