

Coffs Harbour Aboriginal Family and Community Care Centre Inc.

Multi-Purpose Room Policy and Procedures

Overview of room

The Coffs Harbour Aboriginal Family Community Care Centre Incorporated multi-purpose room has been fully refurbished to provide an ideal setting for the smaller meeting or the serious board gathering.

Rates for venue hire are highly competitive – the ambience, atmosphere and superior quality of the facility are not truly reflected in the price. The Centre is equipped with the latest resources, some of which are included with room hire.

Catering comfortably for up to 15 delegates the venue is fully sound proofed with natural lighting it offers a peaceful surround within the Coffs Harbour Community Village.

Room hire rate includes the use of the Television and DVD player; Overhead Projector; White Board and markers; Flip chart, paper and markers. Other services offered at additional cost include teleconferencing; phone / internet access (laptop not supplied by CHAFCCC); digital projector hire and fax and copying services. We offer assistance should you require professional audio / technical advice. Details and rates for other services offered are found at the end of this section.

Should you require a specific room set-up you should specify the arrangement you need when you make the reservation - at least one week in advance. The current seating configuration is 10 person board room style or 15 person theatre style.

Room Hire Rates:

Rates: Community Based Non-Profit: Hourly Hire Rate: \$25.00 Daily Hire Rate: \$150.00
Corporate & Govt Sector: Hourly Hire Rate: \$35.00 Daily Hire Rate: \$175.00

Weekends and holidays, if approved, will be charged the Corporate & Govt Sector full-day rate.

Operating Hours

Monday to Friday	8:00 am - 4.00 pm
Week day - Evening hours	7 days notice required

Booking Enquiries and Reservations

For all booking enquiries and room availability please phone 02 - 6648 3688 or email lyn@abcare.org.au. The Multi-Purpose Room scheduling is coordinated through the administration of the building. When calling to schedule a room booking a Booking Form will be provided for you to complete - be prepared to provide the following information:

The booking form requests the following information:

- Agency details (Department and Division or Community Organisation name)
- A.B.N.
- Name and position of contact person responsible for organising the meeting
- Agency address and contact details
- Booking date, time and hours required
- Approximate number of attendees
- If teleconferencing is required – and if so how many lines.
- Authorising officer and signature

Should you have any special equipment needs, require assistance with audio / visual equipment, have a member with special dietary requirements or require specific seating arrangements please advise these separately at least 14 days prior to the requested booking date so that they may be arranged prior to your arrival and, if applicable, additional costs advised prior to invoicing.

Once the form has been completed and returned a confirmation email will be provided along with an invoice for payment.

Billing Information

A tax invoice will be forwarded to you once the Fax Back Booking Form has been submitted. The booking form has provision for a purchase order number to be advised for billing and tax purposes. If your organisation does not use purchase order numbers please provide a description of your meeting for reference purposes.

Full payment is required 1 week prior to the booking date – should the booking be made inside 1 week of the booking date payment is due on receipt of the invoice. Payment is by direct deposit – details are provided on the tax invoice. Overdue payments will attract a compound interest charge of 1% per month.

Cancelling a Reservation

If you need to cancel a confirmed reservation please contact Lyn on 6648 3688 or email lyn@abcare.org.au. Cancellation fees do apply.

Notice of cancellation given 7 days prior to the booking date will attract no cancellation fee. *However*, cancellation within 7 days of the booking date will attract a cancellation fee of 50% of the invoiced amount.

Failure to advise cancellation resulting in a 'no show' on the day will attract a cancellation fee of 100% of the invoiced amount - regardless of whether you used a room or not.

User Responsibilities

Housekeeping - It will be the responsibility of the trainer or meeting co-ordinator to advise participants of general house keeping rules. Participants are required to know the building evacuation plan – found on both exit doors; general clean up rules as outlined below ; be advised of the building / village facilities – toilets, canteen etc and be made aware of the presenters 'space' should there be computer leads and cables in operation for OH&S purposes.

Clean Up After Use - Users of the Multi Purpose Room are expected to leave room in the condition it was in before their use. A room that is not properly cleaned after use will result in an additional fee being charged.

- User Responsibilities:
 - Erasing whiteboard
 - Putting all trash (soft drink, cans, cups, napkins, wrappers, etc.) in garbage
 - Wiping up all food and drink spills
 - Removing your equipment or other items brought in by user(s)
 - Assuring that caterer's equipment (coffee pots, platters, plates, etc.) is removed from room if you have arranged your own caterer
 - Assuring that caterer's equipment (platters, plates and cutlery) is stacked if CHAFCCC has arranged catering
- User is Not Responsible for:
 - General dusting or polishing of tabletops (except for spills)
 - Stacking or organizing tables or chairs

Catering and Beverages

Catering and beverage requirements can be requested to be arranged by CHAFCCC by completing the refreshment / meal request on the booking form.

The centre does not provide beverages free of charge. Should you wish to have tea and coffee during your meeting you can either provide your own consumables or we will supply them for a minimal fee.

Cleaning up of any food or beverages is the responsibility of the booking organisation.

Beverage consumables - Tea, Coffee, Milk, Sugar, and Orange juice supplied \$10.00

Morning and Afternoon Tea choice of:

- mixed sweet platter \$5.00p/p p/tea
- mixed sweet platter with fruit \$7.00p/p p/tea

Lunch – choice of:

- mixed sandwich platter \$8.50p/p
- mixed gourmet sandwich platter \$11.50p/p
- mixed sandwiches, mini quiches, mini sausage rolls & mini beef pasties \$15.00p/p
- mixed sandwiches, mini quiches, mini sausage rolls & mini beef pasties & fruit \$18.00p/p

Final Numbers

We understand the difficulty in ascertaining and guaranteeing final numbers. To assist us to adequately cater and staff for your function we require approximate numbers 2 weeks prior to the function date with confirmation of final numbers to be advised 7 days prior to booking. For catering purposes, in the event of the guarantee not being received the original estimated attendance figures advised on the booking form will be charged, unless the numbers increase.

Optional Services

Optional services provided are payable by cash on the day of use should the services be required as the room hire has already been invoiced and paid prior to arrival.

Teleconferencing service is available at the cost of

- \$0.75 per line per minute or part thereof.

The numbers of lines for the teleconference are to be advised on the booking form at the time of reservation. It will be requested in the confirmation email that the booking organiser provide CHAFCCC with the email contact of the parties participating in the teleconference so that the teleconference call in phone number and PIN number can be emailed directly to them.

Fax Services: are available at the cost of

- First page \$3.00 each consecutive page \$1.00 per page

Copy Services: are available at the cost of

- First page \$0.50 2-5 Pages \$1.00 6-10 pages \$2.00
- 11-15 pages \$3.00 16-20 pages \$4.00

Digital Projector Hire: CHAFCCC externally hire this piece of equipment at a daily rate and require a minimum 2 weeks notice to ensure that your booking hire date can be confirmed with our supplier. The projector is available at a rate of

- \$100.00 per day.

Phone Line / Internet Access is available at the cost of

- \$0.30 per minute or part thereof dial up.

For further information or enquiries regarding the above room policies and procedures please contact Lyn Buckman on **6648 3688** or email lyn@abcare.org.au.