

UCU LTD ABN 33 119 755 627

Bookings and Payment

- A booking is not confirmed until you receive written confirmation from the UC Events office after receipt of the completed booking form including credit card authorisation.
- UCU requires written confirmation of all event details fourteen (14) days prior to the event. Requests to make changes within seven (7) days of the event will be confirmed at the discretion of UCU in accordance with availability and operational procedures. UCU reserve the right to deny any changes made within seven (7) days of the event.
- The client shall vacate the premises by the agreed time set out in the confirmation sheet. Specific arrangements to extend must be confirmed by the UCU staff member on duty. The client may be liable for additional staffing costs related to the extension of the event time; this will be confirmed at the discretion of UCU.
- Final numbers and dietaries are required seven (7) days prior to the event. UCU reserves the right to deny any catering number changes made within seven (7) days of the event. No guarantee for dietaries will be provided if received within seven (7) days of the event. Separate meals for dietaries will be charged an additional \$2.00 per person/per meal.
- Our standard operating hours are Monday to Friday 8:00am – 7:00pm. Any request for provision of service that is made outside of these hours may incur additional staffing costs. Weekend surcharges are applicable on catering and equipment hire, with 15% on Saturdays and 20% on Sundays. This will be charged in addition to the provided service and included in the finalised quote.
- GST is applicable on all charges to clients external to the University of Canberra. The client is responsible for advising UCU of the correct debtor details. If the client does not provide the correct debtor details then UCU does not accept responsibility if the quote is GST exclusive. GST will then be applied to all charges and outlined in the invoice.
- The client agrees to meet all venue, catering, staffing or equipment costs as detailed in the finalized confirmation sheet. This includes any additional labour, equipment or services used in addition to those originally booked.
- An invoice will be sent to the debtor contact details provided in this document within seven (7) days after the event.

Cancellation Policy

- UCU reserves the right to terminate the booking. If the UCU terminates the contract through no fault or breach of the terms and conditions by the client, UCU will refund any monies received from the client for the event.
- UCU reserves the right to terminate the booking if the client is found in breach of these terms and conditions or if in the opinion of UCU staff the event is objectionable, dangerous, unlawful, or is potentially detrimental to the reputation of the UCU or the University of Canberra. The UCU accepts no responsibility, liability for loss or damages incurred by the client.
- For cancellations made by the client within 14 day(s) prior to the event, a cancellation fee equal to 25% of the total cost of the event will apply. For cancellations made within 7 day(s) prior to the event, a cancellation fee equal to 50% of the total cost of the event will apply. For cancellations made within 48 hour(s) prior to the event, the total cost of the event will be charged.

Damages, Property and Security

- The client is responsible for the cost of repairing or the replacement of any equipment, furniture, fittings or damages to the building arising out of and/or in the course of the client's booking.
- The client is responsible for keeping the premise in a clean condition. If additional cleaning beyond a reasonable level is required, additional charges will be added to the final invoice. This amount will be at the discretion of the UCU to reflect the severity of the additional cleaning services.

- Signs, banners and decorations connected with the event must be approved by the UC Events team prior to the event. No nails, screws, adhesives or fastenings may be driven into or attached to the walls, doors, glass, floors, furniture, fittings and equipment without the express consent of the UC Events staff member on duty.
- Any goods, properties or materials brought in by or on behalf of the client, are the responsibility of the client. UCU accepts no responsibility for damage or loss of goods or materials left in our venues prior to, during or after the event. All deliveries or collections for events must be arranged with and approved by UC Event team prior to delivery or collection.
- The client agrees to comply with all requirements of the Local Government Act and any other relevant act, by-laws, rules or regulations, made hereunder and shall be liable for any breach of any such acts, by-laws, rules or regulations.
- The client indemnifies the UCU against claims, losses, actions, damages, costs and expenses, personal injury, death or damage to property arising from the use of the venue and any equipment used during the hiring caused directly or indirectly by any act or omission of the hirer, or their officers, agents or employees or any other person directly or indirectly associated with the client's use of venue or by the client's failure to comply with these terms and conditions.
- Where a large number of people are to attend an event and alcohol is to be consumed, security will be compulsory. This will be arranged by UCU and the cost will be the responsibility of the client.

No Smoking Campus

- The University of Canberra is a tobacco-free campus; smoking is not permitted in or on any University-controlled premises or land. All visitors must abide by this policy, for further details please refer to the following link; <http://www.canberra.edu.au/on-campus/health-and-childcare-services/tobacco-free-campus>
- The client is responsible to advise all event attendees of the UC Tobacco-Free policy.

Parking

- Pay parking on campus is enforced from 8am – 6pm, Monday to Friday (public holidays exempt). Parking on weekends is free (boom gates will be down so take a ticket and return ticket on exit to leave).
- For Casual Parking locations please refer to the UC campus map; <http://www.canberra.edu.au/maps/parking>
- For Casual parking rates please visit <http://www.canberra.edu.au/on-campus/parking/parking-rates>

Consumption food, beverages, refreshments and Liquor

- On-campus catering can be arranged via UC Events, a subsidiary of UCU.
- Approval to use external caterers in a UCU venue is at the discretion of the UCU. The intent to use external catering must receive written approval by UCU, failure to disclose this information will result in the client being found in breach of the terms and conditions. UCU reserves the right to cancel the current or future bookings or refuse to accept a booking from the client if the client is found in breach of the terms and conditions. This will occur at the cost of the client.
- To receive approval the External Caterer Form along with the outlined required documents must be received at least fourteen (14) days prior to the event. At its discretion, the UCU reserves the right to deny this approval.
- UCU supports the safe service and responsible consumption of alcohol. UC Events reserves the right to refuse the supply of alcohol to an individual that is exhibiting signs of intoxication or anti-social behaviour. A valid photo ID will be required upon request.
- We recommend that a responsible adult accompanies any guest under 16 years of age.

Client and Guest Responsibilities

- All clients and guests must follow the directions of the UC Event staff or greater UC Security officers regarding the use of equipment, facilities, parking, access, security or in the event of an emergency.