



## **NSEC Venue Hire Booking and Cancellation Policy**

Provisional bookings will be taken from any organization for venue hire dates without a deposit being paid. Provisional bookings will be recorded in priority order from the date the booking is entered into the booking system.

All provisional bookings accepted will be detailed by venue management to the client in written form by email or alternate. Detailing the following information: dates, times, basic hire costs etc.

Provisional bookings DO NOT confirm your organization has the venue booked for this date/s. The payment of a minimum 20% deposit is required to confirm any booking and this will provide surety of venue hire.

Any organization can challenge a provisional booking(s) ahead of them if they are prepared to immediately confirm their booking by the paying of a minimum 20% deposit.

Higher deposits may be required for bookings during peak times or for multiday bookings or other reasons as determined by the venue management.

When a provisional booking is challenged, the challenged organisation has 24 hours to either confirm or cancel their provisional booking request. Venue management will communicate this challenge via the contact details provided by the client (email, phone etc). Venue management may make multiple requests during the 24 hours to communicate with the client but is ultimately not responsible for failure of the client to receive communication for whatever reason. If the venue does not receive any response from the challenged organization within the 24 hours of the first request being made (as recorded in writing by venue management) then the venue will cancel that organizations provisional booking and confirm the date/s with the challenging organization.

Extensions to this 24 hour period can be granted by venue management in exceptional circumstances.

The challenging organization MUST provide the venue with the deposit prior to the venue cancelling other provisional bookings. A booking application form must be completed and NSEC conditions of hire then become effective.

Harbour Basketball and Gymnastics Community Trust may be exempt from paying of deposits but once they challenge for dates they become liable for the full costs of venue hire for all those days being requested (as detailed in the original provisional booking confirmation).

For cancellations, all cancellations must be made in writing to the Venue Manager. Any booking/s cancelled within 28 days of the booked date will incur the entire cost of the booking/s, with no refund of any deposits or other fees paid. For cancellations made further out than 28 days of the booked date/s, the non-refundable deposit will be forfeited and other administration fees may be applicable as deemed necessary by the NSEC.