

Hataitai Centre and Community House Terms and Conditions of Hire

Thank you for considering our community spaces for your event. To ensure everyone has a wonderful experience, we've put together some friendly terms and conditions. Please take a moment to read through - agreeing to our tikanga is part of your booking.

Our terms and conditions apply to all rooms/spaces hired at Hataitai Centre, the former bowling club, 157 Hataitai Road and the Hataitai Community House, 112 Waipapa Road, Hataitai.

For the purpose of these terms and conditions;

'we' or 'us' means your booking administrator, representing the Hataitai Community Recreation Trust (HCRT) and/or Hataitai Childcare Collective & Community House (HCCCH);

'you' or 'hirer' means you, the hirer; however, we do ask that you share these guidelines with all relevant people in your group

'event' or 'booking' means whatever you are booking the space for and the booking time and location that has been confirmed prior to use.

1. Respectful Conduct

- Our spaces are unique assets for our community. Please treat them with respect to ensure they remain available for our community in the future.
- Treat everyone with courtesy and consideration and follow our tikanga while using our spaces and the neighbouring public green spaces.
- Let's make all events a place where everyone feels welcome and supported.

2. Booking and Usage

- All bookings must be made through our website or directly with our booking administrator.
- You may only use the facility on the dates and times specified in your booking.
- Please contact us if any changes to your booking are required. Changes are not effective until confirmed.
- There are some restrictions on when you can change or cancel your booking without incurring extra fees. See point 7 below regarding cancellations, changes to booking dates, and bond refunds.

3. Facility Care

- Kindly respect our spaces and leave them tidy for the next users.
- Clean the facility after use, including emptying all inside bins and placing all rubbish and recycling into the outdoor bins, washing and returning any dishes used, wiping down surfaces, and returning furniture to its original position (including the BBQ at the Hataitai Centre).

- Decorations can be hung, but in a way that does not damage surfaces. All decorations must be removed at the end of your booking.
- Toys and equipment should be returned to their storage areas.
- Sweep or vacuum, mop floors, and clean toilets unless a professional cleaning service is arranged in advance (see point 3).
- Turn off lights and heaters; all power plugs (excluding the fridge and other kitchen appliances) should be off.
- Please take and send photos to bookings@hataitai.org.nz of the venue after your clean-up.

We are unable to check our facilities between each booking and rely on hirers to leave the space ready for the next event. Please include photos of the bathrooms, kitchen, and main halls. This ensures all parties see that the place was left tidy as arranged and enables your bond to be returned promptly. With multiple buildings and events, we would not want someone else's mess to affect you and your bond.

4. Professional Cleaning (Hataitai Centre Only)

- Professional cleaning after your event can be arranged for an additional fee of \$80. Please contact us at least three days before your event if you would like to add this service to your booking.
- This service is compulsory for all bookings at the Hataitai Centre, concluding after 10:00 pm (because no one wants to clean up late at night). The fee will automatically be added to your booking.
- This service includes vacuuming, mopping, cleaning kitchen surfaces and bathrooms.
- It does not include rubbish removal or dishwashing. Prior to professional cleaning, all tables must be wiped down and furniture returned to its original position.

5. Venue Security

- Ensure all doors and windows are locked, heating is turned off, and keys are promptly returned to the letterbox of the building you are booking.
- Keys should not be copied or retained by the hirer.
- The hirer agrees to notify one of our emergency contacts immediately should a security issue arise. Contact details are on-site by the doors or at the bottom of this document.

6. Event Timing

- Events at Hataitai Centre must conclude by 11:00 pm, with the building vacated by midnight.
- Events at the Community House must finish by 10:00 pm.

7. Payment & Bond Refund

- Full payment and bond are due prior to your booking.

- Payment of the full bond amount is due at the time of booking to confirm and secure the booking date. If the bond is not received within 7 days of being invoiced, your booking will be cancelled.
- Full payment of the hire fee and any additional cleaning fee is due one month before your booking or immediately if your booking is less than one month away.
- Refunds for cancellations are subject to the following notification periods;
 - Greater than 14 days' notice, 100% bond refund.
 - Between 7 and 14 days' notice, 50% bond refund
 - Less than 7 days' notice, 0% bond refund
- Changes to the time and date of your booking can be made up to 7 days in advance; however, if you subsequently cancel your booking, your bond will be forfeited. Frequent rescheduling may incur a \$50 rebooking fee.
- Bond refunds are contingent upon meeting all responsibilities and conditions outlined herein and not incurring damage or costs as a result of your event.
- Any events that continue after the specified event timing will have \$100 retained from their bond (this may be higher if our cleaner is affected by your delayed exit).
- In the event that damage or any costs have been incurred as a result of your booking, including a requirement for additional cleaning, a fair and reasonable amount will be deducted from your bond. Any remaining balance will be refunded. If repair, replacement or cleaning costs exceed your bond, you will be invoiced to recover any shortfall.

7. Health and Safety

- Report any damage, injuries, near misses, or hazards encountered during your event.
- Obtain a special event license from Wellington City Council if selling alcohol.
- If serving food, please follow our kitchen policy guidelines during your event.

8. Smoking and Noise

- Our facilities and surrounding grounds are smoke-free; please ensure that there is no smoking in or around our community premises and that smoke detectors are not tampered with or removed.
- Please be mindful of our neighbours. Excessive noise is not permitted, and hirers must comply with noise regulations to avoid forfeiting their bond.

9. Compliance and Responsibility

- Hirers must be over 25 years old to book our facilities; photo identification must be provided if requested.
- If you are younger than 25, you may nominate someone over 25 to be responsible for your event. Your nominated person will be responsible for your event.
- Familiarise yourself with evacuation procedures, first aid kits, and hazard registers. Hazard registers can be found by the main doors of all buildings.

Thank you for being a part of our community and booking our spaces. We look forward to hosting you and ensuring a memorable experience for you and your guests!

If you have any questions or need assistance, feel free to contact our Administrator on 04 386 2821 or bookings@hataitai.org.nz.

In case of emergencies, reach out to the contacts below:

- Hataitai Centre: Roy Glass (027 647 2960)
- Hataitai Community House: Chris Hare (021 261 5482)