

Glen Eira City Council

1. Do I need a booking?

A booking/permit is required in any of the following circumstances:

- You would like exclusive use of the allocated space for the duration of your event
- You are hiring the space for a structured social event (e.g. an organised gathering that is publicly announced/advertised or has a formal list of attendees like a wedding or concert)
- You are a group of 40 or more people that will be consuming alcohol
- You would like to bring in a temporary infrastructure. This includes but is not limited to, large structures and equipment such as tents, marquees, jumping castles, petting zoos etc. This does not include smaller structures and equipment such as an individual trestle table or camping chairs.

2. What is the latest date I can make a booking?

Standard picnic shelter applications must be done via our online booking system (IMS) and received by Council at least 3 (full) business days prior to the proposed booking date (i.e. If you wish to make a booking for the following weekend, all applications must be submitted by Sunday 11.59pm). If you miss the cut-off to apply for a booking and you can see the area is still available, it is simply, first in, best dressed*.

** First in, best dresses does not apply for bookings that fall under any of the above categories listed in section 1. If you do fall under any of the above categories and miss the cut off, you will need to select a different date.

If you require large equipment or additions to your booking such as bubble soccer, a petting zoo, jumping castle, stage, food truck etc. you will need to apply via a 'Minor Event' application and must be received by Council at least 10 (full) business days prior to the proposed booking date.

3. What information do I need before making a booking?

It is important to know that submitting an application is NOT an enquiry. Before applying, if you are bringing additional equipment (e.g. animal farm, jumping castle etc.) into the park or if you are hiring a third party for your event (e.g. food truck, photographer, catering or entertainment) additional information including a valid public liability certificate (minimum coverage of \$20,000,000) is required. Please apply with all information ready to go. If you wish to enquire about booking please email recservices@gleneira.vic.gov.au

4. I have logged in and checked the availability calendar but it's not letting me submit a booking?

Unfortunately, you can't make a booking through the "bookings calendar", this feature is only for clients to search what is available based on date and location. When you want to make a booking, you must click on "start application" for the 'picnic shelter and open space form', 'minor event' or 'event expression of interest' form. Once you begin the application you will need to select the location, date and time that you are after.

5. I'm a Glen Eira resident and pay Council rates, do I still get charged for the booking?

Yes, the booking fee applies for all residents and non-residents of Glen Eira.

6. Do I have to wait for an invoice, or can I just pay the fee into my Council rates?

You must wait for Council to issue you an invoice, this can take up to 48 hours for you to receive and will be sent via email. Please do not pay the fee into your Council rates account, this is a different department and will not carry across to your booking.

7. What happens if someone else gets the booking first?

If you have submitted an application, no one else can apply for that date, time or space until Council approves, denies or cancels an application. If it is showing tentative/as a 'clash' for the time you wish to use, this means someone else has an application in for that area and you will need to choose a different date or location.

8. Can I book multiple spaces at once?

As mentioned in question 5, if you submit an application, no one else will be able to reserve that space over you. Therefore, we ask all clients to please only apply for a space if they intend on using the area and paying the applicable fee. If you submit multiple bookings for different locations, your applications will be declined. Only ONE online application will be received for an event, this is to ensure that there is a fair process and that everyone has the opportunity to make a booking as our picnic shelters are currently in high demand. If you intend on booking and paying for multiple areas please notify Council by emailing recservices@gleneira.vic.gov.au to avoid the multiple bookings being cancelled.

9. When can I expect to receive a response?

During the peak summer season there is high demand of our picnic shelters and open space areas. Council is working through a large volume of applications, therefore please allow for 7 business days for your application to be processed. If you have applied with less than 7 business days prior to your event, you can expect a response within 2 business days.

10. If I wish to have an entertainer or organised group as part of my event, do I need approval?

Yes, any organised group must be approved by Council. Approval is only granted if Council receives a description/nature of the group and a valid public liability certificate (minimum coverage of \$20,000,000).

11. I don't want to risk the Council BBQ's being used by other people; can I bring my own?

You will need to obtain a permit from Council and reserve an area if you wish to bring your own BBQ into our parks. No BBQ's with a flame or require charcoal/heat beats are allowed and there is an additional \$500 bond on top of your booking fee to bring an external BBQ.

12. If I apply and wish to cancel a booking what do I do?

As soon as you know you can no longer make the reserved time, please notify Council by emailing recservices@gleneira.vic.gov.au to avoid a cancellation fee. Any bookings cancelled after the application has been approved can incur a cancellation fee.

13. Can I get a refund if I don't use the area?

All booking fees are non-refundable. If the event is cancelled due to extreme weather, please refer to our weather policy listed in Councils 'conditions of hire' document.

14. Do I get a refund if my booking is cancelled due to COVID-19 restrictions?

Yes. If your booking is cancelled due to COVID-19 restrictions, you will be contacted by Council and will have the option of receiving a booking credit to move the date of your event (based on availability) or a full refund.

15. Can I make changes to my booking once it is approved?

Council can only amend the date, time, number of guests, alcohol consumption after an application has been approved (subject to availability). Please note, any changes to your booking can only be made 2 business days prior to your event. If you wish to move your event to a different shelter/area, you will need to make a new application and notify Council by sending an email to recservices@gleneira.vic.gov.au