

VENUE HIRE FAQ

1. **Can I make changes to my booking application?**

After you have submitted your booking application, amendments cannot be made.

Should any changes to your booking be necessary, please contact the Venues department as soon as possible via email at venues@gleneira.vic.gov.au

2. **Can I cancel my booking?**

Any cancellations must be submitted in writing to the Venues department at venues@gleneira.vic.gov.au

Please refer to our venue Terms and Conditions. We will review your request to determine eligibility for a full or partial refund.

3. **Can I arrange a venue inspection before making a booking?**

Yes, we encourage you to inspect the venue before submitting your booking application. Unfortunately, we don't allow inspections during the weekend due to bookings.

- For external venues, we allow inspections Monday-Friday, both during and after business hours.
- For Town Hall bookings, we allow inspections Monday-Friday, during business hours only.

Please send an email to venues@gleneira.vic.gov.au with your preferred venue, date, and time and we will get back to you with availability.

4. **When will I receive the invoice for my booking and how can I make payment?**

Once your booking has been processed, you will receive a separate email notifying you of the approval or decline of your booking. If approved, you will receive your first invoice for the venue hire fees within 72 hours. Payment due on receipt.

A second invoice for the bond charge and caretaker/bond inspection fee (if applicable) will be sent closer to the date of your event/function. Payment is due prior to your booking date.

5. **When will I receive my bond refund?**

Your bond refund will be processed by the Venues department following a successful inspection of the room. Once the inspection is complete and approved, your refund will be submitted. Please allow 14 to 21 business days for the funds to be returned to your nominated account on your booking application.

6. **What are the requirements for serving or selling alcohol at my event?**

If you will be consuming alcohol at your event/function, a permit is not required, simply select "YES" in your booking application. However, if you intend to sell alcohol at your event/function, you must obtain a liquor license and the necessary permits. In this case, you should contact the Council's Public Health department for further assistance.

7. **What kind of indoor entertainment is allowed?**

For indoor entertainment, we require the hirer to provide details of the company or entertainment they are considering hiring. This information must be submitted for review prior to making any arrangements. We will assess the suitability of the entertainment to ensure it aligns with the venue's policies and guidelines.

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8. When does the Council require a copy of my public liability insurance certificate?

If you are making a booking on behalf of a company, association, organisation, club, or group, you are required to provide a copy of a current public liability insurance certificate, with a minimum coverage of \$20,000,000.

- Individuals are not required to provide public liability insurance.
- If you are not required to provide insurance but intend to engage third-party vendors (e.g., catering, music entertainment such as a DJ or band, children's entertainment, event styling, etc) you must supply a PLI certificate for each vendor hired for the event/function, with a minimum coverage of \$20,000,000.

9. Am I allowed to bring external catering or supply my own food for the event/function?

Yes, we approve catering at your event/function. However, you must provide the name of the catering company and submit a copy of their public liability insurance certificate, with a minimum coverage of \$20,000,000.

Please note, kitchen facilities are included in your booking, with the exception of the Auditorium and Theatre.

If you require access to the commercial kitchen as part of your Auditorium or Theatre booking, please ensure to select this option during the booking process online.

Alternatively, for all external venues where kitchen access is included in your booking, you are more than welcome to use our facilities for food preparation.

10. Are decorations allowed for my event/function?

Decorations are permitted however these must not cause any damage to the venue.

- Decorations must not be hung on or around the ceiling fans, as this may cause damage to the motor. Any removal or repair costs incurred will be deducted from your bond.
- All decorations must be removed from the venue before the user's departure. Confetti is strictly prohibited within the venue and on the surrounding grounds.

11. Can I have smoke machines, candles, or any open flames at my event/function?

The use of smoke machines, candles, or any open flames is prohibited in any Council venues. If Fire Rescue Victoria is called out due to an alarm activation, the hirer will be responsible for any costs incurred.

12. What are the guidelines for having farm animals at my event/function?

Animals of any size are not permitted inside our venues, with the exception of service animals.

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13. Does the venue provide WiFi?

There is public WiFi at the following venues:

- Caulfield Park Pavilion
- Glen Eira Town Hall
- Murrumbeena Community Hub

14. Is AV equipment available at the venues, and if so, is there a cost involved?

There is a charge to hire our AV equipment onsite. Available venues are:

- Carnegie Library – Boyd Room
- Duncan Mackinnon – Function Room
- Duncan Mackinnon – Meeting Room
- Glen Eira Town Hall – Meeting Rooms
- Glen Eira Town Hall – Auditorium (AV equipment included as part of the venue hire fee)
- Glen Eira Town Hall – Theatre (AV equipment included as part of the venue hire fee)
- Murrumbeena – Community Room (downstairs)
- Murrumbeena – Function Room (upstairs)
- Murrumbeena – Program Room 1 and 2 (upstairs)

You can bring in your own equipment, however it must be tested and tagged by a professional electrician. We recommend visiting the venue and bringing your devices to test our equipment to ensure compatibility.

15. How do I gain access to the venue?

For external venues, the hirer will be provided with a swipe card that is programmed to align with the times specified in their booking application. For this reason, the hirer must include both set-up and pack-up time in their application. To accommodate any additional preparation or clean-up needs, we allow a complimentary 30-minute buffer on either side of the booked time.

For Town Hall bookings, please call the facilities number 0418 524 717 on arrival.

16. When can I collect the swipe card?

A text message will be sent to the hirer when the access swipe card is ready to be collected from Town Hall. For weekday bookings, collection must be made before 5.30pm. For weekend bookings, collection must be made by Friday 5.30pm.

17. Is the room setup arranged by the Council?

For all external venues, the hirer is responsible for setting up tables and chairs, with the exception of meeting rooms, where tables and chairs are pre-arranged according to the room's capacity.

The hirer will be granted access to the furniture room and is required to return all tables and chairs to their original positions after use. (Please refer to the attached photographs on the wall in the furniture room for guidance).

For Auditorium and Caulfield Cup Room bookings, our Facility Officers will handle the setup of tables and chairs. These rooms have specific setup requirements, which should be provided by the hirer. All setup and pack up tasks will be carried out by the Facility Services team.

18. Will there be a staffed Council representative onsite for the duration of my booking?

If you have booked the Auditorium, Theatre or meeting rooms at Glen Eira Town Hall, a Facility Officer will be present. For all other external venues, a Facility Officer will not be onsite.

In the event of a genuine emergency on the day of your booking, you can contact a Building Maintenance Officer by calling Council's after-hours number on 9524 3333 (choose option 4).

19. What do I need to bring with me to my booking?

For external venue hire, please bring the following:

- Cleaning equipment and detergent to ensure the facility is cleaned after your function
- Cutlery, utensils and crockery
- Paper towels if required
- Vacuum cleaner
- Broom and mop
- Dustpan and brush
- Long matches to light stove and oven
- Garbage bags
- Tablecloths if required

20. Is post-event cleaning my responsibility, or will the Council manage it?

For Town Hall bookings (Auditorium, Theatre and meeting rooms) only a general clean-up is required. This includes addressing any spills, removing rubbish from the floor, and where applicable ensuring toilet and kitchen facilities are checked.

For external venues, the hirer is responsible for ensuring that the area used is left in a clean and tidy condition. This includes the following tasks:

- Removing any rubbish from the floors
- Cleaning the kitchen facilities and toilets
- Taking all rubbish to the designated waste station
- Vacuuming and mopping the floors
- Wiping down all used surfaces
- Returning all tables and chairs to the storage room

21. Is having security at my event a requirement?

Council's policy mandates that a security guard is required for 18th and 21st birthday parties. However, there is no specific policy for other functions or events.

The security company must supply a letter of engagement and a copy of their public liability insurance certificate, with a minimum coverage of \$20,000,000.

22. Can I apply for a facility hire grant and who is eligible?

Facility Hire Grants are available to assist community organisations/groups and schools to undertake projects and activities that contribute to the livability, accessibility, health and safety of Glen Eira.

More information can be found on our website: <https://www.gleneira.vic.gov.au/about-council/grants-and-recognition/grants-and-funding/facility-hire-grants>