



BOOKING

INFO



April 26

Western Community Centre (WCC)

The following information has been put together to ensure your use of our venue runs smoothly and safely.

Bookings

Bookings can be made online at westerncommunitycentre.org or in person at the WCC. The booking must be completed by someone who is 21 years of age or older, and identification will be required. Please ensure that your booking hours include time for setup and pack-down. For after-hours users, the alarm system will be adjusted based on the hours you request.

Equipment and facilities available

- Tables and chairs are provided.
- Printing services are available during office hours.
- Accessible toilets are available.
- The Large Room and Training Room have kitchens.
- The classroom is equipped with a basic sink and microwave.
- Cutlery, plates, a stove, and dishwashers are available.
- Car parking is provided.
- Assistance with promotion is available if your event is open to the public.
- Wi-Fi is available,



Hire Charges

- Casual Bookings/Functions: A non refundable \$50 deposit is required to secure your booking.
- If your booking is during office hours, the remaining balance can be paid at the time of booking. For weekend bookings, full payment must be made by the Friday prior or earlier. Our reception hours are Monday to Friday 8.30am - 5.30pm.
- Regular Bookings: Invoices are available upon request—please arrange this in advance.



Your Property

You are fully responsible for the storage and protection of your equipment and property while inside the centre, as other groups may also be using the facility at the same time. WCC is not liable for any loss, theft, or damage to property, regardless of the cause, including any issues related to fittings, appliances, or equipment within the WCC premises.



Access to Venue - Keys



Keys may be issued if the hire is outside of our usual working hours, which are Monday to Friday, 8:30am - 5:30pm. For weekend hires, the key **must** be picked up by 5pm on the Friday before the booking. Keys must be returned on the Monday following the booking. A refundable key bond of \$50 will be charged.



Noise

Since we are located in a residential area and want to be considerate of our neighbors, we ask that noise from amplifiers and loudspeakers be kept at a moderate level at all times.

To maintain the appearance of our community centre



- Please do not use staples, nails, or drawing pins. Avoid using Sellotape on painted surfaces—Blu-Tack is allowed but must be removed carefully.
- All chairs and tables must be stacked and returned neatly. Please clean tables after use. A reference picture in each room shows the correct arrangement.
- Smoking and vaping are strictly prohibited throughout the entire venue.
- Open fires, naked flame barbecues, and spits are not permitted inside WCC.

Cleaning and Rubbish Removal

- Hirers are responsible for cleaning the venue, which helps keep hire costs affordable and benefits all users, particularly as other users will be using the venue after you.
- Cleaning must be completed at the end of the event.
- All decorations must be removed before leaving the venue.
- For functions and weekend groups, all rubbish must be taken off-site. However, sorted recycling may be left in the designated bins.



Hours of Use

- Hirers may only access the facility during their booked time and must vacate by the end of the hire period. Contact the centre if you wish to make adjustments.
- A \$70 security guard fee may be charged if a guard is called due to a group overstaying.
- The booking must include time for both setup and cleaning.

Additional Costs

Additional charges may apply if:

- Extra cleaning is required. Minimum fee of \$50 applies for additional cleaning and costs for rubbish removal.
- You enter or remain in the venue outside your booked time. A \$70 fee may be charged if a security guard or staff member is called, as WCC's alarm is monitored by an external company.
- Venue keys are not returned within the stated timeframe.
- Excess rubbish is left inside or outside the venue.
- Any other breach of these conditions results in call-out fees or other costs to WCC.
- If WCC incurs additional costs for repairs, cleaning, or other reasons related to the hire, the hirer must reimburse these costs within 14 days of being notified.
- Venue equipment or fittings are damaged. Any damage or losses caused to the WCC or equipment will be repaired or replaced by tradesmen of the WCC choosing and the cost recovered.
- If a fire alarm is set off by the user, a charge will be incurred if the incident is a non emergency.



Health and Safety

Hirers are responsible for ensuring a safe environment by:

- Conducting a pre-use venue check and familiarizing themselves with the evacuation plan.
- Appointing a fire warden if the booking is outside WCC office hours.
- Locating all exit points and ensuring they remain unobstructed.
- Being present for the entire duration of the hire.
- Providing a Health and Safety Plan, if required.
- Keeping all building exits clear at all times.
- Avoiding any activities that may put themselves, guests, or others at risk of injury.
- Asking for assistance if any responsibilities are unclear.



First Aid



- First Aid kits are available at the centre reception during office hours (Mon to Fri, 8:30 AM – 5:30 PM).
- All users must provide their own first aid kits outside of these times.
- A defibrillator is located behind the reception desk and can be accessed if needed. An alarm will activate if you enter the admin area outside of our office hours. Please contact Manager Neil Tolan 027 575 1987 to inform use.



Assembly Points



Venue Capacity

Community Room - 150

Training Room - 70 people

Western Stars Room - 40 people



Fire Warden Responsibilities

Identify the location of fire extinguishers, exits, and designated evacuation areas. In the event of a fire, oversee and manage the evacuation procedure to ensure safety. If your booking takes place outside Western Community Centre office hours (Monday–Friday, 8:30 AM–5:30 PM), additional responsibilities may apply.

Fire & Evacuation Responsibilities

- Hirers must familiarize themselves with the evacuation procedure.
- Ensure all guests are aware of the assembly points—this can be shared at the start of your activity.
- Keep all exits clear at all times during the hire period.
- In case of fire, evacuate the venue immediately and call 111 to notify the Fire Brigade.
- Once the venue is safely evacuated, contact the WCC Manager at 027 575 1987.



Tasks for Fire Warden in the event of an evacuation

1. Raise the Alarm – Alert all occupants and initiate evacuation procedures.

2. Call 111 Immediately – Notify the Fire Brigade and provide details about the fire. Direct people to the nearest safe exit and assembly point.



3. Check all Areas Ensure no one is left behind, if safe to do so ensure all doors and windows have been closed if possible. Appoint helpers to assist those who need assistance.



4. Fire Fighting - ONLY if it is safe to do so should fire fighting be attempted



5. Re-Entry Ensure that it is safe for people to re-enter the building. Liaise with the Fire Service





Insurance

- The WCC does not undertake to arrange for or maintain any insurance cover, property, contents or otherwise, for the community venue or the event, for the benefit of the Hirer.

Breach of Contract

Breach of Conditions

Any breach of the Conditions of Hire may result in:

- Closure of the function
- Refusal to accept future bookings
- Extra charges being incurred



Alcohol

- We are not able to make bookings where alcohol will be consumed. Due to the nature of other bookings and our work the centre does not allow alcohol

In the unlikely event

- The WCC reserves the right to cancel the booking if any unforeseen circumstances arise after the booking has been confirmed
- The WCC reserves the right to cancel any bookings at its sole discretion without liability for any loss or additional costs incurred by the hirer or payment of compensation to any party whatsoever
- Should a request for a booking be made at a time and/or venue that conflicts with another booking the WCC reserves the right to determine which hirer shall be given use of the venue at its sole discretion

Security- Leaving WCC



The hirer is responsible for securing the venue upon completion of the function. Please Ensure:

- Lights including toilets, heaters, stoves, dishwashers and electrical appliances are turned off
- Windows and doors are closed and locked

- The alarm will be set remotely or please set if you have access to the provided app



Damage to the Venue

- WCC must be notified of any damage or breakages to the venue or fixtures
- The hirer is responsible for the full cost of any damage



A WCC staff member will discuss these items with you before your booking

Introduction and access to WCC

- Hazards
- Fire Exits, Fire Alarms, Assembly Points, Defibrillator
- Fire Extinguishers placement
- Layout, available space and equipment provided
- Cleaning requirements on completion of the event
- Fire Warden duties, including emergency evacuation procedures
- Security and lock up procedures

EMERGENCY CONTACTS

Ambulance - 111 Fire - 111 Police - 111 Police (Non-Emergency) 105

WCC Manager - Neil Tolan 027 575 1987 Alarm – Contact Neil Tolan (if unanswered please text or leave a message)

Civil Defence Emergencies – Hamilton City Council - 838 6699

Dangerous/Wandering Dogs - Hamilton City Council - 838 6699

Spills (Chemical) – Spill Response Ltd - 0800 877 455

Poison/Poisoning – National Poisons Centre – 0800 POISON



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Reception Hours
8.30am- 5.30pm,
Mon - Fri