



ECTARC Room Hire Terms & Conditions

1. Booking Enquiries and Confirmation

- Submission of a Room Hire Enquiry Form does not constitute a confirmed booking.
- All room hire requests are subject to availability and approval by ECTARC.
- A booking is confirmed only when:
 - (a) ECTARC has provided written booking confirmation;
 - (b) any required documentation has been received; and
 - (c) payment requirements have been met.
- The person submitting the booking enquiry is deemed to be the Hirer and accepts responsibility for the booking and compliance with these Terms and Conditions.
- The Hirer must be at least 18 years of age.

2. Room Hire Fees and Payment

- Room hire fees are charged in accordance with ECTARC's published rates or as otherwise agreed in writing.
- Discounted rates may be available for eligible not-for-profit and community organisation's at ECTARC's discretion.
- Full-day, multi-day or extended bookings may be eligible for negotiated rates.
- Full payment is required at least seven (7) days prior to the booking date unless otherwise agreed by ECTARC.
- For bookings made within seven (7) days of the event date, payment must be received prior to confirmation of the booking or as otherwise advised by ECTARC.
- ECTARC reserves the right to cancel a booking if payment has not been made by the agreed due date.

3. Booking Times

- Booked times must include setup time, deliveries, event duration, pack down and cleaning.
- Access outside the confirmed booking period is not guaranteed and must be arranged in advance.
- Additional charges may apply where bookings exceed the agreed room hire period.

4. Changes and Cancellations

- Requests to change booking details must be submitted in writing and are subject to availability.



- Cancellation requests must be submitted in writing.
- Cancellations made within 48 hours of the booking commencement time will incur a cancellation fee equal to 25% of the applicable room hire fee.
- Costs incurred by ECTARC on behalf of the Hirer may be non-refundable.

5. Use of Facilities

- The Hirer may only use the room(s) specified in the booking confirmation.
- Room capacity limits must not be exceeded.
- The Hirer is responsible for the conduct of all attendees and visitors associated with the booking.
- Furniture and equipment must be used appropriately and returned to its original condition unless otherwise agreed.
- Items must not be attached to walls, doors, windows, or furniture without prior approval from ECTARC.

6. Technology and Equipment

- Rooms may include display screens, built-in presentation computers, video conferencing facilities, conference cameras and microphones, whiteboards and Wi-Fi access.
- Hirers using their own laptop or device are responsible for providing any HDMI cable, adaptor or accessory required to connect to the room display screen.
- Presentation materials may be provided to ECTARC prior to the booking for pre-loading onto the room computer where requested and agreed in advance.
- ECTARC will take reasonable steps to ensure technology and equipment are operational but does not guarantee uninterrupted operation of equipment, software, internet services or third-party systems.

7. Refreshments and Catering

- Tea, coffee, and biscuits may be provided by ECTARC by prior arrangement.
- ECTARC does not provide catering services.
- Hirers may arrange their own catering requirements.
- The Hirer is responsible for coordinating all catering arrangements, managing deliveries and collection, and removing catering materials, food and beverages at the conclusion of the booking.
- Kitchenette facilities available within Training Rooms 2 and 3, including the Combined Training Suite, must be left clean and tidy after use.



8. Cleaning and Venue Care

- Rooms are provided in a clean and prepared condition and must be left in a similar condition.
- The Hirer is responsible for removing personal belongings and event materials, disposing of rubbish appropriately, leaving refreshment and kitchenette facilities clean and tidy, and reporting any damage immediately.
- ECTARC reserves the right to recover costs associated with excessive cleaning, repairs or damage.

9. Safety and Accessibility

- Hirers and attendees must comply with all venue safety requirements and emergency procedures.
- Fire exits, emergency equipment, and access routes must remain unobstructed at all times.
- Visitors may be required to sign in and out in accordance with ECTARC procedures.

10. Prohibited Activities

- Smoking or vaping anywhere on the premises.
- Consumption of alcohol.
- Illegal activities.
- Activities that create safety risks.
- Activities that may damage ECTARC property or equipment.

11. Liability and Insurance

- The Hirer is responsible for the conduct of attendees, loss or damage resulting from the booking, and contractors engaged by the Hirer.
- ECTARC accepts no responsibility for loss, theft, or damage to personal property or equipment brought onto the premises.
- ECTARC may request evidence of Public Liability Insurance where considered necessary.

12. Parking and Site Access

- Visitor parking is available onsite, subject to availability.
- Additional parking is available within the surrounding local area.
- ECTARC staff-designated parking spaces must not be used without permission.



13. Cancellation by ECTARC

- ECTARC reserves the right to refuse, cancel or terminate a booking where these Terms and Conditions are breached, safety concerns arise, or the venue is required for operational or emergency purposes.
- Where ECTARC cancels a booking for reasons unrelated to a breach by the Hirer, any fees paid will be refunded.

14. Privacy

- Personal information collected through room hire enquiries and bookings will be used for the administration and management of room hire services.
- Information will be managed in accordance with ECTARC's Privacy Policy.

15. Acceptance

- By submitting a Room Hire Enquiry Form, accepting a booking confirmation or accessing the venue, the Hirer acknowledges that they have read, understood and agree to comply with these Terms and Conditions.