

### **NSEC Venue Hire Booking Policy**

Provisional bookings will be taken from any organization for venue hire dates without a deposit being paid. Provisional bookings will be recorded in priority order from the date the booking is entered into the booking system and DO NOT guarantee that your booking will be confirmed.

All provisional bookings accepted will be detailed by venue management to the client in written form by email or alternate. Detailing the following information dates, times, basic hire costs etc. and indicating if there are other provisional bookings already in place.

No booking is confirmed until the venue has received payment of a minimum 20% + GST deposit. The booking then moves from a provisional booking to a confirmed booking and cannot be challenged by another group.

Any organization can challenge a provisional booking(s) ahead of them if they are prepared to immediately confirm their booking by the payment of a 20% + GST deposit via internet banking.

Higher deposits or full payment may be required for bookings during peak times or for multiday bookings at the discretion of the venue management.

When a provisional booking is challenged, the challenged organisation has 48 hours to either confirm (with a minimum payment of a 20% + gst deposit ) or cancel their provisional booking request. Venue management will communicate this challenge via the contact details provided by the client (email, phone, fax etc). Venue management will make multiple requests during the 48 hours to communicate with the client but is ultimately not responsible for failure of the client to receive communication for whatever reason. If the venue does not receive any response from the challenged organization within the 48 hours of the first request being made (as recorded in writing by venue management) then the venue will cancel that organizations provisional booking and confirm the date with the challenging organization.

Extensions to this 48 hour period can be granted by venue management in exceptional circumstances.

The challenging organization MUST provide the venue with the deposit prior to the venue cancelling other provisional bookings.