

Policy:	Policy Manual No.	Authorised By:	Policy Section:	Effective:	Review Date:
Room Booking Policy - RBP	Facilities-RBP	Governance	Facilities	July 2017 Motion#: 2/24/6	January 2025; Yearly

## ROOM BOOKING (RBP) POLICY

### 1 Purpose:

The purpose of this policy is to govern the process associated with the scheduling of the Glenfield Community Centre's ("the Centre") ad hoc room bookings. Along with the Room Hire Rate Card, this policy should be reviewed annually around October in order to be ready for use by hirers booking for the following year.

### 2 Principles:

The policy is based on the fundamental principles of:

- Efficient utilisation of resources;
- Equitable and impartial allocation of resources; and
- Due diligence around contractual arrangements for use of the facilities.

### 3 Policy:

Room bookings are to be made in accordance with the following policy statements:

#### 3.1 Recording:

All scheduled room hire is to be timetabled and managed by the Centre's Administration Office, with all spaces hired recorded on the online booking program Skedda (<https://www.skedda.com>).

#### 3.2 Exclusive and Preferential Use:

Timetabling will allow for both exclusive and preferential usage, where justified and authorised by the Centre Manager (or a suitable delegated authority).

#### 3.3 Space Matched to Nature of Activity:

In scheduling room hire, priority will be given to matching the size and nature of the space with the nature of the activity and the number of persons expected in the room.

#### 3.4 Spaces Fit for Purpose:

There is a clear description of all spaces with details recorded of design features, facilities and suitability for various uses, the maximum numbers for each, and disability access as required under the Building Warrant of Fitness, fire regulations and any other Health and Safety considerations.

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### 3.5 Room Information Freely Available:

Available hire space and the characteristics of that space may be viewed via the Centre's website (<https://gcc.net.nz/room-hire/>) or organised with the Administration Office on request.

### 3.6 Normal Hours of Operation:

Normal hours of hire are 8:00am to 9:00pm (the Centre closes at 10:00pm) seven days a week, all year except in the first week of January that is designated for major maintenance at the Centre, and is therefore closed for Health and Safety purposes.

### 3.7 Booking Period:

Rooms are booked in increments of an hour starting on the hour or the half-hour with a half hour left between user groups wherever possible.

### 3.8 Hire Agreement:

All users must complete a *Room Booking Terms and Conditions of Hire* ("Hire Agreement") that lays out the specific contractual obligations of hire. Only when this has been completed and payment made, if required, is the booking confirmed.

### 3.9 First-come, First-served:

Bookings are processed on a "first-come, first-served" basis.

### 3.10 Exclusive Use:

Certain days shall be set aside for the exclusive use of the Centre as part of its annual event schedule and community development programme. These are at the discretion of the Centre but must be set prior to confirmation of scheduling for the forthcoming year (normally by October).

### 3.11 Expressions of Interest:

Expressions of Interest ("invitation to treat") are called for in October from individuals or groups that intend to hire space on a regular basis throughout the coming year. Advertising will occur via the Centre's website, and invitations will be sent to persons or groups that have hired space over the previous annum. An Expression of Interest does not in and of itself constitute a contract until confirmed by the Centre.

### 3.12 Payments in Advance:

The Centre reserves the right to request payment in advance of hire, especially in cases of "one-off" hire and, may at its discretion; later decide to move to monthly invoicing.

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### 3.13 Right to Shift Rooms:

The Centre reserves the right to shift clients from one space to another, if and as circumstances may require (e.g. to reduce impact of an activity on other hire groups), although all reasonable attempts will be made to advise clients as soon as possible (if required), and to minimise disruption to their booking.

### 3.14 Right to Waive Fees:

The Centre reserves the right to waive the booking fee, cancellation fee, and administration charges at its discretion. This will be decided by the Centre Manager (or a suitable delegated authority) on a case-by-case basis and is to minimise administration, encourage use of the facilities in line with the values of the Centre, and support the establishment of new groups.

### 3.15 Internal Charging:

When a space is booked for use by Governance or Administration, there is no charge. However, if a person or group wishes to book the same space, all steps will be taken to prioritise the paying client including, if required, shifting Centre users.

### 3.16 Governance to Approve Rate Card:

As part of the preparation and acceptance of the Centre's Budget, Governance must approve any changes to Hire Rates in time for calls of expression of interest in October. Any rate changes will take effect from 1 January of the following year.

### 3.17 Community and Commercial Rates:

In order to recognise and support Community and Not-for-profit hirers, the Centre operates a discounted Community Hire Rate for non-commercial users. This rate is agreed to by Governance at the same time as the rate card for the following year is ratified. Commercial users are considered as those who charge their clients. Non-commercial users are considered those who are registered charities, registered incorporated societies and social (not-for) profit organisations.

## 4 Audience:

General Public, Staff

## 5 Legal compliance:

Policies must comply with New Zealand law.

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## 6 Related procedures / documents:

Room Hire Agreement

Room Hire Rate Card

## 7 Document Management Control:

<b>Prepared by:</b>	GCC Manager
<b>Authorised by:</b>	Governance
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