

## Frequently asked questions:

### **I hire a space once or twice each year. Am I a regular or casual hirer?**

For the purposes of our Hire Agreement, you are a Casual Hirer.

### **I have booked a room for multiple weeks during the year but now I wish to cancel some dates. How much notice do I have to give to avoid paying for the room?**

As much notice as possible is required so that we may have the possibility of reselling the space and recouping the lost revenue, however, 30 days' notice is required to avoid continued room charge. Please refer to the Hire Agreement for full details.

### **If I cancel inside the notice period, what will I be charged?**

Inside 30 days of the hire: no refund/full hire charge will be invoiced.

Why do you charge amendment/administration fees? Every time you change your mind our Administration Staff are required to re-do the administrative work.

### **I am a not-for-profit – can we have a further discount?**

No. Our Rate Card clearly shows a 2-tier rate structure and rates are already discounted to applicable groups.

### **What is a Commercial Hirer?**

If you charge your clients/attendees for your services/group, you are a commercial venture and the commercial rate applies. Talk to us if your fee is expected to cover the cost of room hire only. Proof of charge may be required.

### **Do you have party rooms?**

While we do have spaces that may be suitable, there are certain restrictions: The Centre is an alcohol-free zone and closes daily at 10.00pm. Due to the Heritage status of the Mission Hall, no naked flames are allowed (regret no candles on cakes). With more and more regular users utilising popular times, there may be limited availability for casual party hire, but please do contact us and check.

### **I have arrived for my hire after hours but I have forgotten my key, whom can I call?**

GCC do not provide after-hours office services. Keep your key safe. The Centre's security company Vanguard Security are under instruction not to respond to call-outs for lost or forgotten keys. If there is a genuine issue with the key you have been given (i.e. you have the key in hand, it is the right key for the right room but it just will not work), Vanguard will respond but you may be asked to pay a call-out fee. Upon investigation, GCC may reimburse you for this cost if satisfied the issue is found to be no fault of the hirer. Security contact information can be found on the main office window or in your hire agreement.

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