

Arataki Community Centre
Mt Sports Centre
07 577 8565
Arataki.Team@bayvenues.co.nz

ASB Arena Baypark
07 577 8560 x 6001
lisa.claassen@bayvenues.co.nz

Community Halls
07 577 8580
communityhalls@bayvenues.co.nz

Papamoa Community Centre
07 577 8566
PapamoaCC.Team@bayvenues.co.nz

Papamoa Sport & Recreation Centre
07 577 8556
PapamoaSRCTeam@bayvenues.co.nz

Queen Elizabeth Youth Centre
07 577 8564
qeycteam@bayvenues.co.nz



P O Box 10250
Bayfair, Mt Maunganui 3152
www.bayvenues.co.nz

VENUE BOOKING REQUEST FORM

This is a request only and will not be confirmed until a booking confirmation has been provided to you and your signed terms and conditions of hire have been returned and received.

Date of Application(today's date):	Date of Application
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CONTACT DETAILS

Group/Organisation:	Group / Organisation.						
Contact Name:	Contact Name	Position:	Position				
Street Address:	Street Address						
Suburb:	Suburb						
Town:	Town	Post Code:	Post Code				
Phone:	Phone	Mobile:	Mobile				
Email:	Email	Fax:	Fax				
I authorised Bay Venues Limited to give the following details out to the Public:							
Address:	Yes/No	Phone:	Yes/No	Mobile:	Yes/No	Email:	Yes/No

Onsite Contact Details

(If different from Above)

Contact Name:	Contact Name	Position:	Email				
Email:	Position	Mobile:	Mobile				
I authorised Bay Venues Limited to give the following details out to the Public:							
Address:	Yes/No	Phone:	Yes/No	Mobile:	Yes/No	Email:	Yes/No

I (full name) consent to the collection of the details above by Bay Venues, for the purpose of administration and programming. I acknowledge my right to have access to this information. This consent is given in accordance with the Privacy Act 1993. I declare that the information here is true and correct.

I agree to abide by the venue's terms and conditions of hire. I acknowledge that failure to follow these conditions may result in the cancellation of my booking without refund.

*Signed:	<input type="text" value="Enter you Name Here"/>	Date:	<input type="text" value="Please select a Date"/>
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***Your Name here indicates the acceptance of the terms and conditions of use of this venue. If you have any questions regarding these terms, please discuss with the Venue Manager.**

Indoor Recreation Venue Booking Agreement Form

Venue:	<i>Click here to enter a Venue</i>	Room:	<i>Click here to enter the room</i>					
Start Date (Include Setup Time):	<i>Start Date</i>	End Date (Include Pack up Time):	<i>End Date</i>					
Day of the Week:	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Frequency:
Select Day/s:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>Select One...</i>
Start Time:	<i>Start Time</i>				Finish Time:		<i>End Time</i>	
Purpose:	<i>Purpose</i>				Est. Attendance:		<i>Est. Attend</i>	

Special Requirements

Exclude Public Holidays:	<input type="checkbox"/>	Exclude School Holidays:	<input type="checkbox"/>
Kitchen Required:	<input type="checkbox"/>	Room Setup Required (Costs Apply):	<input type="checkbox"/>
Projector:	<input type="checkbox"/>	Sound System:	<input type="checkbox"/>
Television:	<input type="checkbox"/>	Whiteboard:	<input type="checkbox"/>
Sports Equipment(Please List Below):	<input type="checkbox"/>	Sports Setup:	<input type="checkbox"/>
Other Requirements and Comments:	<i>Click here to enter further details regarding your booking</i>		

PAYMENT DETAILS - Payment Method									
Cash	<input type="checkbox"/>	Cheque	<input type="checkbox"/>	Eftpos	<input type="checkbox"/>	Internet Banking	<input type="checkbox"/>	Invoice Request*	<input type="checkbox"/>
*Invoice amounts over \$100 for indoor recreation venues - Users must be pre-approved									

Regular User Groups - Invoice Customers

- If you'd like to be invoiced for your bookings, you'll need to be pre-approved.
- Please contact us for further details and application forms.

Regular Customers – Prepaid/Cash Customer

- You'll need to pay 4 weeks in advance, then weekly starting from your first booking date.
- Cash/Cheques/Eftpos payments can be made over the counter during business hours at Arataki, Papamoa Sports, Papamoa Community Centre and Queen Elizabeth Youth Centre.
- Remember you need to pay for the space before you use the space.
- Internet payments can be made in advance, details will be on your booking confirmation - Please ensure you use the reference provided

Cancellations / Amendments

- You need to give at least 30 days' notice of cancellation.
- Written/email notice must follow oral notification.
- Should the notice of cancellation be less than 30 days prior to the date of reservation or should the group fail to occupy the premises at the specified time, all booking charges may still apply.
- Cancellations of tournament/event bookings require 60 days' notice - Deposits are non-refundable.
- Failure to cancel within 60 days may result in booking charges still applying.

Special Note

Bay Venues reserves the right to cancel or alter a hire agreement at the discretion of management. Every effort will be made by the venue to avoid cancelling any confirmed reservation. However, in the event of an emergency, beyond the control of the venue, a confirmed reservation may be cancelled. Should an event be cancelled for this reason, it will be rescheduled at a convenient time for the group and the venue. If rescheduling cannot be done, a full refund will be given.



INDOOR RECREATION VENUES
Terms and Conditions of Hire

General

1. All groups must have a nominated point of contact, who is responsible for the group (and the premises, if hired after hours) for the duration of the hire.
2. The selected Bay Venues facility can be hired for any activities deemed appropriate by Bay Venues management.
3. Booking times must include set up / break down and allow for user groups to leave the venue in a satisfactory condition. Failure to include this time may result in extra charges for your group. Entry to the venue is only available from the time booked and must be vacated within the timeframe specified on the booking confirmation. If any patrons wish to continue to use the venue at the conclusion of the booking, they must re-enter as a paying individual.
4. All equipment utilized during the period of hire must be returned to the correct position at the end of the hire period.
5. Adult supervisors (age 16+) are required for children and youth groups.
6. Any group bookings are to adequately and actively supervise the group at all times whilst they are in the venue and must remain in the hired area throughout the entire period. Supervisors are held responsible for the group and must maintain the venue guidelines whilst at the venue. Failure to have enough supervisors may result in entry being refused.
7. All venue rules are in effect throughout the hire.
8. All people must follow any and all direction from Bay Venues staff. Refusal to do so may result in the group being asked to leave the venue.
9. Venue personnel reserve the right to determine unacceptable behavior of individual(s) while on the premises, with this right being to cancel a booking or request an offender to leave. If this occurs no refund will be given.
10. Hirers shall agree to hold the venue fully harmless and indemnify it against any and all suits, damages, claims, causes or actions which may arise out of use of the above described property.
11. The Venue Manager or their nominee will have right of entry at all times.
12. Regular users may be asked to shift their booking times to allow better optimization of space, and or their preferred room/venue to accommodate bookings that are deemed by management to necessitate the move e.g. events.
13. The manager at their discretion may refuse any application of hire, waiver specific conditions, or cancel any booking without assigning any reason.

Hire Fees & Bond

1. Bond payments are required for all one-off or event users. The bond payment will vary between \$150 - \$1,500 depending on the level of booking and associated potential risks. Bond payments for casual small bookings are normally waived. Management has full discretion as to the amount of bond required.

2. The hirer is liable for all damages that occur to the property and venue equipment as a result of the hiring groups actions. Damage or problems experienced during the event may delay or change the release of the bond. In the event where full release of the bond is not completed a detailed list of withdrawals will be provided in writing to the group organizer.
3. If a bond is paid, this will be refunded in full within ten working days following the date of hire, if the following criteria is met:
 - No damage to property or equipment
 - All areas left in a clean and tidy state
 - Security conditions are met.
 - All pre-agreed timings or equipment use are adhered to
4. A non-refundable deposit amounting a minimum of 25% of the hire fee is required to secure event bookings. This should be paid once we have confirmed your event. Your booking will remain tentative until such time as the deposit is paid.
5. For events, the balance of the hire charge and bond must be paid in full at least seven days prior to the hire date, if not sooner, or as agreed with management.
6. Regular hirers spending over \$100 a month can request to be invoiced on a monthly basis on the proviso invoice payments are kept up to date – payment received by the 20th of the following month. Failure to keep accounts up to date will result in further bookings to be paid in advance. Prior to any accounts being invoiced a credit application form must be completed and approved by Bay Venues.
7. Failure to pay invoiced accounts by the due date may see future bookings suspended until payment in full is received. Payments not received by the due date maybe referred to a debt collection agency. The hirer will be liable for all associated fees and any other costs associated with this debt collection.
8. Where a booking falls outside of our normal staffing hours in the venues that are staffed, a fee of \$28.75 an hour will apply in addition to the hire charge. Staffed venues are closed during Public Holidays unless prior arrangements are confirmed; a fee of \$51.75 an hour will apply in addition to the hire charge for a staff member to be on site.
9. Any cash on arrival or casual bookings must be paid for in full prior to the booking commencing.

Cleaning and Maintenance

1. No smoking in the venue.
2. Strictly no chewing gum allowed.
3. Parking on grass areas is prohibited.
4. Consumption of food and drink is limited to designated areas only.

5. Only appropriate sports or casual shoes are allowed on stadium court areas. Stilettos damage stadium floors and must not be worn accordingly.
6. No vehicles/machinery allowed onto the sports floor of any Bay Venues facility without prior written consent.
7. Cleaning equipment will be made available to all hire groups and the spaces hired must be left in good condition.
8. Any additional cleaning performed by venue staff or contractors to get the facility back to a satisfactory condition may incur an additional charge.
9. After use, and before vacating the premises, the hirer must clean, remove food and personal items and place all trash in provided containers. Rubbish exceeding container space must be removed from the premises by the hirer.
10. Any damage to the building or the assets of the venue will result in the replacement or repair of the damaged property at the hirers cost.

Compliance

1. Catering and alcohol services must be negotiated with management. Venue vending machines must not be removed or covered.
2. The sale of food, including fundraising, requires a Food License which can be obtained directly from Tauranga City Council. Please allow a minimum of five working days prior to booking for the license application to be processed.
3. If alcohol is to be sold or if your event is a ticketed event and liquor is complimentary (or included in the ticket price), a special liquor license is required. Contact the Tauranga City Council Liquor Licensing Agency on 577 7077 for more information - 20 working days is required for processing. If alcohol is to be consumed but no sale is taking place a 'Host Responsibility Agreement' certificate may be granted. An application must be completed and can be obtained from the Venue Manager. The application form must be returned to the Venue Manager for processing a minimum of 20 working days prior to your event.
4. Acquiring any necessary licenses or certificates (e.g. Liquor Licenses) will be the responsibility of the hirer. Applications are available from the venue on request.
5. The hirer must ensure that noise levels do not exceed limits as per Tauranga City Council's District Plan (45DBA). However, in the event the noise is deemed a "nuisance" and Council receives two or more complaints from the public, a visit from an Enforcement Officer may result in an infringement. If the "nuisance" persists, Enforcement Officers have the right to confiscate
- 8.

sound equipment. Hire fees will not be refunded if the booking cannot proceed due to a noise complaint.

Security

1. All hirers making bookings outside of business hours will be responsible for the security of the building. The hirer will have access to alarm codes (where applicable) and property keys. All alarm codes and property keys will be given out prior to the booking (where necessary). Keys and alarm codes must remain with the nominated point of contact and kept secure at all times. In the event keys are lost or stolen, management must be notified immediately and any cost incurred for replacing the key and/or locks will be charged to the hirer.
2. Where deemed necessary, the hirer will be required to provide security services for crowd control purposes.
3. Hirers shall enter on the times and only those areas within the venue stated on the hire application form. If a hirer causes alarm activation, that hirer will be charged an additional \$100 to cover security guard callouts.
4. Any charges incurred due to activation of fire alarms will be paid by the hirer, if the activation is found to be a false activation. The standard false alarm call out charge is \$1,150 plus GST.

Health & Safety

1. Please disclose any high risk medical events to the Venue Manager prior to your planned visit.
2. Every person in our venues is required to take reasonable care that they look after their own health and safety; and the health safety of other people in their group
3. Every group member is required to familiarize themselves with the Users' Risk Register. This register lists all potential sources of harm to users and the controls in place to prevent harm occurring.
4. If any new risks are discovered when the group is using one of our venues, report this to the Venue Manager immediately and take steps to control the risk so as to avoid causing harm
5. Any incidents, injuries or medical events experienced while in our venues must be reported to the Venue Manager immediately. We have first aid facilities available and there are trained first aiders on site to provide immediate assistance.
6. In the event of an emergency, groups must follow the instructions of venue staff.
7. All exit ways must be kept clear and visible at all times.

This booking is not confirmed unless the hiring party signs this Terms & Conditions of Hire and returns it to Bay Venues.

*Signed:	Enter you Name Here	Date:	Please Select a Date
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