**CLOVER PARK COMMUNITY HOUSE TERMS AND CONDITIONS**

1.  **PAYMENTS**:

1.1 Booking is not confirmed until full payment of booking is received, along with a signed hireage agreement.  ALL payment must be received prior to using the facility – unless otherwise arranged with house manager.  
   
1.2  Payments can be made through internet banking or over the counter at your nearest Westpac Bank.  No cash payments are available at the community house.   
   
2.  **HEALTH AND SAFETY**:

2.1  It is the aim of the Board of Trustees to make the Clover Park Community House as safe a place as possible to minimise the risk of accidents and has a commitment to observe all health & safety requirements as may be specified by any relevant authority.    
   
2.2  It is the responsibility of the hirer to ensure all its users are aware of health and safety procedures as discussed with the house manager and the procedures are adhered to, during the duration of the usage of the facility.  
   
2.3  Any potential hazard should be pointed out to the house manager so that remedial action can be initiated as soon as possible.  If this happens outside normal business hours they are to be emailed to the House Manager: [antoinettetiatia@cbnz.org](mailto:antoinettetiatia@cbnz.org)   
   
2.4  In the event of an accident, the Operations Manager will investigate to see if there is any action which can be taken to prevent a repetition of the incident.  
   
2.5  First Aid kits are provided and maintained by the Clover Park community house.  However, it is recommended that professional aid should be sought in the event of any injury.    
   
2.6  In the event of an accident occurring during office hours, the Manager should be notified immediately.  
   
2.7  In the event of an accident outside office hours, the Manager will need details from those involved so that a report can be made to the Board of Trustees. Please email through to cloverparkcommunityhouse@cbnz.org  
   
2.8  The Manager will keep an accurate record of all such incidents and report regularly to the Board of Trustees, through the Operations Manager.

3.  **HIREAGE:**

3.1  Prior to hiring, all hirers are required to provide booking details whether through online booking form, paper copy or email stating – booking name, contact, number attending, date/s and time/s and room.   
   
3.2  All hirers must sign a hire agreement which outlines the terms and conditions, hirers responsibility and the expectations during hireage. Signing this means you have read and understood what is expected as a hirer.   
   
3.3  Booking is confirmed once FULL payment is made and a signed agreement form is returned.   
   
3.4  All payment for hireage must be paid in advance, unless arranged with House Manager.  
   
3.5  Casual “Room Hire” must be paid for in advance.

3.6 All rooms MUST be booked in advance.   
   
3.7  All room bookings will be charged for unless at least two week’s (10 working days) advance written notice of cancellation is received by the Manager.  In exceptional circumstances, the reduced period of notice can be accepted.

3.7 All bookings will be processed promptly, please allow 3-5 working days to complete the procedure.

3.8 Non-payment by due date will result in your booking removed without notice   
   
4.  **CANCELLATION:**

4.1  Cancellation of any confirmed bookings will result 50% deduction of the total hire charged plus an admin fee, if applicable.  
   
4.2  Regular hirers can pay by Direct Credit or AP to our Bank Account.  No rent is refundable due to cancellations.  
   
4.3  Cancellation of Casual hire (one off hire) can be credited for future use depending on the availability and must be used within a three-month period.  
   
4.4  A discount may be given for advanced lump sum payments (6 or 12 months in advance) but no rent will be credited in case of cancellation.

**Standard hire rate incl.GST effective 13th November 2023**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Tutakina Room** | **Phoenix** | **Israel** | **Elsmore** |
| **Non Profit** | $15 | $12 | $12 | $12 |
| Standard | $20 | $15 | $15 | $15 |
| **Sat-Sun Non Profit** | $25 | $15 | $15 | $15 |
| Sat-Sun Standard | $30 | $20 | $20 | $20 |

***PLEASE NOTE: BOND OF $80 FOR EVENTS, FUNDRAISERS, WEEKEND/PUBLIC HOLIDAY BOOKINGS/ BOOKINGS WITH FOOD. REFUNDABLE ONLY IF VENUE IS LEFT IN GOOD CONDITION.***

5.  **USE OF THE PREMISES:**

5.1 The buildings/rooms/open space may only be used in accordance with prior bookings and payment arrangements made with the Manager.

 5.2   Once booking is confirmed through payment and receipt of a signed hire agreement – a Hirers Info Pack will be sent outlining the access information, expectations and responsibilities of the hirers.  
   
5.3   **All setting up and tidying up is to be completed within the booked period of hire**. Hirers may not enter the hired room until the time booked and must end all meetings/functions and clean up by the completion of the booked period.  
   
5.4  All hirers must confine themselves to their designated areas.  
   
5.5  The hirer is responsible for returning all chairs and tables to their original positions and leaving the premises clean and tidy. **Hirers are to ensure their rubbish is removed from the premises**. There is a vacuum and broom available for use from the cupboard in the hallway. Sweep toilets if needed please.  
   
5.6  The hirer is responsible for securing the facility at the end of each session, checking that all doors and windows are locked and all lights, stoves and other electrical appliances are turned off. (Except those labelled DO NOT TURN OFF).  
   
5.7  No decorations or scenery may be attached or hung in any part of the community house without prior consent of the house Manager.  
   
5.8  The Auckland City Council operates a liquor ban over its facilities including this Community house as well as the surrounding grounds and car parks.  Any User members/hirers noting any violation of this By-Law by any outside party, should record the incident immediately with the Council (09 379 2020). Therefore no alcohol on premises.  
   
5.9  The Clover Park Community House is a smokefree facility. No smoking or vaping in the venue or outside the facility at all times.

5.10 No barbeques, open fire or spit to be used inside the venue.  
   
5.11  No additional heating or cooking appliances are to be brought into and used in the buildings without prior approval.  
   
5.12  Any damage is to be reported promptly to the Manager.  If the Hirer is responsible for that damage, they may be held liable for all or part of the cost of repairs.    
   
5.13  Any person hiring or using the Clover Park community house, as a condition of that hire or use agrees to act as the Fire/Building Warden on being advised of fire or other danger.  The emergency evacuation plan is included with the hire agreement.  
      
5.14  Noise from amplifiers and loudspeakers must be kept to a moderate level at all times and should not be more than 50 decibels. Failure to comply with this condition may cause customer/public complaints to Noise Control (Auckland Council) which may result in the early closure of your function or confiscation of equipment.

5.15 **PLEASE BE MINDFUL OF NOISE PAST 7PM. WE ARE IN A RESIDENTIAL AREA AND ANY UNNECESSARY SCREAMING, YELLING OR CAR HORNS BLASTING WILL RESULT IN FORFEITURE OF ANY FUTURE BOOKINGS**  
      
5.16  **The Manager/Booking Coordinator shall have the authority to refuse to accept any group as hirers if they have displayed a disregard for these rules and/or failed to leave the building(s) secure after use.**

6.  **KITCHEN USE**:

6.1  The Clover Park community house will provide hot water, detergent, a plug and a dishcloth at every sink.  
   
6.2  All user groups must be responsible for providing their own tea towels.

6.3 The fridge and freezer are available for use – keep in mind it is a shared Community Fridge. All contents placed into fridge during your hireage MUST be removed at the end of your time. Any contents left behind will be thrown away.  
   
6.4  All user groups must wash their own dishes and leave the kitchen area clean and tidy.  If the dish-washer has been used, it must be emptied of clean dishes before leaving. Please do not leave your dishes on the benches  
      
6.5  There are limited cups and saucers so please provide your own.

6.6 Please ensure you take all food with you offsite at the end of your booking.

7.  **PARKING**:  
7.1  The Board accepts no responsibility for the location or layout of the car park.  
   
7.2  All users of the car park use it at their own risk.  
  
7.3  The Board will endeavour to ensure that suitable spaces are reserved as "Disabled Parking" and "Staff Parking".  
   
7.4  The Board will monitor the lighting of the car park and report any lighting failures to the Council.  
   
7.5  All users of the car park are expected to obey the direction signs and drive with due care for other users and pedestrians.

8. **ANIMALS AT THE COMMUNITY HOUSE**:

8.1 No animals are allowed at the community or inside any of the rooms.

8.2 Animals may be brought into the community house but only on the following conditions:

- Animals, with the exception of seeing-eye dogs, are not to be brought into any of the buildings. This applies to both front and back entrance areas.

- Animals must be under their Owners’ control at all times.

- Animals must not cause any damage to Centre property.

- Animals must not harm any person or other animal on the Centre property.

- In case of any damage/harm being done by an animal, it is the Owner’s, not the Boards, responsibility to remedy it.

- Animal droppings must be collected immediately and removed by the Owner.

Special Hiring conditions for Social Events: (read these along with the general conditions listed)

Host responsibility: *No alcohol on premises*.  
  
Please note:

* Alcohol is not permitted for sale in the venue.
* Under no circumstances are guests allowed to hold functions that differ to that stated on the booking form i.e. a family re-union cannot become a 21st Party.
* These premises are protected by an automatic fire alarm and smoke detectors.  If deliberately activated the fire service will attend.  This will result in a fine to the hirer of up to $1500.
* No smoking, open fires, BBQs, smoke or fog machines, naked flames or candles can be used during a booking unless prior consent is given by management.  Please note there is a charge to isolate the fire alarm.
* Clover Park Community House reserves the right to charge a cancellation fee of 50 per cent if a hirer cancels a confirmed booking.  This includes bookings cancelled and re-booked for different day or time.

The *HIRER* considers Healthy Environment Approach (H.E.A) to program/event – *GUIDE* to H.E.A:

* **Wai (water) is the first choice** - Free water is provided and accessible i.e. water jugs OR click on the link to access water vendors <https://healthyaucklandtogether.org.nz/assets/Uploads/Resources/Wai-Supplier-Database-Sheet1.pdf>
* **Good kai (food) for all** - click on the link to access kai ideas <https://healthyaucklandtogether.org.nz/assets/Uploads/Resources/GFKP-Bronze-Guidelines-for-Events-Brochure.pdf>
* **Encourage movement** - Promote the movement / cultural activities

Clover Park Community House reserves the right to charge a cancellation fee of 50 per cent if a hirer cancels a confirmed booking.  This includes bookings cancelled and re-booked for different day or time.

Fire Safety & Evacuation Scheme for Persons Hiring Clover Park Community House.  
   
In case of fire, evacuate facility IMMEDIATELY; notify the Fire Brigade by ringing 111.  
   
Exit signs are above doors.  Emergency procedure notices are in every room.  Please make yourselves familiar with these.  Should an emergency occur, the  
assembly area is by the tree in front of the centre.  Wait until you are accounted for before leaving.  Do not re-enter the community house until told it is safe to do so. The person responsible for the booking is the designated FIRE WARDEN.  
      
Any person hiring or using any facility at the Clover Park Community House as a condition of that hire or use agrees to act as the building warden on being advised of fire or other danger.  
   
The emergency evacuation procedures in this building are required pursuant to the Fire Safety and Evacuation of Building Regulations 1992.  Any persons entering this building should make themselves aware of the procedures and exits to be used in the event of alarm and further be guided by the instructions of the wardens duly appointed under these regulations.  
   
This building is provided with a fire alarm system for your safety.  This system is operated by breaking the glass, and activating any of the alarm call points in prominent locations throughout the building.  It is essential that every continuous sounding of the alarm or other warning is treated as a genuine emergency and evacuation procedures are commenced immediately.  
   
**IF YOU ARE IN CHARGE OF A GROUP ON THE CONTINUOUS SOUNDING OF THE ALARM OR OTHER WARNING, YOU ARE THE WARDEN.**   
   
FIRE WARDEN - On hearing the warning signal  
1.  Evacuate occupants from your floor areas via the nearest exit (Check all rooms, including toilets.)  
2. Watch for any people with disabilities who may require assistance and appoint a suitable person to assist as necessary.  
3.  Note the location and number of any persons remaining in the premises.  
4.  Report to Building warden at the alarm panel and advise status of evacuation.  
   
IF YOU ARE THE FIRST PERSON TO ARRIVE AT THE ALARM PANEL YOU ARE THE BUILDING WARDEN.   
   
BUILDING WARDEN - On hearing the warning signal  
1.   Ensure Fire service has been called, Dial 111 or delegate to a responsible person.  
2. Report to the fire alarm panel and receive status reports from floor wardens.  
3.  Initiate action if no report received from any wardens.  
4.  Advise fire service, on their arrival, of the evacuation status, including the location of any persons with disabilities.  
5.  Do not allow any person back into the building until the all clear has been given by a NZ Fire service officer.

EMERGENCY CONTACT LIST  
Emergency Service:  Fire / Police / Ambulance = **111**  
   
Accident and Emergency Clinic  
East Tamaki Health Care  
124 Dawson Road  
8am-8pm  
 09 274 3414  
  
Bairds Road Local A&E  
3 Watford Street, Otara.  
8am-11pm  
09 274 3468

PERSONAL INJURY/ACCIDENT:   
\* FIRST AID BOX CAN BE LOCATED IN THE MAIN KITCHEN ON THE SIDE BENCH.  
  
Please fill in relevant form and leave in front of folder.   Forms included:  
- Serious Accident  
- General Accident/Hazard  
- Use of First Aid Supplies  
  
SERIOUS HARM – DEFINITION:   
Has occurred if any of the following symptoms or conditions results in severe loss of bodily function (permanent or temporary). Need for emergency medical care/hospitalization.  
   
Unconsciousness. e.g. From lack of oxygen  
Serious Harm – injury.  Falls/slips causing e.g. severe laceration, bone fracture, crushing  
   
CLOVER PARK COMMUNITY HOUSE HAZARD REPORTING:  
Record on the incident form which is located opposite the entrance door by the house managers office, any hazards you have noticed or any accidents, near misses which have happened while you were at the Clover Park community house, so that improvements can be made.