General Terms:

- Hirers are responsible for ensuring the booked area is left clean and tidy.
- Hirers must remain within their designated areas.
- Decorations are not to be pinned or taped to the walls.
- Personal BBQs, gas burners, cooking appliances, tents, or gazebos are not permitted on the premises unless agreed upon otherwise.
- Lynfield Recreation Ltd assumes no responsibility for loss or damage to personal property while on-site.
- Bookings are not confirmed until full payment is received. Bookings remain open until a deposit of 20% is paid over the counter or phone.
- Adult supervisors (aged 17+) are required for all children and youth groups. Children aged < 13 years must always have active adult supervision.
- Changes to booking details must be communicated at least 7 days before the booking date.
- Staff reserve the right to address unacceptable behaviour, which may result in:
    - Cancellation of the booking.
    - Removal of individuals/groups from the premises without a refund.
- Management reserves the right to refuse applications, waive specific conditions, or cancel bookings without prior notice.
- Disrespectful behaviour, including verbal, physical, or violent conduct towards staff or facility users, will not be tolerated.
- Alcohol and illegal substances are prohibited on the premises, including surrounding areas without prior consent by Auckland Council.
- All hire costs are final.

Set Up and Pack Down:

- Bookings must start and end on time. Setup, cleaning, and packing down must be completed within the paid booking period.
- Tables and chairs must be returned as found and packed away. Chairs are to be stacked no higher than 5.
- All equipment must be packed away neatly following all instructions in the equipment shed. Any extra time incurred by staff to do this will be charged to the hirer.

Refunds & Bonds:

- A bond may be requested and discussed prior to booking confirmation.
- The balance and bond must be paid in full before the hire date on the following amount:
    - Weekdays during operating hours: $150.00
    - Weekends or any day/s that includes after operating hours: $200.00
- Hirers are liable for any damages caused to the property or equipment.
- Bond refund conditions:
    - The booking must begin and end on time.

- The facility must be left in the condition it was provided.
- Bonds will be refunded within 3 - 5 working days after staff inspection confirms compliance.

Cancellations:

- A minimum of 7 days' written notice is required for cancellations. Verbal notification **will not be accepted** unless accompanied by a written notice.
- Cancellations made with less than 7 days' notice will forfeit all funds paid as liquidation damages.
- Cancellations made outside of 7 days will incur a 20% liability fee for bookings over $300, or 25% for bookings under $300.
- For regular bookings, 48 hours' written notice is required. Failure to provide a written notice will result in a charge of 50% of the total booking cost.
- Refunds will be processed within 10 days of the refund request.
- The facility will make every effort to avoid cancellations. In cases where events are cancelled beyond our control, we will reschedule or offer a full refund.
- Refunds will not be issued for cancellations due to rain.
- All written notice, as mentioned above, must be sent to LynfieldRec@clmnz.co.nz.

Cleaning & Maintenance:

- Food and drink must be consumed only in designated areas.
- All areas must be restored to their original condition.
- BBQs must be cleaned after use; cleaning equipment may be provided.
- Staff are not responsible for cleaning up after any mess made. Upon asking staff to clean on your behalf, a cleaning fee will be charged before you leave the premises.
- Beverages must be non-alcoholic and served in non-glass containers.
- Decorations must be removed.
- Do **NOT** use our rubbish bins to throw away your rubbish. Kindly **bring your own rubbish bags** and **dispose your rubbish outside of our premises** upon finishing your event. Non-compliance will incur additional fees up to $300 before leaving the premises.

Health & Safety:

- Exit ways must always remain clear and visible.
- Bookings cannot block emergency exits or set up in the foyer.
- First aid and a defibrillator are available at reception.
- Supervision of children/minors is the responsibility of the hirer. Staff are not responsible for child supervision.
- Hirers must stay within their designated hire areas.
- Food may only be set up in designated areas.
- Staff parking is not available for hirers. Unauthorized vehicles will be towed without warning.

Storage:

- Access to storage for hirers is not guaranteed.
- Lynfield Recreation Ltd is not responsible for any loss or damage to any items left or stored un the facility by the hirer.
- Lynfield Recreation Ltd does not provide any insurance cover for loss or damage of the property under the hirer or that of any visitor to the venue.
- The area inside the Lynfield Recreation Ltd must be used to store equipment that is only for indoor use.
- Storing outdoor equipment inside us not permitted inside Lynfield Recreation Ltd.
- Lynfield Recreation Ltd reserves the to cancel storage allocation a its own discretion.
- A minimum of four weeks' notice will be provided to the hire.