



# Torquay Bowls Club

## # 17 - Hire Terms & Conditions Policy

Responsible Department - BOM

Date Approved - March 2024

Next Review 2 years

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### Introduction

Hire terms & conditions

### Scope

Info

### Definition

Info

### Manager responsibility

**Booking Policy:** Tentative bookings will be held for a maximum of 14 days. The Torquay Bowls Club (TBC) reserves the right to cancel any tentative bookings not confirmed and will release the booking date. To reserve any part of our venue or facilities TBC requires a deposit payment to be taken at the time of confirmation of the booking.

**Deposits:** Functions requiring the use of any part of the club house require a deposit of \$200 at the time of confirming the booking. For barefoot bowls bookings only - for 12 or more people a deposit of \$200 is required; less than 12 people - 50% the total cost is required as a deposit at the time of confirming the booking. No booking is confirmed until a deposit is received.

**Guaranteed Numbers:** Guaranteed numbers for bookings requiring catering are required no later than 7 days prior to the event. For non-catered events such as barefoot bowls 24 hours' notice must be given for guaranteed numbers.

**Security Deposit:** The deposit of \$200 will be held by the TBC as a security deposit and will be refunded after the event if no damage is caused to property or the greens.

**Payment Schedule:** Half the total cost of the event will be paid at least 1 month prior and remaining half 14 days prior to the event.

**Cancellation Policy:** Cancellations received before 3 months of the function date requiring room hire or catering will forfeit 50% of the deposit. Cancellations received before 1 month of the function will be retained as a cancellation fee. For barefoot bowls bookings **not** requiring room hire or catering, 24 hours' notice must be given to receive a refund, unless cancelled due to inclement weather where a full refund will be given or carried over to a rearranged date.

**Security Guards:** If Security Guards are required for events and functions. One guard per 50 guests for the duration of the event at \$50 per hour for a minimum of 4 hours. This will be arranged by the TBC and charged to the organiser.

**Smoking Policy:** The TBC is a smoke free club except for two designated and signed areas at each end of the building.

**No Entry onto The Greens:** Unless participating in barefoot bowls or other organised bowls event no person shall enter the Greens area. Parents and guardians are responsible for their children keeping off the Greens. Organisers of events are responsible for their guests keeping off the Greens or risk being asked to leave the premises and forfeiture of their security bond.

**No BYO:** As we are a fully licensed club no alcohol beverages may be brought onto the TBC premises or surrounds.

**Bar Tabs:** Bar tabs may be arranged with the bar staff on the proviso that a credit card is left with them. All bar tabs must be settled before the conclusion of the day's trade and any tabs left unsettled will be charged, unless TBC is contacted by the card holder to make other arrangements.

**Dress Code:** No wearing of caps in the club rooms. Barefoot only allowed when participating in barefoot bowls. Neat casual wear allowed. Covered swim wear, singlets and work clothing allowed until 6pm.

**Decorating Function Room:** Function organiser is free to decorate the Function Room however use of drawing pins, sticky tape, glue or masking tape on the walls, roof or windows is not allowed. Blue tack or ties are permissible. At the end of the function all decorations including balloons must be removed and placed in the rubbish bins.

**Social Media Acceptable Use Policy:** TBC welcomes all comments on our social media channels, including Facebook and Instagram. We want to hear from our members and guests about what they love about our venue and our achievements. You are welcome to express your views, comments, ideas, insights about the TBC. At the same time, you should show courtesy and respect to others and must not use our social media channels to abuse others, expose others to offensive or inappropriate content, or for any illegal purpose.

When using our social media channels, please ensure that you:

- Protect your personal privacy and that of others by not including personal information about yourself or others in your posts to our social media channels (for example, email addresses or phone numbers);
- Represent your own views and not impersonate or falsely represent any other person;
- Are not abusive and do not harass or threaten others;
- Do not make defamatory or libellous comments;
- Do not use insulting, provocative or hateful language;
- Do not use obscene or offensive language;
- Do not post material to our social media channels that infringes the intellectual property rights of others;
- Do not post multiple versions of the same view to social media channels or make excessive postings on an issue;
- Do not promote commercial interests in your posts to social media channels;
- Do not include internet addresses or links to websites, or any email addresses in your posts;
- If you make an error, be up front about your mistake and correct it quickly. If you choose to modify an earlier post, make it clear that you have done so.

TBC reserves the right to enforce this Acceptable Use Policy at its discretion. TBC may remove or request removal of any posted message that it considers to be in breach of the Policy.

**Social Media Privacy Statement:** TBC may record any information posted to one of our social media channels (including Facebook and Instagram) **and** may use that information for administering its social media channels and considering and/or addressing any comments made.

No attempt will be made to further identify users of our social media channels except where authorised by law. TBC is not responsible for the privacy practices or content included on our social media channels or any linked websites.

**I have read and understood the Terms & Conditions:**

Signature: .....

Name (please print): .....

Date: .....