



CONDITIONS OF USE

Who may use the Centre?

Meeting rooms and its facilities including some rooms allocated for offices will be available to all members of the Maryborough community, its surrounding environs and out of town agencies and workers on the basis of need without discrimination regardless of political affiliation, racial or ethnic origin, marital status, gender and religious beliefs provided that no function or activity will infringe any law or by-laws enacted by legal authorities in the State of Queensland including but not limited to the constitution and policies and procedures of the Neighbourhood Centre Maryborough Incorporated.

PUBLIC HEALTH & COVID SAFE PLAN. The organisation will follow directives from the State Government, the Chief Public Health Officer and other relevant agencies in relation to public health procedures and safety plan including any directives in relation to COVID. A COVID Safe Plan is available and will be adhered to as necessary. Service users, groups, staff and volunteers are required to adhere to all public health, Covid and other infectious diseases guidelines and procedures as it comes into effect.

Service users are expected to:

- Observe a behaviour pattern which does not prevent others from enjoying the centre and its facilities. Inappropriate behaviours such as being abusive and using offensive/foul language or attending the centre intoxicated or being drug-affected will not be tolerated.

Noise

- Noise generated by voice, stereo player, computer, audio equipment and the like must be maintained at a level at which the volume is adequately audible only within the area or part of the centre being used. ***This is important as function rooms are divided only by retractable wall panels and are not soundproof.***

Security/Health and Safety

- **During normal business hours** – 9am to 4pm, rostered staff members/volunteers are responsible for the day-to-day general security of the centre.
- **Out of hours and weekend users – IS LIMITED TO CENTRE PROGRAMS AND EVENTS ONLY.**
- Function Room Users are required to provide a current copy of their public liability insurance before room booking can be confirmed.
- Organisers and facilitators are required to go through a site-specific induction for room users and will be responsible for the safety of their participants while delivering their sessions and should direct or assist in directing them to safety during an emergency following the centre's emergency procedures.
- Contractors, tenants and other user groups (not function room hire users) using the centre after-hours/weekends are required to collect a key from reception during normal working hours, this must be pre-arranged and must be returned the next working day or on a date that has been agreed. Failure to return the centre's key will incur a **\$50.00** late fee. **If lost, full cost of centre re-key will be charged.**
- Contractors, tenants and other user groups (not function room hire users) using the centre after-hours/weekends should ensure that they have been informed of security procedures including closing up and turning off lights to avoid any break-in or wastage of power and water.

Cleaning

- Service users are responsible to leave that part/area of the building, garden, toilets, and kitchen, etc. that has been used reasonably cleaned and tidy and equipment in good order after use. A fee for cleaning or repair/replacement of damaged equipment will be charged as necessary.

Damage/Breakage/Failure of Equipment, etc.

- Any damage, breakage or failure of any equipment at the centre is to be reported to reception staff on duty immediately. If the damage/breakage is caused by the user, they may be required to pay the cost of the equipment that was damaged or provide a replacement.

Bookings

- It is possible for several groups to use the centre at the same time. Booking of space should be made as far in advance as possible to ensure adequate and appropriate facilities are suitable and available.
- A charge will apply if you require a special set up for meeting rooms being hired (*Please email bookings@maryboroughnc.org for more details*).
- The Centre reserves the right to change location of meeting rooms assigned to users to ensure utilisation and maximum use of each room in accordance with user's needs (*Not unless a specific instruction/request has been made and this is stated in the function order form*).

Personal Items and Valuable

- Service Users and groups are responsible for their own personal properties and valuables including work equipment and materials that they bring to the centre for use in meetings and workshops. The centre will **NOT** be responsible for any damages or loss to any private property/ personal items and corporate equipment of user groups/service users that they bring to the centre.
- Any valuables should not be left unattended at anytime, anywhere at the centre.

Pets, skateboards, bikes and mobility scooters

- Pets and any type of animals are **NOT ALLOWED**, except for 'assistance dog', inside the centre's lobby, coffee shop area, courtyard, meeting rooms and offices.
- Bikes, skateboards, or similar equipment are not allowed inside the centre, coffee shop and courtyard areas, and cannot be parked near entrances. Mobility scooters can be parked at the centre's parking area. Centre client may ask for staff assistance if mobility scooter is required to be used inside the centre due to a medical condition.

Dangerous Materials

- No flammable or other dangerous materials or goods of any description will be brought to the centre, left at the centre or stored at the centre at any time.

Drugs, Alcohol and Smoking

- No illegal drugs will be brought to, used on, or stored at or disposed of at the Centre.
- The use of ALCOHOL is NOT ALLOWED.
- ***There is no smoking inside and outside (at least four meters from any entrance and perimeters) the Centre at any time.***

Charges/Room Hire Fees

- Fees have been set for the use of the Centre and facilities including equipment. These fees will cover the maintenance and consumption of power and water as well as Council's rates, insurance and other incidental expenses. Copies of current rates of rooms and other facilities and equipment are available at reception or email bookings@maryboroughnc.org for more information.
- Community groups that cannot afford published room rates will not be denied use of meeting rooms and will be given an opportunity to discuss a discounted rate with the Centre Manager or authorised representative. The Centre Manager has full discretion to approve any request for waiver or discounted fees for room, equipment or hire of other facilities at the centre.

Public & Private Open Spaces

- The coffee shop area, foyer and front courtyard is for customers of the neighbourhood centre's community café, service users, room users and tenants. If available (see reception), community members can utilise these spaces to meet with service providers during business hours (9am to 4 pm). There will be times that these spaces will be reserved for a function or centre events.
- The back courtyard is a private open space for use of staff and room users and from time to time available for hire. The gated parking area is exclusive to staff and volunteers of the centre.

Changes to Rules

- The Maryborough Neighbourhood Centre Management Committee reserves the right to alter or modify these rules from time to time as recommended by the Centre Manager.

Publication

- A copy of these rules will be available for perusal at the office/reception of the Maryborough Neighbourhood Centre anytime during business hours upon request or email bookings@maryboroughnc.org for a copy.

Compliance

- Use of the facilities at the Maryborough Neighbourhood Centre located at 25 Ellena Street, Maryborough would constitute acceptance of these rules and guidelines and other applicable centre policies and procedures.