

BOOKINGS

- Tentative Bookings:** Your request is not confirmed until the status shows "Booked" or "Confirmed."
- Confirmed Time:** Tentative bookings are held for 30 days. If not confirmed within this period, the booking may be released or cancelled unless an extension is approved.
- Incomplete Requests:** The centre reserves the right to cancel any booking request that is incomplete or missing required information.
- Venue Access:** Use of the venue is limited to your booked time only. Early or late access may be allocated upon consultation with centre staff, fees may apply.
- Evening & Weekend Bookings:** Bookings after 5:00pm or on weekends must be a minimum of 3 hours long.
- Changes to Bookings:** Any changes must be submitted at least **five business days** prior to your event.

FEES AND PAYMENT

- Internal Clients:** RBWH Departments, select Metro North departments & University of Queensland Medical Education users can book the venue **free of charge** during standard business hours (7:00am – 5:00pm Monday to Friday).
- External Clients:** All other clients must pay venue hire fees as listed on the RBWH Education Centre website (GST may apply).
- After-Hours Use:** Any use outside of standard business hours is charged for both Internal and External Clients.
- Internal Client Cost Centre Codes:** Internal Clients must provide a Cost Centre Code when booking to determine if venue hire charges apply. The cost centre code will only be charged if any late cancellation fees apply. Clients must ensure financial approval prior to their event.
- Quotes & Confirmations:** Applicable fees will be communicated through a **venue hire quote proposal** for financial approval. No booking will be confirmed until returned with signed approval. Quotes provided are estimates; final charges may change due to event requirements.
- Final Fees:** Fees are based on your confirmed requirements. If your requirements change, fees will be adjusted accordingly.
- Payment Terms:** The final amount will be invoiced (or journaled internally) after the event. Payment is due within thirty **30 days**.

CANCELLATIONS

- Notice Required:** All cancellations must be in writing. Late cancellations will incur a fee, applicable to all clients.
- Timings & Fees:**
 - 2-5 business days' notice = 25% surcharge
 - Less than 2 business days = 50% surcharge
 - Internal clients = at the discretion of Ed Ctr Management.
of the potential venue hire cost charged within 30 days either invoiced or internally journalled.

CULTURAL PRACTICES Welcome to Country & Smoking Ceremonies

Prior advice for cultural activities is required from the **Turrbal Dippil Traditional Owners** via info@turrbal.com.au. Reach out to the Director Aboriginal and Torres Strait Islander Health, RBWH to discuss further on (07) 3646 8242.

INSURANCE

You agree to indemnify and keep MNHHS indemnified against any loss, damage, expense, or cost incurred or sustained by MNHHS, whether directly or indirectly, in connection with your event.

FOOD AND BEVERAGE

- Approved Catering Only:** No external catering (food or beverage) is permitted within the venue for consumption. The only approved catering provider is **Metro North Catering**.
- Client Responsibility:** You are responsible for arranging and confirming your catering requirements with MN Catering.
- Payment:** Catering costs are to be paid directly to MN Catering and are separate from venue fees.
- Consumption Areas:** Food and beverages may only be consumed within the venue foyer areas. No food or beverages are permitted in the venue rooms.
- Spills:** Any spills must be reported to the centre staff immediately.

DAMAGE AND CLEANING

- Responsibility:** You will be responsible for any damage caused to MNHHS property that you or those attending your event cause or contribute to (fair wear and tear excluded).
- Charges for Damage:** Centre Staff may charge you for repairs, replacement, or labour if damage occurs.
- MNHHS Property:** This includes the building; all equipment and any items provided for your event.
- Reporting Issues:** Any breakages or faults must be reported to Centre Staff immediately.
- Cleanliness:** You must leave the venue clean and tidy, including returning moved furniture and disposing of all rubbish. The Centre may charge a cleaning fee if the venue is left in an unacceptable state.

USE OF THE VENUE Conditions of Use:

- Use the venue and MNHHS property for your event only.
 - Obtain and comply with all required permits and authorisations required to conduct the event.
 - Follow all laws while at the venue.
 - All attendees comply with directions from MNHHS staff.
 - Keep the venue in a clean and safe condition.
 - Ensure all attendees adhere to the RBWH **No Smoking Policy**.
 - comply with relevant health and safety standards and not exceed venue capacity.
 - Avoid disrupting other events or activities within the venue.
- Vacating the Venue:** Ensure all attendees vacate the venue and remove all property brought onto the premises at the end of the booking period. Failure to do so may incur additional Fees.
 - Entry & Attendance at Own Risk:** Entry to and attendance at MNHHS premises and the venue is at your, and your attendees' own risk. MNHHS accepts no responsibility for any loss, or theft of property belonging to you or your attendees.

FORCE MAJEURE

If circumstances beyond the reasonable control of MNHHS prevent or hinder MNHHS from providing the venue in accordance with your booking and these terms and conditions, MNHHS will not be liable for any resulting loss or damage, whether direct or consequential.

TERMINATION

If, at any time and for any reason (including, but not limited to, force majeure), MNHHS is unable to provide the venue as agreed with a confirmed booking, MNHHS reserves the right to terminate the booking by providing written to you.