

Terms and Conditions - Nanospace Recreation Centre & Surrounds

It's important to read and understand these terms & conditions, because when you book with us, you agree to abide by them. These Terms and Conditions ensure the safety of our guests, the preservation of our facilities, and an enjoyable holiday for all. If you have any concerns, please contact the office info@saltbushbb.org.au
Presentation Family Centre Inc trades as Saltbush, Balnarring Beach, and is referred to here as **"Saltbush"**.

These Terms and Conditions use the term **"Primary Booking Contact"** to refer to:

- 1.1. The person who is listed on the Invoice and/or Summary and/or Confirmation Forms **or**
- 1.2. If the Primary Booking Contact represents an organisation or a group of people, the Primary Booking Contact includes the organisation and individuals attending.

If the **Primary Booking Contact** comprises two or more persons or entities, **these Terms and Conditions** apply to each of them severally and jointly.

1. Booking

- 1.1. Guests are required to complete the online Nanospace Booking Enquiry Form, and provide the following:
 - 1.1.1. Primary booking contact name, mobile phone, and email
 - 1.1.2. Organisation name, Address, ABN, Type
 - 1.1.3. Intended use/activity
 - 1.1.4. Preferred start and finish dates
 - 1.1.5. Planned daily start and finish times
 - 1.1.6. Number of guests
 - 1.1.7. Please provide some details about the guests (students, adults, special needs etc)
- 1.2. Registered Guide Dogs and registered Therapy Animals are welcome, but we regret other pets are not allowed. (Registration details required at booking).
- 1.3. The Firepit is not to be used unless agreement is made in writing with Saltbush at the time of booking (usually only provided to school groups).

2. Payment

- 2.1. A 50% deposit is required at the time of booking, and final payment is due four weeks prior to arrival. If final payment is not received, bookings may be cancelled.
- 2.2. Emergency Services – Where Saltbush, Balnarring Beach receives an account from emergency services for attending our facility, the guest who received the service or who was the subject of the call out will be responsible for paying the account.
- 2.3. Support for Not For Profit Community Groups
Saltbush may provide the venue for hire at no cost, or at a lower rate than the advertised rate to Not for Profit Community Groups whose work contributes to the wellbeing of the community, and/or preservation of the natural environment of the Mornington Peninsula, and who do not have funds available to pay for venue hire.

3. Cancellation

- 3.1. Bookings cancelled within 28 days of arrival will be charged 50% less cleaning charges.
- 3.2. Bookings cancelled within 14 days of arrival will be charged 100% less cleaning charges.
- 3.3. Cancellation or Change by Saltbush

Saltbush reserves the right to move, amend or cancel a booking at any time. Whilst we endeavour to fully honour bookings, there are on rare occasion unforeseen circumstances outside of our control.

4. Bond

- 4.1. A “Bond” will be requested by Saltbush at the time of booking and paid 4 weeks prior to arrival.
- 4.2. The Bond will be held as security for any damage to the Venue (including the surrounds of the Venue and any equipment or items at the Venue), for any cleaning arranged by Saltbush if the Venue is left in an unclean condition or for any other breach of these Terms and Conditions.
- 4.3. Unless Saltbush has had recourse, or proposes to have recourse, to the Bond, the Bond will be returned within 14 days after the hire period. It is the responsibility of the hirer to contact Saltbush for refund of the bond.

5. Important Information

- 5.1. Guests are to be responsible for themselves. Saltbush is not equipped to provide intensive support to guests. Guests must be accompanied by a carer if they require day to day support.
- 5.2. The office is usually staffed between 9-3pm Monday to Friday and is closed on Public Holidays. An afterhours number is provided on the office door and in booking information.
- 5.3. Registered Guide Dogs and registered Therapy Animals are welcome, but we regret other pets are not allowed. (Registration details required at booking).
- 5.4. Saltbush has an Environmental Charter and is committed to reducing waste. We ask guests not to bring in single use plastics on to our site including plastic drink bottles and containers, balloons, straws, plastic bags.
- 5.5. Information is collected and stored according to our Privacy Policy, available on our website. Saltbush is a not-for-profit charity that relies on donations. Please note that the names of referral agencies, community groups, schools, and community service organisations who book with us may be disclosed in our annual report, newsletters, and other communications. If you prefer not to be named, please advise at the time of booking.

6. Your Responsibilities

- 6.1. Saltbush is a shared space, and we ask that all guests behave respectfully toward staff, neighbours, volunteers, other guests and follow the direction of Saltbush staff.
- 6.2. Parents and Carers are responsible for children and dependents at all times, including on School Holiday Programs. The Primary Booking Contact must ensure that all children and vulnerable people are supervised by parents or guardians.
- 6.3. Saltbush provides a space for a quiet and peace for people who need it most. We ask guests not to make excessive noise on site, and to have no noise audible outside the houses or Nanospace after 8.30pm.
- 6.4. Guests using the Nanospace are asked to respect the privacy of guests staying on site in other houses and must not wander the property where the houses are located.
- 6.5. The Primary Booking Contact must leave the house/s and Nanospace in a clean and tidy state and must place all waste material (rubbish, recycling, and compost) in the appropriate bin. Any rubbish which cannot be put into the bins provided must be removed. Cleaning includes the following:
 - remove ALL food that has been brought to the venue, including from pantry, fridge, and freezer.
 - wash and put away all dishes, wipe all benches.
 - vacuum carpet and lino (vacuum cleaner is located in north west corner of the Nanospace)

- remove all rubbish from kitchen– the recycling bin has a yellow lid, the rubbish bin is small and has a red lid. The bins can be left outside the Nanospace. Please ensure that there is no loose rubbish.
 - mop floor if needed.
- 6.6. Cost incurred by Saltbush in additional cleaning the houses or Nanospace or removing waste material will be charged to the Primary Booking Contact. This may impact future bookings.
 - 6.7. Smoking is not permitted in the houses, Nanospace, playground or near other guests.
 - 6.8. Pyrotechnics, candles, and naked flames are not permitted in houses, Nanospace or on the surrounding land unless prior written consent has been provided. Consent will include designated areas.
 - 6.9. The Firepit is not to be used unless agreement is made in writing with Saltbush at the time of booking (usually only provided to school groups). If agreement is provided in writing, the Primary Booking Contact is responsible for ensuring the Pit is safe to use, that all conditions related to the safe use of a fire pit are met, that safe use is allowed according to CFA guidelines and Fire Restrictions, and that all people associated with the booking are safe around the Pit.
 - 6.10. Covid Safe - Guests are asked to comply with Covid Safe practices in place at the time of their stay, and to take reasonable measures to prevent the spread of Covid on site.
 - 6.11. Insurance - All users of the Nanospace Recreation Space are expected to hold public liability insurance which provides cover with respect to any personal injury, death, or property damage. If the Hirer does not hold insurance, the Hirer may be at risk of significant consequences including costs.
 - 6.12. The Primary Booking Contact is responsible for setting up and clearing away all equipment and furniture to its original location. All equipment, goods and other items brought into the Venue by the Hirer must be removed from the Venue at the end of the hire.
 - 6.13. The Primary Booking Contact is responsible for any decisions to move furniture and are encouraged to use safe manual handling methods.
 - 6.14. The Primary Booking Contact must ensure exits are kept clear so that they can be used in the event of an emergency.
 - 6.15. The Primary Booking Contact must ensure the space is being used as described and cannot assign the right to use the venue to any other person, without the Saltbush Manager's prior written consent.
 - 6.16. Alcohol is not to be served at the venue unless with written consent from Saltbush. If consent is given, the Primary Booking Contact must ensure that no alcohol is consumed by persons under 18 years of age, and the Hirer must comply with all liquor licensing requirements.
 - 6.17. The Primary Booking Contact must not sell food or refreshment of any kind without the prior written consent of Saltbush. The Primary Booking Contact must ensure that, where any catering is provided by a person or company that person or company is registered under the Food Act 1984 (Vic).
7. Key Collection and Return
 - 7.1. Saltbush has a key safe, located at the northern entry to the property (next to the kitchen door). Prior to the hire date, Saltbush will give the Hirer a four-digit code to the key safe. The Hirer must not provide the code to any person not included in the booking.
 - 7.2. upon exiting the venue, the Primary Booking Contact must ensure that the venue is locked, the key is returned and the code set to 000.
 8. Entering and Exiting the Venue
 - 8.1. The Hirer must not access or use any part of the Venue prior to or beyond the hire period. The booking time stated in the Application must include the time at which the first person will arrive

at the Venue to set up and the time that the last person will leave the Venue. Any unauthorised access is prohibited.

9. Theft / Loss / Damage

- 9.1. The Primary Booking Contact releases, to the fullest extent possible at law, Saltbush from any liability for any loss of, damage to or theft of any property or equipment owned by the Primary Booking Contact or any third party at the Nanospace or property.
- 9.2. The Primary Booking Contact is responsible for any damage to the Nanospace including the area surrounding the space, fences, fittings, furniture, equipment, and other property at the Venue, that occurs during their stay or because of, or in connection with, their stay.
- 9.3. The Primary Booking Contact acknowledges and agrees that the space and all fixtures, fittings, equipment, or items are deemed to be in a good and clean condition and working order at the start of the stay.
- 9.4. The Primary Booking Contact must report damage immediately. If the damage is significant, or wilful, the primary booking contact may be required to pay for the damage and any losses or expenses caused by the damage.
- 9.5. Leaks must be reported immediately to Saltbush.
- 9.6. Saltbush staff and contractors may need to access the venue for repairs or safety checks, and will advise at the earliest possible time to ensure guest privacy.
- 9.7. All fixtures, fittings remain the property of Saltbush and are provided for the benefit of all guests. Any items taken from the space will be charged to the primary booking contact.

10. Maximum Occupancy

- 10.1. The occupancy cannot exceed the number advised in the booking contact form.

11. Failure to Comply with these Terms and Conditions

These terms and conditions are deemed to have been accepted by all registered guests at the time of deposit payment. Failure to abide by these terms and conditions will result in a request to vacate the premises and/or inability to rebook a stay at Saltbush Balnarring Beach