

## INFORMATION FOR CASUAL USERS/GROUPS

### ROOM BOOKING INFORMATION SHEET

Please read before this information before using the rooms. If you have any questions or requests, please contact Council at [ccash@armidale.nsw.gov.au](mailto:ccash@armidale.nsw.gov.au) or phone 1300 136 833

- All room bookings at Kent and Hughes Houses must be made through Council's Customer Service Staff at 135 Rusden Street, Armidale. Phone 1300 136 833 to enquire about or book one. Please ask to speak to Collette Cash, who manages bookings of all the rooms.
- Your booking is only confirmed once your **User Agreement Form** has been returned to Council & payment has been made.
- You will be provided a personalised security swipe card and alarm code once your payment has been received and your booking is confirmed. You will need to pick up the card, alarm code and instructions before you can access and use the room.
- Penalties now exist if user groups fail to adhere to the User Agreement guidelines. Please ensure you are familiar with these guidelines to avoid additional charges.
- Casual weekend bookings will need to arrange to pay and collect their access card and code before: 4pm on the Friday before the booking.
- All buildings and the grounds of Kent House and Hughes House are non-smoking areas.
- Kent House is to be accessed only via the front door, on Faulkner Street. Do not attempt to go in the door that is on the verandah, the alarms will go off.
- If you are using a room and you are unable to return the swipe access card in business hours, please put your card in the box provided, that is situated by the front door of either Kent House or the Jacaranda Room in Hughes House. Please ensure that you have discussed these arrangements with Collette.
- If there are COVID restrictions, please adhere to the mandatory requirements and use the QR Code to sign in, practice safe distancing, adhere to the restrictions on maximum numbers for each room and also utilise the hand sanitiser and cleaning products provided. If required, please wear a mask when using the room, to ensure safety for all.

### DEFINITIONS OF USER GROUP'S CLASIFICATION

**NON-COMMERCIAL:** A rate for not for profit groups. This is an organisation or group which operates within the Armidale Regional Local Government Area. This includes Community Groups.

**COMMERCIAL RATE:** A rate for Government agencies, commercial operators & for profit groups. These are State or Federal Government agencies or organisations run as a commercial operation and hold a Public Liability Insurance Policy acceptable to Council.

### FEES & CHARGES

NON COMMERCIAL RATE	COMMERCIAL RATE	ROOMS TO HIRE
\$16.00 per hour	\$28.00 per hour	Kent House Activities Room (seats 30)
\$10.50 per hour	\$18.00 per hour	Kent House Garden Room Hughes (seats 12)
\$11.00 per hour	\$26.00 per hour	House Jacaranda Room (seats 20)

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INFORMATION ABOUT THE ROOMS AVAILABLE TO HIRE		
KENT HOUSE ACITIVITIES ROOM	KENT HOUSE GARDEN ROOM	HUGHES HOUSE JACARANDA ROOM
<p>Kent House is located at 141 Faulkner Street. Room is at the end of the hallway. Entry through front door <u>only</u> not the verandah door.</p> <ol style="list-style-type: none"> <li>1. Seats up to 30 comfortably</li> <li>2. Reverse cycle air conditioning</li> <li>3. Large kitchen with a:</li> <li>4. Fridge</li> <li>5. Microwave &amp; Dishwasher</li> <li>6. Stove</li> <li>7. Cutlery, crockery &amp; mugs</li> <li>8. Accessible toilets, including a disabled toilet</li> </ol>	<p>Located in Kent House half way down the hallway on the left. Entry through front door <u>only</u> not the verandah.</p> <ol style="list-style-type: none"> <li>1. Small meeting room that seats up to 12 comfortably</li> <li>2. Reverse cycle air conditioning</li> <li>3. Sink and kettle available for tea and coffee making</li> <li>4. Accessible toilets, including a disabled toilet</li> </ol>	<p>Located under Hughes House (the building out the back of Kent House, down the ramp from the carpark)</p> <ol style="list-style-type: none"> <li>1. Seats up to 20 people comfortably</li> <li>2. Gas Heating</li> <li>3. Small kitchen with a:</li> <li>4. Fridge</li> <li>5. Microwave</li> <li>6. Stove</li> <li>7. Cutlery, crockery &amp; mugs</li> <li>8. Disabled toilet</li> </ol>
ROOM USE ESSENTIALS		
CLEANING REQUIREMENTS		
<p>Room, kitchens and toilet facilities are to be left clean and tidy after use with furniture returned to its original layout. Groups are to supply all their own food and beverages. Crockery and cutlery are available for use. Please wash and put away all items before leaving. A dishwasher is available for use. Tea towels are not provided so please bring your own. Please report accidents and incidents promptly to Councils Customer Service.</p>		
LIGHTS/HEATING/COOLING		
<p>All lights and equipment including stoves, heaters, air-conditioners and urns, are to be turned off before leaving the premises.</p>		
SAFETY AND SECURITY		
<p>Each user group will be provided with a security swipe card and a pin code to deactivate the alarm system. The alarm is a monitored system. User Groups are to deactivate the alarm on arrival and reactivate the alarm on departure. Failure to do so may result in a 'security call out', if this occurs the cost of the call out will be passed on to the user group per the <b>'User Agreement Form'</b></p>		

## INFORMATION FOR CASUAL USERS/GROUPS

### FREQUENTLY ASKED QUESTIONS

**1. Can I book more than one room at a time?**

Yes. You can book as many rooms as you like, provided they are available. The cost increases per room booked. Please see the costing table on the booking form.

**2. Is there somewhere I can keep my equipment at Kent or Hughes House?**

Unfortunately, no. There has been some small amounts of space used in the past, however it is no longer Councils practice to have space available for user groups. All materials, including posters and flyers must be removed at the end of your allocated time slot.

**3. How do I find out if a room is available?**

To check room availability you contact the Customer Services officers at Armidale Regional Council, 1300 136 833.

**4. How do I book a room at Kent or Hughes Houses?**

To book a room you need to complete a booking request form. This will be processed by Collette Cash. Collette will then provide you with an invoice and the details of your booking, take your payment and provide you with security access information.

**5. What do I do if I arrive and someone is in the room I have booked?**

We strongly advise keeping a hard copy of your booking form with you when coming to Kent and or Hughes House to verify your booking with another party who may be using the space. If it is during office Hours you can contact Councils Customer Service Officers on 1300 136 833 for clarification.

**6. What if the space is a mess when I arrive?**

If you attend a booked space and it is not satisfactorily presented, we ask that you put the matter in writing to the Program Leader of Community Services, 135 Rusden Street Armidale. This will enable us to investigate the matter and follow up with previous user groups.

**7. Cleaning up after our group – what is expected?**

User groups are expected to return furniture to their original position in the room. There are cleaning products located in the kitchen in both Kent house and the Jacaranda room. We ask that you use the hand broom/cordless vacuum to remove any debris left on the floor by your group..

**8. Cleaning up after our group – kitchen?**

It is expected that all dishes are put on a hot wash through the dishwasher, then the next user of the room will unload and put away, or hand washed, dried and put away ready for the next user group, and that tables are clean and wiped down.

**9. Cleaning up after our group – Bins?**

We ask that user groups remove ALL FOOD scraps to the outside bins at the end of their use. There have been instances where food has been left in the building and it has resulted in undesirable consequences. Please replace the bin liner with a fresh liner.