

Terms and Conditions

Booking Arrangement

- a) UOW Pulse Ltd venues and rooms are provided specifically for functions or events of limited duration.
- b) A tentative booking will be held for 10 working days only.
- c) To convert a tentative booking to a secured booking, a signed Room Booking Confirmation Form must be returned along to UOW Pulse Ltd and its' department Aspire with payment of the non-refundable deposit (deposit not required for UOW and associated Organisations).
- d) Should a signed Room Booking Confirmation and/or deposit not be received, UOW Pulse Ltd reserves the right to allocate the space/date to another client.
- e) Bookings and all event details, including final minimum numbers, need to be confirmed at least 10 working days prior to the function date.
- f) A Final Confirmation Form will be provided in writing stating time parameters, date, event details, and function numbers. This document must be signed and returned 7 business days prior to the event to confirm the final details of the event.
- g) If there are any additional item requests on the day of the event, the provision of these additional items are subject to availability and applicable charges.

Quotations and Function Details

- a) Full details of the type and numbers involved in the function must be disclosed at the time a quotation is made. It should be explicitly noted that the quotation is provided on the basis of this information.
- b) Quotations remain valid for 10 working days, unless otherwise specified in writing.
- c) Should the details of the function change then a new quote will be necessary.
- d) Whilst every endeavour is made when quoting to cover contingencies, UOW Pulse Ltd and its' department Aspire reserves the right to revise the quote at any time preceding final confirmation.

Variation in Numbers

- a) Final minimum numbers must be confirmed 10 working days prior to the function date, unless otherwise agreed in writing by UOW Pulse Ltd and its' department Aspire. This is the minimum number of guests that will be invoiced for.
- b) An increase in guest numbers from the final minimum number will be accepted at Aspire's discretion up until five working days prior to the event. Notification of any increase must be provided to the Aspire Team in writing.
- c) Any increase in numbers within five business days of the event will need to be approved by the Aspire Team. Notification of any increase must be provided to the Aspire Team in writing.
- c) Should a guaranteed number not be received within the specified time, then the numbers specified in the quotation will be taken as final.

Variation in Time

- a) Should the function span of hours alter from that stated in the function quotation there will be additional charges for each additional hour, or part thereof.
- b) Should the function run over the scheduled event finish time as outlined on the Confirmation Form there will be additional charges for each additional hour, or part thereof.

Parking

- a) Aspire cannot guarantee the availability of parking spaces. Clients and their guests are encouraged to check the 'Parking @ UOW' web page for details on parking at the Main Campus or the 'Parking at IC' web page for details on parking at the Innovation Campus.
- b) Pre-Paid Parking Vouchers are available to be purchased for the Innovation Campus Visitors Car Park. Notice of a parking voucher order must be provided 14 working days prior to your event. A pre-paid parking voucher does not guarantee a specific parking space.

Cancellation Policy (UOW and associated organisations)

- a) Notice of cancellation given in writing 10 working days prior to the function or event date will incur no penalty, however any pre-paid amounts will not be refunded.
- b) Notice of cancellation given in writing less than 10 working days prior to the function or event will incur a cancellation fee of 50% of the quoted event.

Cancellation Policy (External Organisations or Private Functions)

- a) Notice of cancellation given in writing more than 10 business days prior to the function or event will incur no penalty, however the deposit will not be refunded.
- b) Cancellation within 10 days or less will incur a payment of 50% of the signed agreed quotation.

Payment Policy (UOW and associated Organisations)

- a) All University of Wollongong faculties, departments and associated organisations on campus are to submit an approved Purchase Order number or payment 5 days prior to the function or event. Failure to provide may result in cancellation of the event at Aspire's discretion. If cancelled and then rebooked within 5 days additional charges may be incurred.
- b) A Confirmation Form must be signed for all functions and events booked with the Aspire Team.
- c) Any challenge or objection to the invoice must be made in writing to the Manager within 10 working days of the function or event.
- d) Any additional/incidental charges incurred on the night must be paid within 30 working days after the event.
- e) Payment is via credit card, bank cheque, direct deposit or purchase requisition. AMEX credit cards incur a surcharge of 3.5%. No cash is accepted. Payment via purchase requisition must be finalised 30 days after the event.

Payment Policy (External Organisations or Private Events)

- a) A deposit of up to \$1000 (or as specified by Aspire Staff) must be forwarded with signed Room Booking Confirmation Form to confirm your function or event. Failure to provide deposit and signed agreement will result in cancellation of the booking at UOW Pulse Ltd discretion.
- b) Full payment based on final numbers and other expenses incurred must be settled 5 working days prior to the function or event.
- c) Any additional/incidental charges incurred on the night must be paid within 10 working days of receiving the final invoice.
- d) Any challenge or objection to the invoice must be made in writing to the Manager within 10 working days of the function or event.
- e) Wedding accounts or other personal functions or events must be settled 10 working days prior to the event date with the exception of any additional charges incurred on the night which must be paid within 10 working days after the event.
- f) Payment is via credit card, bank cheque or direct deposit. AMEX credit cards incur a surcharge of 3.5%. No cash is accepted. No personal cheques are accepted unless provided 14 days prior to event. Failure to provide payment as above will result in cancellation of event. Rebooking after cancellation may incur additional expenses.
- f) The Aspire department reserves the right to require the payment of a bond to be lodged prior to the function beginning.

Damage, Cleaning & Special Effects

- a) The client is responsible for taking all reasonable precautions to protect the venue, equipment, exhibits or other property of UOW Pulse Ltd.
- b) The cost of accidental or negligent damage and/or any excessive cleaning, beyond normal wear and tear, is chargeable to the client.
- c) This applies to damage caused through their own action, action of their guests, contractors or sub-contractors, before, during or after the function. Therefore the client should arrange their own insurance.
- d) Smoke machines, special effects, balloons and/or pyrotechnics cannot be operated without prior approval due to the effect on smoke detectors. Should the Fire Brigade or other emergency service be called to respond to an alarm in the function room which has been set off by such activity, then the client will be liable for any charges incurred.
- e) No pets or smoking are permitted within the venue.

Menus and Beverage Arrangements

- a) All food and beverages provided at the function must be supplied by the Aspire Team. Unless otherwise specifically arranged and agreed by UOW Pulse Ltd and its' department Aspire, it is not permitted for beverages, alcohol or food to be brought into premises from any outside supplier.
- b) Food and beverage to be served at any function will be confirmed 10 working days prior to the function. Alterations after this date will not ordinarily be possible. There may be an additional charge.

c) With the agreement of the Aspire Manager, certain functions may be permitted to supply their own product. The client will comply to all directions for the supply and handling made by the Aspire Manager. The client will indemnify UOW Pulse Ltd regarding the supply, handling, storage and service of such products.

Security

- a) The Aspire department reserves the right to insist upon the employment of security staff at any event it deems necessary.
- b) Such staff will be arranged and controlled by UOW Pulse Ltd.
- c) Expenses related to security will be passed on to the client.

Entertainment and Audio Visual

- a) If the client engages a band or other entertainment to appear at the function or within the University grounds, it is the responsibility of the client to ensure that the performer complies with sound levels consistent with the Noise Control Act.
- b) The Aspire department reserves the right to stop, suspend or adjust the level of sound it considers excessive and/or insist on the use of an automatic sound level monitor.
- c) UOW Pulse Ltd reserve the right to insist on a preferred AV technician for any event it deems necessary. Such staff will be arranged and controlled by UOW Pulse Ltd Expenses related to the AV support will be passed on to the client.

Special Conditions

- a) The client will not allow any UOW Pulse Ltd facility to be used for any illegal purpose.
- b) The client will indemnify and keep indemnified UOW Pulse Ltd against actions, suits, claims and demands whatsoever arising out of or in connection with the use of the hired premises.
- c) Persons under the age of 18 years may only enter and use the facilities under the control of a responsible adult and their movements must be restricted to areas specified by the Aspire staff.
- d) Persons under the age of 18 will not be served or supplied with alcohol.

Advertising and Endorsement

- a) The client and associated entities must first obtain written permission from the Management of the Aspire department before using the name of UOW Pulse Ltd and/or the University of Wollongong to broadcast, list or publicly announce an event scheduled to be held at University of Wollongong UOW Pulse Ltd venues and rooms. This includes the use of the abovementioned titles in press, radio, TV or otherwise published material made publicly available or otherwise listed.

Loss or Damage to Client Property

- a) UOW Pulse Ltd will not be responsible for or be held liable for the theft, damage or loss of any goods brought onto the premises by the client or on behalf of the client, be it prior to, during or after the event.
- b) All deliveries or collections for events must be arranged with and approved by Aspire Management prior to delivery or collection.

Basis of Agreement

- a) Performance of this agreement is contingent upon the ability of the UOW Pulse Ltd to complete the same, and is subject to labour disputes, strikes, pickets, accidents, government regulation and intervention, restrictions on travel, delivery, equipment or utilities failure and other causes, whether enumerated or not which are beyond the control of the UOW Pulse Ltd.
- b) In no event shall UOW Pulse Ltd be liable for loss of profit or consequential damages from these matters.
- c) In no event shall UOW Pulse Ltd liability be in excess of the total amount of the food and beverages contracted.