

GENERAL TERMS & CONDITIONS

- The City's Albany Leisure and Aquatic (ALAC) management and staff have the authority to act on Council's behalf during an event and shall be allowed entrance at any time. The hirer must carry out any direction issued by ALAC Management and staff.
- ALAC's Code of Conduct is for the purpose of communicating behaviours that are expected of every person involved in community sport and active recreation. It also serves to identify the types of behaviours that will not be tolerated. This Code applies to all persons attending the centre and a copy is available at <http://albanyleisurecentre.com.au>
- Sporting Groups attending for seasonal sports and/or regular training or match games must be booked through ALAC prior to accessing the facilities, these are not classified as casual usage.
- All booked persons or groups accessing the pool or gym areas, that do not have a membership or multi-pass, must report to the front reception and provide their booking ID and participant numbers.
- All casual users are required to pay on entry, unless otherwise advised.
- Schools accessing the pool area are to enter via the front entrance. A nominated person from your school will be required to report to the reception and provide your booking ID & participant numbers on entry.
- All Students that attend the centre for a local state or government education program, must leave the centre on completion of the program, unless accompanied by a parent or guardian.
- Hire of the ALAC courts only includes the permanent infrastructure located on the court in question i.e. fixed goals. It is the responsibility of the Hirer to request non-permanent items such as soccer goal nets, portable goals, witches hats and other such items when lodging their booking application.
- ALAC does not supply sporting equipment, such as; bats, balls, rackets etc., unless it is a component of an ALAC program.
- No food is permitted into the centre, unless it is within a booked meeting room or the BBQ area; or authorisation has been sort in writing & approved by the Centre Manager. Authorisation must be sort 10 working days prior to the booking.
- The hirer is required to clean up and remove all litter generated by their activity prior to vacating the centre. If premises are left in an unsatisfactory condition, additional staff will be engaged to clean the premises, with expenses billed back to the hirer responsible.
- The use of Confetti is prohibited in all areas of the centre and crepe paper is prohibited in the pool area.
- Banners, other display material, tarps etc. are not to be strung from structures within the centre without the permission of the Centre Manager.

BOOKINGS TERMS & CONDITIONS

- Bookings are required 10 days prior to the expected booking date.
- A 'Booking Report' with additional terms and conditions will be forwarded advising of available dates, times and resources to the Hirer. The Hirer is required to review the 'Booking Report' and advise of amendments or that they wish to proceed with their booking.

Please note; this is not a confirmation of your booking.

Once the Hirer has advised notice to proceed a 'Confirmation Report' will be forwarded, confirming the booked resources.

- Cancellations/amendments are required 24hrs prior to your booked event or the applicable fees and charges will apply as per the City of Albany's Schedule of Fees and Charges.
- For Inflatable & Birthday Party Bookings it is the responsibility of the Hirer to ensure that all participants can swim competently in deep water. Lifeguards reserve the right to test participants swimming ability if they believe that a risk is present and to exclude that participant if they are deemed not competent to swim in deep water. Where the Hirer is paying for participants, they will be required to leave a list of attendee names and pay for the participants prior to entry at reception. All Inflatable participants will be required to wear a wrist band and adults are not permitted to use the inflatable.

FEES & CHARGES TERMS & CONDITIONS

- The Hirer (person signing the application form), will bear all associated costs to recover the debt in full.
- Refer to the City of Albany's Credit Terms & Schedule of Fees and Charges for associated resource costs.
- Seasonal Sport activities will be invoiced up front for all booked resources excluding; finals; these will be invoiced monthly.
- The City of Albany requires:
 - **Team Bookings:** 24 hrs notice in writing of booking cancellations. Failure to meet this condition will result in a cancellation administration fee as per the City's fees & charges (\$40.00).
 - **Negotiated Hire Agreement / Venue Bookings:** Notice requirements for booking cancellations and the associated administration fee will be advised in writing on confirmation of booking availability.
- City of Albany Payment Terms are strictly 30 days from invoice. If payment terms are not met, Overdue accounts (>35days) will be charged at 11% interest per annum.
- Any requests for fee waivers, refunds and disputed accounts must be made in writing prior to payment of the account becoming overdue.