



Surrey Hills Neighbourhood Centre Inc. – A0033345Z

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Surrey Hills Neighbourhood Centre

Venue Hire - Frequently Asked Questions

Can I hold a tentative booking?

Yes, for 3 working days.

Can I leave a deposit?

No, full payment is required to confirm the booking.

When do we get the door code?

Please phone us, or call in to the Centre a week prior to the booking to receive the door code and the caretaker's phone number.

Who do we contact if there is a problem with the centre when we arrive?

The caretaker – you will be given a contact number.

Who do we contact if there is any damage to the Centre while we are hiring it?

The caretaker - if it is urgent, or otherwise contact the office during opening hours – Monday to Friday 9am-4pm 9890 2467

Can I bring party supplies in early?

No – not until your room hire time starts.

Can I stay late to clean up?

No, clean up time must be included in your room hire time.

Can I come in to clean up on Sunday morning after a Saturday night party?

No, because there may be other people may have hired the rooms on Sunday morning.

How does the air con/heating system work?

Instructions for air con/heating in the Chandler Room are near the remote control on the wall, and instructions for the heating in the Cottage near the control pad in the hallway. Remember to turn off again as you leave.

Can I use the oven and baking trays?

Yes, you can use the oven and pans/baking trays. We suggest you bring baking paper. Instructions for use of the oven are on the wall near the oven.

Can I hire crockery, cutlery or glasses?

Sorry, no. Hirers need to bring all their own needs.

Can I hire Children's toys?

Yes, you can hire the outdoor children's toys. The hire cost is \$20 per event. Toys include – Two 'Cozy Coupe' ride-on cars, small slide, wheelbarrows, toy mower, mini rocker, toy shopping trolley, and two Tonka trucks.

Will there be washing up liquid and tea-towels?

Yes, washing up liquid in the kitchen, but you need to bring your own tea-towels

How do we open the hatch between the Chandler Room and the kitchen?

Turn the knob next to the hatch on the kitchen-side, it takes a few moments to start moving.

Can we bring in balloons?

You may bring in regular balloons but not helium balloons.

Where are the extra chairs in the Chandler Room?

They are in the large left hand side wall cupboard in the Chandler Room.

Can we smoke inside or outside?

No, no smoking anywhere in or outside the premises.

Where is the cleaning equipment in the Chandler Room?

A sweeper brush and dustpan and broom are in the large left hand side wall cupboard in the Chandler Room. A mop is in the tall cupboard in the kitchen and mop bucket and floor cleaning liquid is under the sink.

Where is the cleaning equipment in the Cottage?

The dustpan and brush and broom are in the cupboard in the kitchen. The mop and vacuum cleaner is in the cupboard in the large accessible toilet.

Can we leave rubbish in the bins?

No, please bring garbage bags, and take your rubbish home.