

TITLE: Venue Hire

POLICY STATEMENT

VenuesWest is committed to providing venues and venue spaces for hire with priority use for high performance sport and world class entertainment events.

SCOPE

This policy applies to VenuesWest self-managed venues which include HBF Park, Arena Joondalup, Perth High Performance Centre, Champion Lakes Regatta Centre, Perth SpeedDome and the WA Athletics Stadium, and will apply to any new venues that VenuesWest self-manages in future.

This policy does not apply to VenuesWest's partner managed, leased or co-managed venues.

This policy must be read in conjunction with the Credit Framework.

PRINCIPLES

The application of this policy is defined, guided, and supported by the following principles:

1. Venue Hire and Serviced Venue Hire Applications

- 1.1. Must be made using the prescribed format and must include any information that VenuesWest requests from the proposed Hirer to consider the application, including any additional information VenuesWest requests from the proposed Hirer.
- 1.2. Are assessed based on VenuesWest's overarching booking principle, being the Pencil System.
- 1.3. May be assessed based on VenuesWest's priority settings, at the absolute discretion of VenuesWest.
- 1.4. Bookings are only confirmed upon receipt of a signed agreement, or event order confirmation, and any required deposits or full payment (as applicable) have been made. Failure to meet payment deadlines may result in cancellation of the booking.

2. Credit Applications

- 2.1. Are required for all first-time Hirers and high-value bookings (if credit is requested).
- 2.2. Are to be made using the prescribed format and include any information VenuesWest requests from the proposed Hirer.
- 2.3. Will be assessed by VenuesWest in accordance with the Credit Framework.
- 2.4. VenuesWest may extend credit to a Hirer at its absolute discretion, however, it will typically not extend credit to any Hirer that has previously defaulted on, or had bad debt, or unable to provide adequate references.

3. Payment Schedules

- 3.1. Payment is to be made in accordance with the Credit Framework.

4. Hirer Content

- 4.1. Hire of a VenuesWest venue or space does not constitute or imply VenuesWest's endorsement or recommendation of the Hirer, the activity for which the venue or space is booked, any material, content, product or views of the Hirer (including the activity and its promotion or publicity) or a person in any way associated with the Hirer.

5. Right to refuse an application, cancel or suspend a hire

- 5.1. Without limiting the reasons why VenuesWest may refuse, cancel or suspend a hire (which VenuesWest may do in its absolute discretion), VenuesWest will not permit its venues or spaces to be used (including any promotion of or publicity for that use) in a way which:

- 5.1.1. places any VenuesWest staff member, patron of a VenuesWest venue or space or any other person at unacceptable risk of harm;
- 5.1.2. places VenuesWest property at unacceptable risk of harm;
- 5.1.3. brings VenuesWest into disrepute (having regard to the fact that the hire of a venue or space does not constitute or imply endorsement or recommendation by VenuesWest); or
- 5.1.4. is unlawful.

5.2. A Hirer must comply with the terms and conditions of hire and failure to do so may result, without limitation, in cancellation or suspension of the hire.

6. Right of review – Hiring and Invoicing

- 6.1. A person who is dissatisfied by a hiring decision may request that the decision be reconsidered and VenuesWest in its absolute discretion may reconsider that decision.
- 6.2. A person who has a dispute with an invoice may request the invoice be reconsidered and VenuesWest in its absolute discretion may reconsider the invoice.

DEFINITIONS

| TERM | MEANING |
|---------------------|---|
| Credit Framework | VenuesWest’s policy settings for granting credit to hirers and includes eligibility criteria, and payment terms for those granted credit, and payment arrangements for hirers who do not meet credit criteria. |
| Venue or Space Hire | A VenuesWest venue or space in its basic form, without additional services, equipment, or staffing provided by the venue. |
| Serviced Venue Hire | Serviced venue hire refers to the hire of a venue or space where additional services and/or equipment are provided by the venue as part of the hire arrangement. This may include cleaning, catering, audio-visual support, furniture, staffing and other event-related services. |
| Hirer | A person or entity that hires venue space and/or equipment and services from VenuesWest. |
| Pencil System | A tiered provisional booking hold method where a date is temporarily held for a potential hirer without formal confirmation or contractual commitment. Pencils indicate interest and prevent double-booking while the hirer finalises event details. They are subject to release if not confirmed within agreed timeframes. |

AUTHORITY

Western Australian Sports Centre Trust Act 1986 (WA).

PRIVACY

VenuesWest collects information for the purpose of establishing and maintaining employee and personnel records. Personal information will not be passed onto any third party unless prior approval is obtained from the individual or unless legally required to do so. Information is collected in accordance with the principles of the *Privacy Act 1988 (Cth)* and the *Freedom of Information Act 1992 (WA)*.

COMPLAINTS/GRIEVANCES

Complaints relating to a breach of an information privacy security principle as per the *Privacy Act 1988 (Cth)* will be investigated internally by the most appropriate person depending upon the nature of the inquiry.

Complaints relating to privacy can be submitted to Privacy@venueswest.wa.gov.au. Complaints which do not indicate a breach of the *Privacy Act 1988 (Cth)* will be managed in accordance with VenuesWest’s Customer Service and Feedback Policy (for matters involving customers, clients, patrons, members of the public, visitors and external stakeholders).

FURTHER INFORMATION

Should you require further information, please go to the ‘Contact’ page on our website: www.venueswest.wa.gov.au
Alternatively, you may contact us by:

- Calling (08) 9441 8222
- Emailing contactus@venueswest.wa.gov.au
- Visiting our Customer Service team at HBF Stadium, 100 Stephenson Avenue, Mount Claremont, WA, 6010