



OPTIMAL SPACE TERMS & CONDITIONS OF HIRE



It is important that you read the following to assist us in ensuring the success of your function at Optimal Space. Payment of room hire denotes acceptance of these terms and conditions.

Your Booking will receive 'confirmed' status upon full payment of room hire. Following payment, please send payment notification advice to - admin@optimalcoaching.com.au

Let Us Be Your Solution

GENERAL TERMS & CONDITIONS



QUOTES & VENUE PROPOSALS

These are based on the information and estimated number of attendees as provided from the organisers on initial contact and are subject to change at management's discretion. However, every effort is made to honour an initial Proposal.

CONFIRMATION OF ROOM HIRE

We request that the 'Booking & Agreement Form' is completed and returned ASAP after making your tentative booking. Your booking is not secure until the Room Hire has been paid in full. Payment of room hire is required prior to all functions.

FINAL NUMBERS

Confirmation of anticipated numbers of attendees must be given to the Function Co-Ordinator no less than one week prior to your function. Definite final numbers are required no less than two business days prior to your function.

CONFIRMATION OF DETAILS

All forms and emails submitted to Optimal Space will receive a confirmation of receipt. It is the responsibility of the hirer to resubmit should confirmation not be received

INSURANCE/PUBLIC LIABILITY

Hirers must have their own Public Liability Insurance. A certificate of currency must be submitted a minimum 7 days prior to the event. Failure to provide a certificate of currency will result in cancelation of the event with all applicable cancelation fees.



GENERAL TERMS & CONDITIONS Cont....

HOURS OF ROOM HIRE

The hours of room hire are to be established at the time of enquiry and advised on the Booking & Agreement Form. Further to this, client access and hours will be confirmed on the Optimal Space Event Order.

Set-up and pack-down times are also noted on your Optimal Space Event Order. Excess fees apply to overstay of stated hire hours.

Any changes to the hours of hire are to be negotiated with the Function Co-Ordinator and must be stated in writing.

As per our approved trading hours, all functions must conclude no later than 10pm.



SUNDAY & PUBLIC HOLIDAY SURCHARGE

Functions held on a Sunday or Public Holidays are subject to a 15% surcharge inclusive of room hire.

PROPERTY

Reasonable care will be taken to protect your property. However, Optimal Space or Optimal Life Solutions cannot take responsibility for the damage or loss of items before, during or after an event.

It is required that all property not belonging to the venue be removed by the organisers/3rd parties on conclusion of the event.

EQUIPMENT & POSSESSIONS LEFT BEHIND

Any equipment or possessions left behind after an event will be held for a maximum of two weeks. Items not collected within this time may be given to charity. Alternative arrangements can be made to collect belongings at the convenience of Optimal Space Functions coordinator and this must not interfere with other functions taking place on the premises.



GENERAL TERMS & CONDITIONS Cont....

CANCELLATIONS & RESCHEDULING

In the event of a cancelled booking:

- 7 days or less notice – no reimbursement of room hire.
- 7 to 14 days' notice – 50% reimbursement
- 14 to 28 days' notice – 75% reimbursement
- More than 28 days – full reimbursement

Notification of rescheduling must be in writing to admin@optimalcoaching.com.au, and the rescheduled date must be confirmed and paid in full within 7 days of advice of the reschedule, otherwise this will be regarded as a cancellation.

Rescheduling must occur a minimum 2 days prior to the originally scheduled event.

In the event of a rescheduled booking:

- Less than 2 days' notice – all paid monies are forfeited.
- 2 to 7 days' notice – 50% forfeited, 50% allocated to the next booking.
- 7 to 14 days' notice – 20% forfeited, 80% allocated to the next booking.



BOOKING TRANSFER

Bookings are transferable subject to approval by Optimal Space management and completion of the transfer request form. Monies will be refunded to the original host on completion of the booking transfer process and payment in full by the new host.

FORCE MAJEURE OR ENFORCED CLOSURE

If a cancellation is due to government regulations or unforeseen circumstances beyond our control, your booking may be rescheduled or cancelled without penalty.



GENERAL TERMS & CONDITIONS Cont....



WORKPLACE HEALTH & SAFETY

Fire exits & public entrances are to be kept clear at all times. A copy of the evacuation plan and exit points will be included in the booking pack. It is policy that organisers notify guests and attendees of these procedures.

CLEANING FEE

A \$500 cleaning fee applies if function rooms are left with excessive soiling and commercial cleaning is required. Decorations are to be kept in tidy order. If used, table sprinkles must be vacuumed and removed completely by the hirer on completion of the event.

OPTIMAL SPACE PROPERTY

The organiser is financially liable for any damage or replacement to Optimal Space property.

FREIGHT

If you are sending any boxes, banners, or other equipment, it is important that it be addressed to the 'Function Co-Ordinator' with the name and date of the event. It should also be noted on your Information Sheet that you are sending material. It is the responsibility of your staff to pack up and organise for a freight company to collect any boxes etc after the event.

Extra costs may be incurred for storage of items prior to or following events. Whilst all care will be taken, Optimal Space or Optimal Life Solutions will not take responsibility to items while held on the premises or throughout the transport and delivery process.



GENERAL TERMS & CONDITIONS Cont....

MEDIA & SECURITY

Please advise the Function Coordinator if you are involving the media with your event, whether by way of advertising or as part of your event. Please ensure all attendees sign a media waiver if they are to be included in footage or photographs of your event.

If you require Optimal Life Solutions to organise security for your event, please be advised there will be an additional charge for this. Request this via the Function Coordinator at admin@optimalcoaching.com.au.

DISPLAYS & SIGNAGE

Please advise the Function Coordinator of any sponsorship rights you may be bound by. Management reserves the right to approve any displays/signage within the function rooms and outdoor spaces. Prior permission is required for any posters, banners or display material being displayed. Staples, nails, screws, tape, adhesive of any kind, or blu-tac are not to be used on any surface, including whiteboards. Please use provided whiteboard magnets only to affix items to whiteboards.

Whiteboard pens ONLY must be used for writing on whiteboard surfaces. A fee will be charged to the hirer for repairs to any damage. In case of accidental use of the wrong pen, do not attempt to remove marks using any substance, as this will damage the board surface. Reporting accidental damage immediately may save you the expense of a full replacement.

CONTENT OF EVENT

If the operators of Optimal Space, Optimal Life Solutions have reason to believe that any event/function will affect the smooth running of the business, its security or reputation, then management reserves the right to cancel at its discretion and without notice or liability. No activities deemed illegal under the laws of the land will be permitted.



GENERAL TERMS & CONDITIONS Cont.....

SELF CATERING

Optimal Space is a self-catering space. The event organiser is responsible for organising, serving, and cleaning up all foods consumed at the event and for ensuring the use of food safety practices. Optimal Space, its managers, and owners accept no liability for illness or injury in regard to food service or handling of food. Additional cleaning costs will be added if the space is not left clean and tidy - please refer to CLEANING FEE.

If required, the Function Manager can order catering or organise wait staff and/or cleaning staff - please refer to FUNCTION STAFF.



BAR REQUIREMENTS



If you are providing alcohol for your event it is the responsibility of the event owner to ensure that the alcohol is consumed responsibly, and all rubbish is to be put in the recycle bins provided.

Damage occurring from drunk or disorderly patrons will be charged to the hirer.

An alcohol licence is required for any event at which alcohol is sold. Optimal Space and Optimal Life Solutions will not take responsibility for any licencing breaches, fines or legal action arising from failure to follow liquor licencing laws.

FUNCTION STAFF

Function staff can be provided as necessary. Any specifications e.g. Drinks or Finger food tray service, can be arranged at an additional cost. (At least two months' notice is required for the rostering of extra staff.)



GENERAL TERMS & CONDITIONS Cont....



CONDUCT OF GUESTS

Organisers must ensure their guests conduct themselves in an orderly manner. Management and staff reserve the right to remove any guests from the premises if they behave in an unreasonable manner. If additional personnel are required to deal with badly behaved guests, the hirer will be charged accordingly for any expenses incurred.

Inappropriate behaviour by guests resulting in damages to Optimal Space property will be charged to the host hiring the room. Damage to any equipment or Optimal Space property is the responsibility of the host.

NOISE

Hirers and their guests are required to be respectful of the fact that this is a place of business and there may be other rooms being used at the same time. Noise is to be kept to a level that will not disturb the events or business being carried out in the building. When leaving, be respectful of our neighbours.

Excessive noise complaints may result in a fine which will be passed on to the hirer.

SMOKING

Optimal space is a strictly no smoking venue. There is a smoking area near the far back fence. Cigarette butts are to be extinguished carefully and placed into the outdoor rubbish receptacle.

FIRE ALARMS

Smoke machines, naked flames, scented candles, sparklers, incense or strobe lighting are not to be used as they may set off the fire alarms. If the alarms are activated for any improper use of the above mentioned, a fee will apply (this could be \$1500 or more). Organisers are required to advise third parties of this procedure



THANK YOU....

For reviewing our Terms and Conditions.

At Optimal Space, we're dedicated to providing a safe, comfortable, and welcoming environment.

We ask that all visitors respect our venue, facilities, and others on-site. With your help, we can ensure that every experience at Optimal Space remains enjoyable, seamless, and secure for all.



CONTACT US

Call Us:
0438 624 667

Email Us :
admin@optimalcoaching.com.au

Find Us:
19 Sicklefield Road
Enoggera, Brisbane Qld 4051

Office Hours: 9am to 5pm Monday
to Friday

