



## **Building and Event Rules – 31 Queen St Melbourne**

In the case that You, the client, representing a business entity that has entered into an agreement with The Cluster at this location, you must abide by the following terms and conditions:

### **Building Rules :**

Like all buildings in the Commercial Business District there are a number of rules to ensure that amenity and use provide a harmonious environment. They are :

1. Auto doors operate from 07:30 to 18:00 Monday to Friday; this is the same roller doors, floor access and most tenancy doors.
2. Secure Bike Storage , changing and showering amenities are provided on Ground Floor with access via the Queen Street Plaza – these are card accessible only
3. All deliveries to the building must be conducted via the goods lift and loading bay located in Tavistock Place. Large deliveries should be coordinated with Building Management to ensure goods lift use and loading bay availability
4. No trolleys or deliveries to be used in the main foyers on the ground floor or via the steps to building entry points
5. Height of the Loading Bay is 2900 mm high and also houses some waste containers for the building
6. Smoking is Prohibited adjacent entry points to the building – and ash receiver is provided on the plaza overlooking Queen Street accessible via the ground floor
7. Parking of Bicycles and or Motor Bikes must be in designated areas within the building no parking is permitted adjacent building facade or hard stand areas of entry points
8. Fire Exits Internally and externally are to be kept clear at all times without exception.
9. Advertising or bill boarding must have Owners Consent via Building Management (Please note that items being attached to landlord property is not permitted – including sticking notices to the doors and windows anywhere outside the clients tenancy)
10. All alterations within the Tenancy will require Owners Consent via Building Management – please contact The Cluster directly for a Conditions of Consent/Fitout Guide document for further details.
11. Car parking is only permitted to designated persons of that space, all parking issues should be reported to Building Management for action.
12. All requests and breakdowns are handled by Building Management via the service request system please ensure your team are aware of this as non compliance of this matter may lead to a Work Safe breach on site.

### **Event Rules :**

#### **Access & Hire Times**

- The Cluster a 3 Hours minimum venue hire for events
- Access time for setup is guaranteed 30 minutes prior to the event commencing. Earlier access time can be discussed, however isn't guaranteed.
- General access to the building is locked before 7:30am and after 6pm. You will be required to provide a staff member to let your guests into the building and lifts if this effects your event start time.
- Any function requiring the securing of the goods lift and loading bay to accommodate the arrival of supplies and catering must have this requirement communicated to The Cluster

with 1 weeks' notice in order to ensure availability.

### **Event Types**

- Please note The Cluster does not cater for hens/bucks, birthdays or large social parties and is primarily for business events only.

### **Payment And Cancellations**

- To secure your booking we will need a detailed events form completed and a full payment of your invoice for your event. This must take place two weeks prior to your event.
- Events cancelled more than 1 week out get 90% refunded and 10% charged.
- Events cancelled less than 1 week out will have 100% of the event charged.
- Date changes can be arranged if possible.
- Credit card payments include a surcharge of 2% for VISA, MasterCard and AMEX.
- Any function requiring additional services , bathroom servicing, deployment of bins after hours air conditioning ( HVAC) signage deployed in foyer may result in additional fees.
- You must provide an accurate count of the maximum total attendees that will be entering into the premises for the event, underquoting attendee numbers will allow The Cluster to pass on any additional costs to you incurred by this larger attendee count.

### **Responsibility**

- The client will be required to hold active Public Liability Insurance as the host of an event with The Cluster.
- The client is responsible for the conduct of the guests and indemnifies the venue for all costs, expenses, damage and loss caused by any act made by the client or the client's guests.
- Should any of the client's guests be unable to correct any aspect of poor behaviour The Cluster reserves the right to terminate your event, should this occur no monies would be refunded.
- We do not accept responsibility for damage to, or loss of, any client property left on the premises prior to, during or after a function (including hired equipment/goods).
- Clients will be held responsible for ensuring that their guests behave and consume alcohol in a responsible manner and that guests under the age of 18 years old do not consume alcohol.
- The Cluster reserves the right to request proof of identification before allowing consumption of alcoholic beverages to guests.
- The Cluster reserves the right to stop the supply of alcohol to the function guests, or any particular guest/s if it becomes apparent at any time (even prior to scheduled finish) that the guests are intoxicated.
- Any patron drinking at The Cluster, who then leaves the venue, is responsible for their own actions and The Cluster shall not be held responsible.

### **Wilful Damage**

- The Cluster reserves the right to pass on any costs to you incurred by your function. The below but not limited to:
- Additional Cleaning Charge for any function that uses, glitter, confetti, sparkles, streamers etc.
- Any damage that can be considered over and above fair wear and tear.
- Disappearance of any item or fixture from the venue that can be deemed to have occurred by you or someone from your function.