



Townsville Meet up

Social room welcome pack with terms and conditions.



Stockland ∴ Townsville

Getting ready to 'Meet Up'

1

- Read the community room hire terms and conditions
- Book a community room - date and time online
- Agree to the T&Cs

2

- Arrive at Customer Care
- Show ID, PLI, working with children check
- Sign in and provide payment
- Head to the community room and set up

3

- Host your meet up
- Pack down & clean up
- Complete a room check with Security
- Sign out at Customer Care

Social room usages:

- Meetings
- Interviews
- Community support groups
- Craft workshops
- Meditation
- Low impact exercise
- Life-learning
- Skills training

Not suitable for:

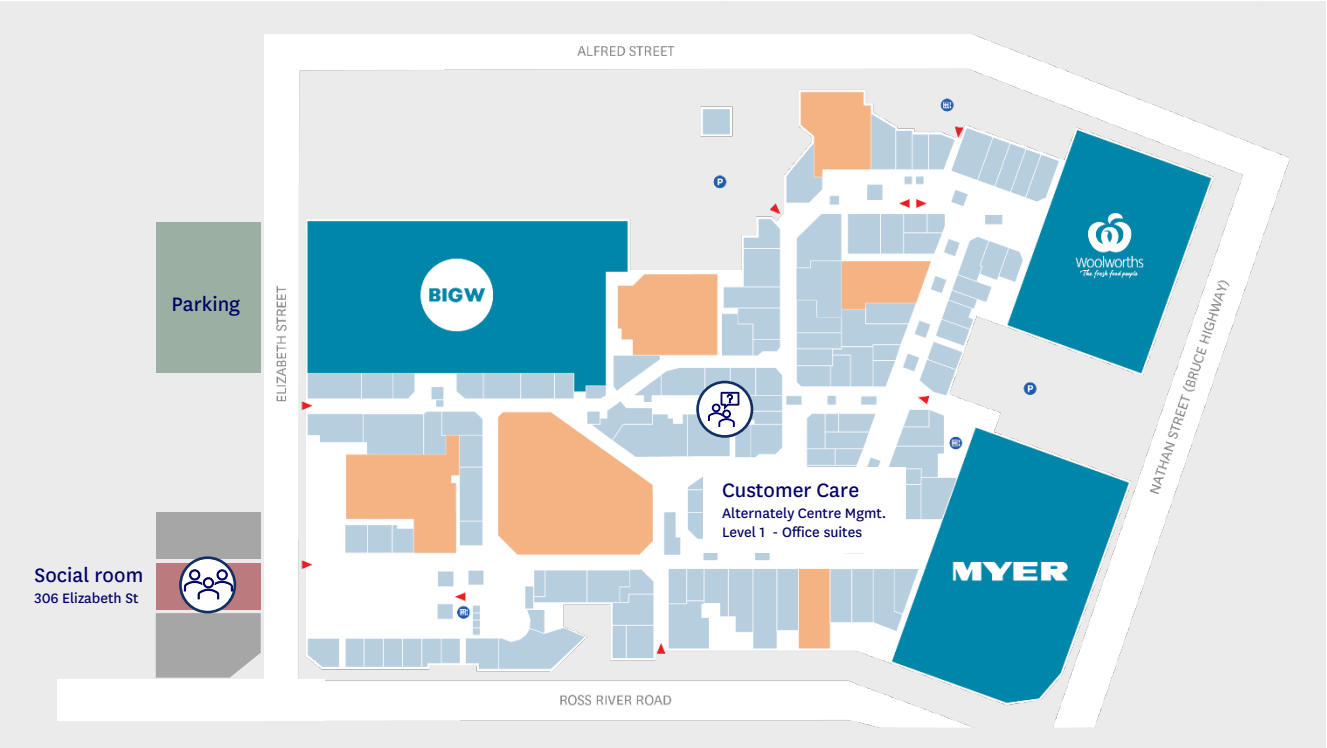
- Cooking classes
- High impact sports
- Teen and adult parties

At Stockland we believe there is a better way to live – communities where everyone and anyone can contribute to thriving, vibrant places for a sense of belonging.

We are pleased to make our social room available, so you can run small group meetings, connect with your clients, build skills, offer life learning classes, or meet up with your neighbours.



Your place to Meet Up



Trade Hours	Monday - Wednesday	9:00am	5:30pm
	Thursday	9:00am	8:00pm
	Friday - Saturday	9:00am	5:00pm
	Sunday	10:00am	4:00pm

*After-hours availability on request to customer care.
Community rooms are not available during Public Holidays.

Meeting Room Size Approx. 80m²

- Furniture
- Whiteboard
- Airconditioning
- Kitchenette
- Toilets

Social Distancing

Lv3. 4m² = 20ppl

Lv2. 1.5m² = 50ppl

Prep to Meet Up

Meet at Customer Care

- Arrive 15min prior to booking.
- All payment by credit card (no cash).
- Provide proof of identity in the form of a Drivers Licence or an alternative form of photo ID.
- Hirer must be 18 years or older. All participants under the age of 18 years must be supervised by parent or guardian.
- Business, charities and other organisations must provide proof of PLI (public liability insurance).
- Not-for-profits to provide PLI and NFP certificate of currency (70% of business needs to be run by volunteers).
- For children’s workshops, facilitators to provide poof of working with children card. Complete [Stockland Child Safety and interaction Code of Behaviour form](#).
- PLI or Risk Assessment required for all craft workshops.



Promote your event

- Brochures or flyers can be left with the Customer Care team or placed on the community noticeboard.
- For a listing on Stockland Townsville website and community events page, send digital content via email to Customer Care for review and approval.
- Canvassing or distributing advertising materials directly to customers within Stockland shopping centre for an event held within the community room requires permission from Customer Care.

Hire Rate

Group Type	Hourly rate incl. GST	Day rate incl. GST
Charities Businesses Gov. organisations	\$19.50	\$95.00
Community Groups Not-for-profits (70% volunteers)	\$16.50	\$70.00

Minimum booking time is 1 hour. 30min cleaning gaps is allowed for between each booking. Allowing 10min for set up and pack up. Maximum booking length is three consecutive days within a single week.

*After 5:30 pm, meetings require a 3hr minimum bookings at \$65.00 (including GST). We will be accepting regular bookings from qualified providers who have first-aid training and PLI insurance.

Meet Up Set-up

- Ensure participant numbers are achievable in room layout. Limits are subject to Service NSW COVID regulations.
- Bring hand sanitiser, wipes and first-aid provisions.
- Bring your own supplies and use the kitchen facilities or Pre-book catering with our food retailers.
- Electrical appliances must be tagged and tested.



Meeting health & safety

- Service NSW QR poster in the room, please ensure all participants complete check in.
- Social Distancing Lv3. 4m² = 20ppl, Lv2. 1.5m² = 50ppl

Incidents and accidents

- Fire evacuation poster and procedures provided.
- Require first-aid assistance, please contact Security on 0418 559 878 or Centre Management on 07 4779 6033.
- First-aid kit located within the room. Defibrillator in the main centre at the food court.
- In the event of an incident, accident or dangerous occurrence whilst using the community room, it is the hirer's responsibility to report to Security, Customer Care or Centre Management. Reporting as soon as practicable following the event taking place and complete incident report.

Meet Up Pack up

- Clean and sanitise door handles, tables, chairs and any other facility equipment with the sanitised wipes.
- Dispose of any catering supplies in bins provided.
- Removal of all equipment, materials, resources or belonging to facilitator or participants. Items found after the room is vacated will be disposed of unless they are of significant value, in which case they will be left with Lost Property.
- Conduct inspection with the security guard to ensure no damage to property. Room should be left in the same condition as pre-hire.

Post Bookings

- Notify Customer Care if any person with a positive COVID-19 test has attended facilities.
- To provide feedback and suggestions complete survey link on the booking confirmation email.



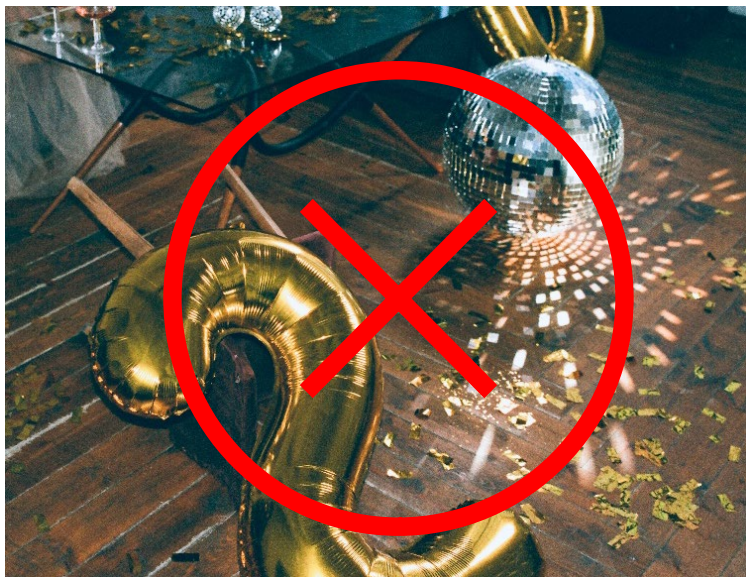
What you need to be aware of

- The hirer must pay any costs incurred for cleaning, repairing or replacing any part of the premises, including fixtures, fittings or equipment damaged or destroyed during the hire period.
- All personal property brought onto site and used in the community room shall be at the sole risk of the hirer and its invitees. Stockland is not responsible for any loss of or damage to any property belonging to the hirer or any person attending the community room during the term.

Meet Up declined

Not suitable for the following

- Cooking classes
- Large teen parties (ie 18th & 21st)
- Animal-free zone.
- Both smoking or consumption of alcohol are not allowed on the premises.
- The hirer must comply with all laws and regulations at all times when occupying the social room.
- Hirer must ensure that no games of chance, gambling or illegal activities are conducted.
- Hirers falsely stating the nature of their event may be subject to booking cancellation.
- The social room is fitted with smoke detectors. If the smoke alarm system is activated due to inappropriate use and NSW Fire Brigade attends, the hirer will be responsible for any costs (est. \$1,800+).



Stop meet up

- Any breach of the terms entitles Stockland to terminate the agreement and require hirer and participants to vacate.
- The hirer shall forfeit their rights to the booking of space in the community facilities managed by Stockland.
- Established community groups regularly meeting, it is recommended hirer arrange insurance covering public liability, personal accident and illness insurance and cover for property or equipment.
- Stockland has obtained public liability insurance cover for uninsured community groups only and is for liability claims from third parties only.
- Fixing decorative items or equipment requires pre-approval from Stockland.

Thank you

For further information please contact
Customer Care: 07 4779 6033
Townsville@stockland.com.au

For feedback and suggestions please click on
[Customer Survey here](#)

In the event of an emergency please contact
Security: 0418 559 878 or 000



Stockland