

ENCORE

EVENTS CENTRE

Facilities and Hire Information

Encore Events Centre is proudly managed by



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Introducing the new Encore Events Centre

The Encore Events Centre is the newly refurbished premium event facility in the City of Wyndham with a wide variety of rooms to suit any occasion. A pillar less Auditorium that seats 800 theatre style or 500 banquet style as well as smaller rooms for more formal meetings and training sessions.

Venue Management Services are proud to be the new operators of the Encore Events Centre and look forward to discussing your requirements and host your next event. Venue Management Services has a long history of providing professional venue management and catering solutions to a range of local council and government venues Australia-wide - we make great food and aim to please with our personalised catering services.

About the venue

The Encore Events Centre is a multi-purpose venue with spaces to suit all event needs. The Encore Events Centre has excellent acoustics, lighting and is a very boutique style venue. A premium space for your next event. The Encore Events Centre boasts 3 small meeting rooms, 4 large function rooms, an Auditorium for 800 guests with change rooms, a Green room, Lounge area and foyer space.

Hiring the venue

The Encore Events Centre is a VMS (Venue Management Services) managed facility and our experienced management personnel will guide you through the process, offer expert advice, administer your booking and arrange support services for your event.

Eg: hospitality and audio visual services

Viewing the venue

You are most welcome to make an appointment to tour the venue and discuss your event with the VMS Venue and Event Team. An appointment is required as the venue is not always available for viewing if events are in progress. You can contact us on the below details.

Contacting the VMS team

Contact the VMS team to arrange a site inspection or to discuss your event needs in detail:

- By Website enquiry www.encoreeventscentre.com.au
- Via email encore@venuemanagement.com.au
- In person Encore Events Centre – 80 Derrimut Rd, Hoppers Crossing
- Via mobile Interim Venue Manager – Erica Sammut 0431 117 185
- Through our Head Office 1300 304 200

Venue Spaces

Small meeting rooms

- ✓ There are 3 smaller meeting rooms for 16- 50 guests
- ✓ These rooms can be set as theatre style, boardroom, u-shape, classroom or cocktail style
- ✓ The walls can be opened up to create one large meeting room or event space
- ✓ Two of these rooms have built in data projectors



Style of set up	Maximum capacity
Boardroom	16
Theatre style	40
Cocktail	50

Venue Spaces - continued

Large meeting rooms

- ✓ Large function rooms for 100-300 guests
- ✓ There are 4 large function rooms for meetings, dinners, exhibitions or breakout rooms.
- ✓ Each room has a data projector and the walls can be removed to make larger rooms.



Style of set up	Maximum capacity
Round tables	80
Theatre style	100
Cocktail	150

Venue Spaces - continued

Auditorium

- ✓ Acoustically brilliant, complete with lights, camera and built in data screens, the Audio visual is controlled with iPads.
- ✓ 3 large Change rooms which flank the stage for easy access and a private service corridor
- ✓ A Green room complete with casual seating and LCD display showing live stage activities
- ✓ An extended performers stage to bring the action closer to the audience, with fully compliant and equitable disabled access to stage, BOH areas and all function rooms
- ✓ A well situation box office



Style of set up	Maximum capacity
Round tables	500
Theatre style	800
Cocktail	1000

Venue Spaces – continued

Lounge and Foyer

- ✓ A variety of additional locations for your Cocktail events, including the impressive open space foyer area and the Lounge.

The Encore Events Centre is a great location to host your next conference, school concert, speech night, exhibition, banquet, theatre or performance.



Style of set up	Maximum capacity
Exhibition	400
Cocktail	400
Venue capacity	1480

Venue hire

Commercial rate

Commercial Rate - Monday to Thursday	Minimum # hours	2 Hours	4 Hours	8 Hours	Additional per hour
Smaller Meeting rooms	2	\$100.00	\$200.00	\$300.00	\$50.00
Larger Function rooms	2	\$200.00	\$400.00	\$600.00	\$100.00
Auditorium	4	N/A	\$800.00	\$1,200.00	\$150.00
Full Venue (includes change rooms, green room, foyer and meeting rooms)	4	N/A	\$1,800.00	\$2,400.00	\$150.00
Commercial Rate - Friday to Sunday					
Room	2	\$125.00	\$250.00	\$375.00	\$62.50
Larger Function rooms	2	\$250.00	\$500.00	\$750.00	\$125.00
Auditorium	8	N/A	N/A	\$1,500.00	\$187.50
Full Venue (includes change rooms, green room, foyer and meeting rooms)	8	N/A	N/A	\$3,000.00	\$187.50

Community rate

Community groups seeking the subsidy rate are to provide 1 of the documents that proves your organisation's not-for-profit status. Evidence of Community / not-for-profit status.

- Copy of your group's Certificate of Incorporation (from the Department of Fair Trading) **OR**
- Faith-Based organisation with registered charitable status (from the Australian Charities and Not-for-profits Commission) **OR**
- Income Tax Exempt Charity Statement (from Australian Taxation Office)

Groups that qualify for the Subsidy rate will receive a 20% discount off their room hire as follows:-

Community Rate - Monday to Thursday	Minimum # hours	2 Hours	4 Hours	8 Hours	Additional per hour
Smaller Meeting Room	2	\$80.00	\$160.00	\$240.00	\$40.00
Larger Function rooms	2	\$160.00	\$320.00	\$480.00	\$80.00
Auditorium	4	N/A	\$640.00	\$960.00	\$120.00
Full Venue (includes change rooms, green room, foyer and meeting rooms)	4	N/A	\$1,440.00	\$1,920.00	\$120.00
Community Rate - Friday to Sunday					
	Minimum # hours	2 Hours	4 Hours	8 Hours	Additional per hour
Smaller Meeting Room	2	\$100.00	\$200.00	\$300.00	\$50.00
Larger Function rooms	4	\$200.00	\$400.00	\$600.00	\$100.00
Auditorium	8	N/A	N/A	\$1,200.00	\$150.00
Full Venue (includes change rooms, green room, foyer and meeting rooms)	8	N/A	N/A	\$2,400.00	\$150.00

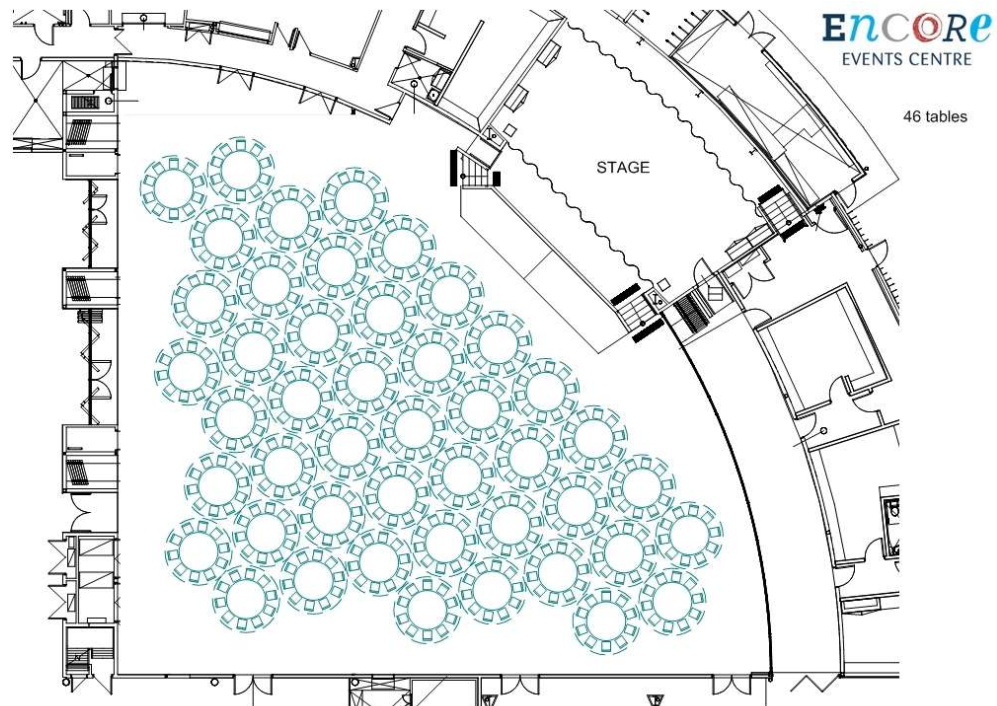
Additional 50% surcharge is applicable on Public Holidays

Floor Plan

Auditorium - Theatre style x 800



Auditorium - Round tables x 450



Food and beverage

All food and beverage provision at the Encore Events Centre is through Venue Management Services. Our menus are based on fresh seasonal produce.

Dietary requirements

We understand the importance of catering for specialised dietary requirements. Our meats are all Halal and our menu includes an extensive variety of vegetarian items – denoted by (v) on the menus. We can also accommodate vegan and gluten free dietary requirements with 7 days advance notice prior to the event. Due to our kitchen production systems, we are unable to give assurances that our catering is free from allergens – the most common allergens being gluten and nuts.

Self-catering

Self-catering is not permitted at the venue under our food regulations. Should home-made food or food from other caterers including take away outlets be sighted in the venue and not for personal consumption the guest will be asked to remove the items from the venue or the item/s may be confiscated.

Licensed premises

This is a licensed premises therefore no alcohol is to be brought onto the premises by third parties nor can it be removed from the premises. Alcohol is served during selected functions. Our staff practice responsible service of alcohol.

Please contact the Venue Team on 0431 117 185 to discuss all your catering requirements.



Audio Visual

The venue is fitted out with state of the art acoustic and lighting features. Sound and lighting for events in the Auditorium must be operated by our technicians. An estimate of technical services personnel charges and/or equipment hire will be given at the time of quoting.

Our in-house Audio Visual team have additional equipment and fully qualified technicians on hand for all your audiovisual and multimedia needs or perhaps to show call your next production.

Additional or private sound and lighting equipment, may be used in the venue upon management discretion and must have current electrical inspection tags.

Hireage charges:- (all prices are inc gst)

Auditorium and Function rooms

Audio	
Venue (Auditorium) Sound System c/w Lectern with mic	\$220.00
Venue (Auditorium) Wireless Microphone Kit	\$110.00
Venue (Auditorium)Talkback Wireless Comms Unit	\$77.00
Misc:	
(A) Wireless UHF Microphone Kit (lapel or handheld)	\$110.00
(B) Handheld Microphone (cabled)	\$22.00
(C) Microphone Stand	\$11.00
(D) Headset Microphone (req. UHF kit)	\$38.50
(E) Hearing Aid Portable RF Receiver	\$22.00
Vision	
Venue (Auditorium) Projector and Screens (x2)	\$220.00
Misc:	
(A) Basic Data Vision Switcher *from	\$220.00
(B) Laptop Computer c/w MS Office	\$99.00
Lighting	
*Auditorium comes with basic lectern & stage spotlight/s	
Package A: General Stage Wash (6x 1k Fresnel)	\$220.00
Package B: Colour Stage Wash (LED multipar x12)	\$360.00
Package C: Cyclorama backdrop Lighting (LED Flood x4)	\$320.00
<i>Additional Lighting:</i>	
Moving Lights (*req. lighting operator)	
(A) 2x LED Moving Lights Package	\$594.00
(B) 4x LED Moving Lights Package	\$814.00
Misc:	
(A) Followspot (*req.operator)	\$110.00
(B) Riser for the followspot	\$49.50
Labour	
(A) Audiovisual Technician/Operator - p/hr	\$70.00
(B) Lighting Technician/Operator - p/hr	\$70.00

Meeting rooms

Vision	
Data projector – up to 4 hours	\$50.00
Data projector – up to 8 hours	\$100.00

Personnel rates for additional costs

REQUIREMENT	COST (incl. GST)
<u>Food & Beverage attendants</u> – minimum 3 hour shift Food and beverage attendants will be required on catered functions where they are not included in the menu price. This will be quoted at the time of booking.	Mon - Fri - \$40.00 per hour Sat - \$48.00 per hour Sun - \$55.00 per hour
<u>Set-up and pack down labour</u> - minimum 3 hour shift Encore Events Centre venue hire fees includes the basic set of all rooms. Any additional or more complicated set up will be charged accordingly and must be completed by VMS staff.	Mon - Fri - \$40.00 per hour Sat - \$48.00 per hour Sun - \$55.00 per hour
<u>After hours labour</u> - minimum 3 hour shift VMS operates the venue from 8am to 5pm daily- bookings prior to 8am and after 5pm will incur after hours charges	Mon - Fri - \$40.00 per hour Sat - \$48.00 per hour Sun - \$55.00 per hour
<u>Security</u> - minimum 4 hour shift Should VMS deem it necessary to provide security for your booking these costs will be on-charged to the venue hirer. It is up to VMS absolute discretion to deem if security is required	Mon - Fri - \$48.00 per hour Sat & Sun - \$70.00 per hour
<u>Audio Visual technician</u> - note minimum 4 hour shift An technician may be required depending on your Audio visual requirements	Mon - Sun - \$70.00 per hour
<u>Cleaning staff</u> - note minimum 3 hour shift Areas hired need to be left clean and tidy- should additional cleaning be required costs will be charged to the hirer. Cleaning fees may be charged if the venue is not left as found and may also be required for large traffic events to service the toilets	Mon - Fri - \$40.00 per hour Sat - \$48.00 per hour Sun - \$55.00 per hour

Public holiday rates available on request

Booking procedures

Enquiries can be made by phone, email or with the event enquiry form on our website: We will tailor a quote to suit your requirements. Larger events will require an on-site consultation.

Upon acceptance of the quote a Booking contract will be prepared. For the booking to proceed, you will need to do submit the following:-

1. Signed copy of the quotation
2. Signed Acceptance of Terms and Conditions
3. Completed Bond Return details
4. Public Liability Insurance cover certificate for \$20,000,000
5. If applicable - Evidence of Not for Profit Status

Upon acceptance of these documents by the VMS Team, a Deposit invoice will be raised which is payable to confirm your booking. Please note the Booking is not confirmed until the deposit has been paid.

Terms and Conditions

The Encore Events Centre is a premium facilities for your use. Penalties for breaching any of these conditions of hire can include immediate cancellation of hire.

1. Quotes and prices:

- a) All prices are current at the time of quotation and are subject to revision prior to confirmation, unless otherwise agreed.
- b) All written quotes are valid for twenty-one (21) Business Days from the date of quotation for tentative bookings unless withdrawn by the Hirer prior to receipt of the required deposit in cleared funds.

2. Venue hirer cancellation / postponement / change of date:

- a) If an Event is cancelled by the Hirer, the following terms are applicable:-
 - More than six (6) months' Notice: No fee charged, any deposit paid will be refunded
 - Three (3) to six (6) months' notice: the cancellation fee will be equivalent to the deposit, which will be forfeited.
 - 31 days to three (3) months' notice: the deposit will be forfeited plus an additional cancellation fee, equivalent to 50% of the estimated amount (based on last costing and numbers outlined in registration form) which would have been billed to the Licensee for the Event, will be applicable.
 - Less than 31 (thirty-one) days' notice- full payment is required or payment made is non-refundable.
- b) If an Event is postponed or date changed, the following terms are applicable:-
 - More than three (3) months' notice: no fee charged, any deposit paid will be transferred to future event
 - One (1) to three (3) months' notice: the postponement fee will be equivalent to the deposit, which will be forfeited
 - One (1) months to fifteen (15) days notice: the deposit will be forfeited plus an additional fee, equivalent to 50% of the estimated amount (based on last costing and numbers outlined in your Booking contract) which would have been billed to the Licensee for the Event, will be applicable.
 - Less than fifteen (15) days' notice - full payment is required or payment made is non-refundable
- c) The 'Hirer' and the Card Holder (if paid by charges paid by credit card) agree that the cancellation fees/postponement/charge fees

are reasonable and agree to these as liquidated and agreed damages to compensate VMS for (inter alia) administrative time and lost opportunity.

- d) VMS reserves the right to cancel or postpone any confirmed booking if
 - Any payments are not made as and when requested;
 - The type of Event materially alters in any way from what was booked and confirmed;
 - The 'Hirer' does not observe any time requirements set out in this agreement or in any communication with them;
 - Any arrangement or proposal for the Event presents a security risk for VMS or causes VMS to be in breach of any licences or permits it holds or is directly responsible or liable for.
 - The Wyndham City Council declares the venue an emergency relief centre
 - The Wyndham City Council requires the centre for other purposes
- e) VMS cancels or postpones any confirmed booking under 3.d, it will use all reasonable endeavours to make alternative arrangements to your satisfaction including arranging an alternative suitable venue and/or nominating an alternative suitable date. If suitable alternative arrangements cannot be agreed, VMS will refund all monies paid but will not be liable in any way for any other claim, demand or compensation.
- f) Community groups will be charged a \$70.00 cancellation or change fee for each booking

3. Deposit, payment and Final numbers:

- a) Bookings are not held at the time of enquiry by the customer, a space will not be confirmed until a Booking contract is signed and a non-refundable deposit of 20% is paid.
- b) Full payment must be made at least ten (10) business days out from the event.
- c) The final numbers are required ten (10) business days out from the event. This number advised is the minimum number that will be invoiced. Small increases are allowed after this time.
- d) Dietary requirements are required seven (7) days out from the event.

4. Insurance

Incorporated bodies, educational, religious organisations and commercial enterprises must provide VMS with a minimum of \$20,000,000 Public Liability Insurance cover, or such other amounts as VMS may specify from time to time, which notes the interest of VMS. A current Certificate of Currency **must** be forwarded with this application. Tax invoices or summary sheets **WILL NOT** be accepted.

5. Bond

- a) A fully refundable bond is held against possible damage to the meeting and function rooms, its furniture and fittings including fire and electrical services.
- b) Bond amounts are dependent upon the nature of your venue booking requirements.
- c) The entire bond or parts thereof may be retained for any of the following reasons:
 - Early access required on the day of the booking
 - The event or booking running overtime
 - If smoking was detected in the facility
 - If additional cleaning is required post booking
 - If an insurance claim is made the excess payment may be withheld

6. Cleaning

- a) The hired room/ space must be left clean and tidy
- b) Every hirer must do the following:
 - Dispose of rubbish correctly into bins before leaving. Rubbish is not to be dumped on the ground near the bins. Recycle if possible. You must advise VMS staff if there is excess rubbish that doesn't fit in bins provided. Any rubbish above a reasonable amount must be taken from the building
 - All furniture should be accounted for.
 - Report to VMS Management if the venue was not found in a clean and tidy state.
- c) Should additional cleaning be required, VMS shall provide this service at the nominated rates.

7. Venue access

- a) Access to the proposed venue space/ room is by prior arrangement only – a schedule of deliveries and venue set-up and pack-down arrangements should be sent to VMS no later than seven (7) days prior to the venue booking.
- b) Please contact the VMS Team to organise pre-venue hire site inspections and on the hire day access.

8. Venue set-up and pack-down

- a) The set-up and pack-down of furniture or equipment related to your venue hire is provided by VMS at the nominated personnel rate.
- b) Please note that some equipment including audio visual equipment can only be set-up, operated and packed-down by suitable qualified and experienced personnel engaged by VMS.

9. External event coordinators and suppliers

- a) If you propose to engage an external 'event management' company to assist in the preparation of your event, the 'event management company' name and all contact details must be advised in writing 14 (fourteen) days prior to the event or submitted with your venue hire agreement.

- b) VMS reserves the right to refuse or require modification to any plans of any external event management company without liability or consequence, for the benefit of the event, venue or any OH&S issues.

10. Venue deliveries

- a) All deliveries to the venue must be agreed with VMS prior to delivery and must be delivered to the venue on the dates and times agreed. All deliveries should be clearly marked with the name and date of the Event/ Booking. VMS reserves the right to refuse any delivery made or attempted at any other dates or times, at its complete discretion, without any liability or consequence.
- b) All equipment and property brought to the venue must be removed immediately following the Event/ booking unless previously arranged in writing with VMS. Any equipment or property not removed, may be removed and/ or discarded by VMS at its complete discretion, without any liability or consequence and any cost, damage, claim or losses relating to the exercise of this discretion will be the responsibility of the hirer.

11. Security

- a) Should VMS determine your proposed venue booking is of a high-risk nature it will be compulsory for you to hire Security (arranged by the VMS at full recovery cost from the Hirer) prior to, during and after the event/function.
- b) VMS provides security in accordance with industry standards- Two (2) security for the first 100 (one hundred) guests and one (1) security per 100 (one hundred) guests thereafter.

12. Decorations

- a) The hirer is responsible for removing all decorations immediately after the completion of the venue hire period
- b) Venue hirers are not permitted to attach any decorations to any wall or surface in the venue
- c) Venue hirers are not permitted to utilise confetti, rice, bubble machines or glitter within the venue. Should these materials be used within the venue significant cleaning costs will be incurred by the venue hirer (plus loss of the bond).
- d) Smoke machines are not permitted in function rooms as they may set off fire alarms

13. Children

All children under the age of 16 (sixteen) must be under the direct supervision of a responsible adult at all times

14. Alcohol, beverages and food

- a) The venue hirer must ensure that patrons/ guests do not bring their own alcohol into the venue. Alcohol is only permitted to be purchased through VMS.

- b) Alcohol will only be served to people over the age of 18 (eighteen) and according to all State and Federal laws concerning the supply of alcohol.
- c) Sharing of food is not permitted within the venue.
- d) All catering and the provision of food in the venue must be organised and purchased through VMS.

15. Booking cancellation

VMS reserves the right to refuse any booking and to cancel a booking already made for whatever reason. With such cancellations, VMS will refund the hirer any monies paid to VMS. VMS will not be liable for any loss, injury or damage or otherwise of the exercise of any right stated under this agreement, including the right of cancellation.

16. Special conditions

VMS has the right to set out special conditions and hire fees for functions not covered in the current fees and charges

17. Indemnity and Release

The hirer agrees to indemnify Venue Management Services (hereafter known as "VMS") from and against all actions, claims, costs, losses, expenses and damages (including the costs of defending or settling any action or claim) in respect of:

- Loss of, loss of use of, or damage to property of the Hirer; or Personal injury (including death) or illness to any person or loss of, loss of use of, or damage to any property; resulting from or by reason of anything done or omitted to be done by the Hirer arising at the Encore Events Centre.

The Hirer's liability to indemnify VMS is reduced proportionally to the extent that a negligent act or omission of VMS or its employees has contributed to the injury, damage or loss.

The Hirer unconditionally releases VMS from all claims, suits, demands, actions or proceedings (whether at law, in equity or arising under any statute) arising out of or in connection with an act, default or omission of the Hirer or any of the Hirer's Agents. The Hirer agrees not to sue or make any claim or demand against VMS in respect of matters covered by this release.

IMPORTANT NOTES - *please take the time to read the following:*

The hirer must:

- Be over 18 years of age to book the facility and sign the Application Form.
- Understand that no booking is confirmed until the deposit has been made and a confirmation letter/e-mail received.
- All bookings must be submitted a minimum 5 business days before the requested hire date. Bookings requested outside of this time frame may result in a late fee.

- State precisely the type of activity to take place in the facility and any set up involved (E.g. signs on walls.)
- Under no circumstances enter any areas other than the section/ room hired.
- Only be in the facility the times your application states. Any additional time will be charged to the hirer.
- Notify police immediately if there is any threat of trouble.
- Report any accidents or near accidents to VMS Service staff as soon as possible.
- Arrange a person to assume responsibility on behalf of the hirer in their absence.
- No pets or animals are to be on the premises.
- All cancellations are to be made in writing- please see cancellation policy for terms.
- Helium balloons are not permitted at the facility. A charge will be deducted from the hirers bond, or added to their invoice, if balloons are required to be removed from the facility.
- Smoke machines are not allowed in function spaces.
- Throwing of confetti, glitter, sprays, poppers or rice is not permitted.
- The hirer is responsible for the preservation of good order during and following the hire of the facility.
- Vehicles should not obstruct access to driveways or restrict parking in the street.
- Hirer's must meet the requirements of the Noise Pollution Act.
- All music and noise levels must be kept at an acceptable level. Music must cease at 12.00am or at the discretion of Venue Management.
- All items brought in by the hirer must be removed from the premises no later than the time specified on the hiring agreement and must be "tag and tested" within date.
- Hirers are responsible for the care and control of their own property and personal effects. Loss or damage to such items is not covered by VMS's insurance policy.
- No game of chance, gambling or any other kind of illegal activities are permitted inside the Encore Events Centre

Encore Events Centre is proudly managed by

