

TERMS AND CONDITIONS OF HIRE

1. **Definition of a booking** – The total number of days booked for an individual arbitration, mediation or other purpose is considered a single booking. The following terms and conditions therefore apply to each booking, not to individual days of a booking.
2. **Tentative bookings** – Will be held for a period of 3 business days from the date of enquiry. If a tentative booking is not confirmed by close of business on the third business day it will be cancelled making it available for others to book.
3. **Booking confirmation** – Once a booking is confirmed, a booking confirmation letter and invoice will be issued to each party involved in the matter by post and either fax or email. Fees will be split according to information provided at the time of booking. We reserve the right to seek written confirmation of fee arrangements from each party before processing a booking confirmation. If written confirmation cannot be attained, the party making the booking will be invoiced for all fees and is responsible for all additional costs incurred.
4. **Payment** – Hire fees are payable by all parties upon confirmation. Hire fees must be received in full no later than 5 business days prior to the date of the booking. Payment options appear at the bottom of the invoice.
5. **Cancellation** – Full hire fee(s) are not refundable (or are still payable) if a booking of single or multiple days is cancelled with notice of less than 5 full business days prior to the date of commencement of a booking. The following cancellation fees apply: 50% of the full fee when cancelled within 6-10 business days prior to the commencement of the booking; 25% of the full fee if cancelled within 11-20 business days prior to the commencement of the booking.
6. **Postponement** – Hire fees are not refundable (or are still payable) if a booking is postponed to a new date with notice of less than 5 full business days prior to the original booking date.
7. **Adjournment and early conclusion** – If a long booking is adjourned or concludes on the first or a subsequent day, the remainder of the booking fee is still payable in full.
8. **Fee schedule** – The list of charges appearing below and at www.mcamc.com.au are to be used as a guide only. Any alterations to standard booking arrangements may incur additional charges. These will be quoted at the time of booking.
 - Arbitration (standard fee) - \$950 (all prices are including GST)
 - Includes Arbitration room, two participant break-out rooms and Arbitrator break-out room, use of video conferencing (IP only), audio visual equipment, wireless internet, printing/photocopying facilities and tea/coffee
 - Pre-arbitration meeting - \$350 half day / \$650 full day (single alternate room only, subject to availability)
 - Additional charges
 - security after 6pm (weekdays) – \$42 per hour or part thereof
 - security on weekends – \$52 per hour or part thereof, minimum 4 hours
 - catering – based on individual order, see catering form for details
 - ISDN video conferencing – individually quoted
9. **Bookings that run past 6pm** – To ensure availability of security staff please provide 48 hours' notice of intention to continue past 6pm on any given day. Parties seeking to extend their room hire past 6pm on the day in question are asked to advise the Centre as soon as practicable prior to 2pm. The Centre cannot guarantee availability of rooms or security staff after 6pm, however, every effort will be made to accommodate the request.
10. **Catering orders** – Must be submitted by 2pm the day before. An invoice for multiple catering orders made in the course of a booking will be issued at the conclusion of the booking in one lump sum.
11. **Other services** – Services not provided for in these terms and conditions, such as transcription services and translation services, must be arranged by the parties at their own cost. We will endeavour to facilitate the setup and requirements of the service providers in the Centre.
12. **Pre-booking access** – Access to rooms for viewing or setup is strictly subject to availability.
13. **Personal items** – Do not leave personal items unattended in the Centre at any time. The MCAMC does not accept responsibility for the loss or damage to equipment or personal belongings left on the premises.
14. **Damages** – Clients are responsible for any and all damages caused by any participants and their guests or any other person attending the event.