

BIGHOUSE ARTS BOOKING TERMS & CONDITIONS

By booking a session/event at Bighthouse Arts, clients agree to abide by the terms and conditions as outlined below.

Rescheduling:

- Clients are encouraged to reschedule their booking whenever possible instead of cancelling.
- Clients may request to reschedule their booking by contacting the Bighthouse Arts via phone or email.
- If a rescheduling request is made with **more than 7 days notice**, no fees will be charged.
- If a rescheduling request is made with **less than 7 days notice**, a fee of 15% will be charged.
- Rescheduling is subject to availability and must be arranged within a reasonable timeframe.

Cancellation:

- If a cancellation is made with **more than 7 days notice**, a cancellation fee of 25% will be charged, with the remaining 75% to be refunded.
- If a cancellation is made with **less than 7 days notice**, a cancellation fee of 50% will be charged, with the remaining 50% to be refunded.
- The cancellation date is the date we receive email or text notification of your cancellation.
- Refunds of the remaining amount, less any cancellation fees, will be processed within 5 business days.

No-shows:

- Failure to attend a scheduled session without prior notice will result in the full booking fee being charged.
- We kindly ask you to inform us as soon as possible if you are unable to attend your booking.

Studio use:

- The studio space is to be used solely for the purposes agreed upon at the time of booking. Any additional or unauthorised use of the studio space is prohibited.
- Clients are responsible for treating all studio equipment, property and facilities with care and respect.
- Any damage to studio equipment or property caused by the client or their representatives during the hire period will be the responsibility of the client, and repair or replacement costs may be charged accordingly.

Noise limitations:

- Our site is subject to noise limitations – If you plan on making very loud noise, please let us know in advance so we can discuss.
- Music at a moderate level is permitted until 11pm sharp.

Parking and Utilisation of Carpark area:

- The carpark at Bighouse Arts is shared between the hirers of the warehouse studio, tenants in our co-working space next door, as well as staff members.
- Parking on site is permitted and generally available but not guaranteed.
- If you want to reserve part of or the entire car parking area please let us know and we can discuss options.

Cleanliness and Maintenance:

- Upon completion of the studio hire period, clients are required to leave the studio in the same condition as they found it, including the positioning of all furniture and accessories. Failure to do so may result in additional cleaning fees.
- Bighouse Arts will provide 2x 60L bins for general waste and 2x 60L bins for recycling. Any additional waste must be removed from site by the client or there is the option to use our 660L skip bin for a \$75 fee + GST.
- Clients are responsible for the security of the studio during their hire period, including ensuring that all doors are properly secured when leaving the premises.

Pet Policy:

- Pet's are very welcome at Bighouse Arts, however we do ask that you please let us know if you are intending on bringing any animals into the space.

Liability and insurance:

- Bighouse Arts endeavours to make the space as friendly and safe as possible but is not liable for any loss, damage or injury to persons or property that occurs during the hire period.
- Clients are encouraged to take out their own public liability insurance coverage, although this is not a booking requirement.

We appreciate your understanding and cooperation. If you have any questions or concerns, please feel free to contact us.

Contact Details

Eileen Hodgkins – Studio Manager

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Email – info@bighousearts.com.au