Venue Hire FAQ’s

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Venue Hire priorities

Priority in bookings will be accorded in the descending order, as follows:
1. University core activities (with timetabled teaching and examinations taking precedence over all other activities);
2. University department/faculty activities;
3. Affiliated university organisations and university related activities;
4. External/professional/academic organisations.

How do I make a booking?

The best way to get in touch with us is via email at venuehire@anu.edu.au.

1. Venue lists, capacities, inclusions and location can be found at TIC - Home @ ANU.
2. Building locations for all TLC (Teaching and Learning Commons) venues can be found at: Facilities & maps | Services.
3. Audio Visual equipment list can be found at: Audio visual | Services.
4. Venue booking requests will not be actioned unless made in writing.
5. Requests for new bookings are required to complete the Venue Hire Booking Request form located at Teaching and learning spaces | Services, and forward the completed form to venuehire@anu.edu.au.
6. Wait for the notification from the Venue Hire office respective to your submitted request advising availability confirmation, providing alternative location options and/or advising of the need to liaise with the ANU Functions on Campus team.
7. If further documentation is required to complete this will be provided by the Venue Hire Office. You will be provided the following documentation to complete and/or inform:
   - Venue Hire Application Form;
   - Quotation.
8. If applicable, acceptance of the Quotation instigates a contract formed between the Hirer and the University that includes:
   - terms outlined in the Conditions for Hiring University Premises - Teaching and learning spaces | Services
   - the Application Form; and
   - the Quotation.

Should you need to speak with one of the venue hire coordinators, you can contact the office on

02-612 50435 during business hours Monday to Friday.

What times can I book a venue between?

Venue bookings within standard operating hours are between 08:00am and 18:00 Monday - Friday.

After hours bookings can be requested for evenings, weekends and public holidays and must meet the Conditions for Hiring University Premises - Teaching and learning spaces | Services.
**When will the room be open for my booking?**

The room should be open for use providing a booking is in the system. If the room is locked contact ANU Security on 612 52249 and make sure you have your booking details available.

**When will my booking be placed and confirmed? and When are rooms made available for ad hoc bookings?**

The use of University space for teaching classes and end of semester examinations takes precedence over ad hoc bookings in teaching spaces, and as such non-teaching bookings are not permitted until the following semester's timetable has been approved for access by the DSA. The Division of Student Administration (DSA) Timetabling Office has an established schedule of dates for managing room bookings at the ANU on a Semester basis - the timeline for release of the database is generally 2 weeks into Semester.

This means that the Venue Hire Office can and will take requests for venue hire/bookings but not be able to provide a formalised confirmation of this booking system until all teaching booking requirements have been satisfied by the Division of Student Administration.

All booking requests are important, so even though a formalisation process cannot happen immediately at the start of each Semester, your booking will still be acknowledged and registered as a request and logged for action. It will be noted - date and time stamped, and given priority in line with receipt of correspondence on a first in basis.

In general and after release of the database from the Timetabling Office, bookings are triaged daily by the Venue Hire Team in line with booking date priorities. To enable you to work or plan for your booking, response times for your request will be:
- If marked urgent or if the date is pending within a minimum of 2 hours and maximum of 24 hours;
- All other venue hire traffic will work to a return information timeline of 72 hours / 3 days.

**Will I be charged for booking a room?**

University teaching courses are not charged, and generally no room charge is applicable if the booking purpose is for ANU related business.

No charge –

- ANUSA/PARSA affiliated clubs
- Majority of attendees are ANU staff/students
- Student bookings are endorsed by College delegates
Some bookings may incur a charge to cover cleaning, table or chair hire. These charges occur either in response to a venue hire specific request or retrospectively if the venue is found to be left in an unclean / untidy state.

Charges will be incurred by any external group wanting to hire ANU facilities. Internal charge fee for internal events/conferences charging registration fees.

**Which rooms can be used for ad hoc bookings and for which purpose?**

Venues are divided into Common use and College specific space. Common use venues including teaching venues such as lecture theatres, computer laboratories and tutorial rooms, common venues also include meeting and training rooms.

Common venues are available for everyone to use, meeting venues are used primarily by staff for staff only purposes – training and meetings, while teaching rooms are primarily used for teaching and student related activities.

College specific venues are available for use by the designated School or College and as such are managed internally within the college administrative structure. Venue Hire should be able to advise you of an alternative room booking contact.

**How do I change or cancel my booking?**

A written request to venuehire@anu.edu.au is required to undertake a venue hire cancellation or change. You may contact the Venue Hire Coordinator first on 61250435, but to formalise a cancellation or change we do require that you also provide this in writing.

**Can anyone change my room booking?**

Individuals other than those within the Venue Hire Office cannot change your booking without written consent from you.

At times the venue hire staff may contact you to negotiate changes which may be required due to unavoidable circumstances, if changes are required they will only be formalised after agreement on an alternative venue is reached.

**Can I book multiple dates, multiple weeks and multiple rooms?**

The Venue Hire Booking request form provides space for you to request multiple requirements, however a new Venue Hire Booking request form must be completed per booking identity.
Is it possible that a room that is booked is not being used?

A non-utilised but booked venue does not mean that anyone can then access and use that venue, the most likely explanation is that whoever requested the booking did not need the room and forgot to cancel the booking. You are still required to contact the Venue Hire Office to advise that a venue you may be interested does not appear to have anyone using it and then further enquire as to booking the venue for your requirement.

Can a double booking occur and what should be done if this happens?

It is not possible to ‘double book’ a venue, the system does not allow two bookings to share a room.

If a double booking has occurred it is usually due to a technical error or misunderstanding. For example, at times we have been advised that when one of our clients has presented at a venue they have booked that there is someone else within this venue. Many reasons have been given for why clients find their venue occupied, some legitimate and some not – if a double booking has occurred contact the Venue Hire Team on 612 50435 or TLCSS (Teaching and Learning Commons Support Service) on 612 55909 for advice or support.

How do I book audio visual support, including videoconferencing in rooms and audio visual equipment hire?

Visit the ITS Audio Visual page for information Audio visual | Services and/or send an email to:
- avsupport@anu.edu.au for support.
- AVHire@anu.edu.au.

How do I organise a Caterer?

You can use one of the onsite University caterers or you can organise your own caterer. If you are organising your own caterer you must advise the ANU of whom your organisation has engaged and when the caterer will be on Campus.

Can I serve alcohol at my event?

If you intend on selling alcohol, either directly or indirectly a Functions on Campus application must be completed which includes submission of approval to serve alcohol.

Functions on Campus may be contacted through email to: functionsoncampus@anu.edu.au.
Event managers must ensure that those responsible for serving alcohol at an event have completed training in and hold a current certification for Responsible Serving of Alcohol.

Check with Security and/or Sylvia if this should be included or not…

The Australian National University recognises its responsibility to practice and promote behaviours that support the Responsible Service of Alcohol and encourage all events to consider the following:

- Alcohol must not be supplied to anyone who is, or appears to be, intoxicated or is under the legal drinking age of eighteen years.
- High quality, non-alcoholic beverages should always be visibly available in adequate variety and supply.
- Low alcohol beverages should be available.
- Drinking water should be provided.

What are my responsibilities in the event of an Emergency?

Fire and emergency procedures notices and evacuation floor plans are posted throughout University buildings. Delegates should familiarise themselves with the notices and plans for each building they occupy or visit.

Telephones are distributed within all Teaching and Learning Commons venues which can be used to contact ANU Security on 61252249 directly or if in an emergency used for contacting 000. These telephones may be used at any time to report emergencies or get assistance in the event of fire, personal injury, medical condition or other threatening situations.

In the case of an Emergency and you have contacted either an Ambulance, Police or Fire Brigade, the ANU ask that you contact ANU University Security on 612 52249 so they can work together with the emergency services.

Can we use the ANU name and Logo in our Advertising?

Users of the University premises or must ensure all advertisements and public announcements concerning events to be held in University premises will include the name of the organisation or person responsible for arranging the event.

The Hirer must not use the University’s name, logo or contact details in any advertisement of the event to be held in the Venue without obtaining prior approval of the University (other than the address and location of the Venue where reasonably required to notify attendees of the Venue).
How do I get the air-conditioning turned on, the room cleaned or advise of the need for something to be fixed or a maintenance request to be logged?

Located within every Teaching and Learning Commons (TLC) venue alongside the phone or one or near the lectern there will be a support sign providing advice to venue users respective to room or technical issues – contact details are located here for when you are within a venue.

For immediate support respective to an airconditioning or maintenance issue that would potentially impact delivery of your business, please contact the ANU Helpdesk on 612 54321 for assistance, job logging or support to be forwarded directly to the Teaching and Learning Commons Support Service (TLCSS) for assistance.

Can the furniture in a room be changed?

Room layout can be modified by the client / room users to meet their requirements within teaching and tutorial non-fixed venues. All furniture must be retained in the room and returned to its original state at the completion of your booking.

Is food allowed in the rooms?

No food is permitted in teaching spaces. Catering is allowed in most meeting rooms and foyers outside of the teaching venues.