

Deposit, Cancellation and Reduction Policy

Confirmation of booking and deposit payable

A deposit of 20% of the Estimated Total Cost, as identified in the Booking Agreement, is required for all bookings.

Deposits must be paid within 14 days of the invoice date. Please contact your Events and Sports Camps coordinator if you would like to negotiate alternative deposit amounts or payment periods, however this will only be considered in exceptional circumstances.

The booking will only be confirmed when the signed Booking Agreement has been returned to the Events and Sports Camps coordinator and the deposit invoice paid in full. Until such time that this occurs, the booking will remain tentative.

The AIS reserves the right to cancel any tentative booking should the signed Booking Agreement not be returned or deposit not paid in full by the due date.

Cancellations and reductions

All full cancellations and partial cancellations (reductions) must be communicated and acknowledged in writing.

If a booking is cancelled or reduced the client shall pay the cancellation fees as set out below.

Please note, for the purposes of this policy:

- days are calculated from the first day of the booking;
- the Estimated Total Cost refers to the total estimated cost of the booking as identified in the Booking Agreement.

More than 90 days

If the booking is cancelled, the deposit will be refunded less a \$200 cancellation fee.

If the booking is reduced by more than 50% of the initial Estimated Total Cost, an administration fee of \$200 will be charged and added to the final cost of the booking.

90 - 46 days

If the booking is cancelled, 50% of the deposit will be refunded.

If the booking is reduced, a fee equivalent to 10% of the reduction in Estimated Total Cost will be charged and added to the final cost of the booking.

45 - 8 days

If the booking is cancelled, 100% of the deposit will be forfeited.

If the booking is reduced, a fee equivalent to 20% of the reduction in Estimated Total Cost will be charged and added to the final cost of the booking.

7 days – Start of booking

If the booking is cancelled or reduced, the full Estimated Total Cost of the original booking is payable, less any deposit already paid.

Cancellation of facility hire only bookings

The following cancellation information is for the cancellation of facility hire only bookings. This information does not apply to events, functions, conference, camps, day visits, accommodation and carnival bookings.

More than 30 days

No cancellation fee will apply.

30 - 15 days

50% of the facility fee will be charged.

14 days to start of booking

100% of the facility fee will be charged.

The AIS is committed to providing world class facilities available for public and community use. Where the AIS cancels a facility booking for a facility hirer, the AIS will provide as much notice as possible. If the AIS is unable to provide more than 14 days notice for a facility hire cancellation, the AIS will provide the hirer with a free of charge alternative booking to equal or lesser value.