

## Deposit, Cancellation and Reduction Policy

### *Confirmation of booking and deposit payable*

A deposit of 20% of the Total Fee, as identified in the Booking Confirmation, 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 Confirmation 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 Confirmation 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 Total Fee 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 Total Fee, 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, 10% of the Total Fee of the original booking is payable as a cancellation fee, less any deposit already paid.

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

**45 - 8 days**

If the booking is cancelled, 20% of the Total Fee of the original booking is payable as a cancellation fee, less any deposit already paid.

If the booking is reduced, a fee equivalent to 20% of the reduction in Total Fee 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 Total Fee 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.