

Community facilities hire Frequently asked questions

Do you supply cutlery, plates or glassware at any of the venues?

Cutlery, plates and glassware are not provided at any of the community facilities. Hirers are required to supply their own.

What is the capacity of the room? Is this standing or seating and does it only include adults?

The capacity of each room is based on people standing, which includes adults, children and babies. Venue capacities are regulated by the City's Environmental Health department.

Can I set up the room prior to my booking time?

When organising your function, please remember to include any set up or pack up time within your booking. All deliveries and collections to the venues must also be included in this time. Hirers will not be able to prepare or drop-off items outside of the booking time.

If toilet paper or soap runs out, is there any stock left at the premises?

Typically toilets will be well stocked with soap and toilet paper. Excess toilet paper will need to be supplied by the hirer.

What is the expectation of how the venue is to be left?

All rooms must be left in a clean and tidy condition with no equipment left in the room. Floors are to be swept. Tables and chairs should be wiped and returned to the designated storage areas. Food is to be removed from the fridge. All rubbish needs to be placed in the outside bins. If the outside bins are full, excess rubbish is to be removed from the premises by the hirer.

Can I view the venue before hiring it?

Prospective hirers are encouraged to view the facilities before hiring. Viewings can be made during business hours, Monday to Friday 8.30am to 4.00pm by contacting the Bookings Officer on 6229 6600.

I'm planning a party. Is there any availability at Tom Dadour or Subiaco Community Centre?

Functions where alcohol is to be served are to be held at either Palms Community Centre or at Shenton Park Community Centre. Alcohol cannot be served or consumed at our other venues.

I'm selling alcohol at my function. Do I require a Liquor Licence?

Yes you do. When you have obtained it, we require a copy of the relevant permits before the booking can be secured.

I'm selling tickets to my function, and as part of that ticket price guests will receive a glass of wine/beer upon arrival. Do I need a Liquor Licence?

Yes you do. When you have obtained it, we require a copy of the relevant permits before the booking can be secured.

Can alcohol be consumed outside of the venue?

Alcohol must be consumed inside of the Palms Community Centre or Shenton Park Community Centre. If hirers wish to use the grass area outside of the Palms Community Centre (Nicholson Road Reserve), relevant permission must be sort from our Parks & Environment team. You can discuss this further with our Bookings Officer.

How much is the bond?

The bond amount you are required to pay is dependent on the risk level of your function. For example, if your function involves a large number of people and the consumption of alcohol, your bond will be higher than a meeting with only a few people. Bonds are set in accordance with the City's fees and charges.

How do I pay for the hire of a venue?

You will be sent a tax invoice with the details for payment via credit card or BPoint. Payment must be made 14 days prior to the date of your function or booking.

How long will it take for my bond to be returned to me?

Providing there is no reason for the City to retain the bond, refunds are transferred back in to your bank account via Eftpos. Bonds are refunded approximately two to three weeks after your booking.

Can I open the side doors at Shenton Park Community Centre to allow my guests to access the outdoor courtyard?

Access to the courtyard at the Shenton Park Community Centre is not permitted. This area is a leased space and is exclusively for the use of the tenant.

Do you offer a discount for charity groups?

Yes, groups with a certificate of incorporation or charity groups are eligible for a 60 per cent discount off the full hire fee. This is in accordance with the City's fees and charges.

Do you offer a discount for locals?

Yes, Subiaco residents, ratepayers or organisations that operate within the local government area are eligible for a 10 per cent discount off the full hire fee. This is in accordance with the City's fees and charges.

Are your venues wheelchair accessible?

Yes, all of the community centres are accessible for individuals in wheelchairs.

What is the latest (and earliest) I can hire a venue?

Venues can be accessed from 8am. Due to noise and environmental health restrictions, all music must cease at midnight and the premises must be completely vacated by 1am. You may not re-enter a facility the following morning unless prior arrangement has been made with the Bookings Officer.

I would like to hire a jukebox and some additional party equipment, but it can only be collected on Monday. Can I leave the equipment at the venue?

All deliveries and collections to the venue are to be included in the time that you have booked. It is not possible to store any equipment on the premises.

How do I pick up and drop off the keys to the venue?

All key pick-ups and drop offs are managed through Lords Recreation Centre. Keys can be collected one hour prior to your booking and can be dropped back one hour after, unless prior arrangement is made. In the event that Lords is closed before the conclusion of your booking, the key can be returned the following day.

Can I bring animals, bouncing castles and the like to the venue?

Animals and amusement rides are not permitted inside the City's venues. If you are hiring at the Palms Community Centre, please speak to the Bookings Officer if you plan to use the grassed area outside the venue for additional activities. It is a requirement that this grassed area is booked, and this can be done via the City's Parks and Environment team.