



Event Logistics

Venue Management

Updated November 2025

CITY OF SYDNEY



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Timing

Hours of operation

The City of Sydney's venues operate as per their individual development application conditions and plan of management.

The Sydney Town Hall is available to be booked at any time during a 24 hour period, subject to availability and in line with minimum booking hours.

The City of Sydney's venues are managed by the venue management team who operate on during normal business hours. Outside of this, the City of Sydney's venues are staffed during event hours by operational staff only.

Event timing

The start and finish date and times of the event are those which are confirmed to the hirer in their contract.

These are the hours between which the event can take place, which have been paid for by the hirer, and for which the hirer has exclusive use of the room / space unless otherwise stated.

These are the hours between which the hirer can gain access to the building (including for deliveries).

Hours either side of the booking are available to be booked by other parties and the ability to extend the original booking will be subject to availability and other factors including cleaning, set-up / pack-down and maintenance.

Set-up

The venue will be set-up as per the agreement between the City of Sydney and the hirer and stated within their event rundown.

Set-up will be completed to the extent that it allows for the hirer safe and clear access to complete their bump-in / pre-event activities including deliveries, set-up, decoration and rehearsals.

During the hirer's pre-event activities, some additional or minor set-up may be take place.

The hirer must specifically request for the room to be completely set-up prior to their arrival and confirmed in writing by venue management.

Pack-down / strike

Pack-down is the re-arrangement and relocation of furniture and equipment used as part of the event.

Pack-down may commence during the hirer's period of bump-out but will allow the hirer safe and unencumbered access to complete their bump-out / post-event activities.

Pack-down may also form part of or encompass the set-up for proceeding events.

Venue Management does not guarantee the removal of any / all furniture and equipment, nor an empty room during the bump-out / pack-down period.

Depending on the event, venue management may not commence pack-down until after the hirer has completely vacated the building.

Bump-in

Bump-in relates to the time for the hirer to access the building and complete their pre-event activities.

Bump-in is included in the span of minimum hours for venue hire.

Bump-in is chargeable and commences from the time the hirer accesses and occupies any part of the building, not just the booked venue.

Bump-out

Bump-out relates to the period of time for hirers to pack-up and dismantle equipment and complete any tasks necessary to vacate the building.

Bump-out hours are included in the hirers span of minimum hours for venue hire, or where pre-booked, in addition to.

The hirer is not permitted to extend their time beyond the confirmed bump-out time to complete any of the aforementioned tasks in regards to packing-up, and should factor in enough time to complete these.

The hirer must arrange adequate persons to complete all tasks and arrange any 3rd parties to complete bump-out as per the agreed schedule.

Failure to vacate the building at the agreed time in which doing so adversely impacts the City of Sydney or proceeding hirers may result in forfeiture of bond.

Additional hours

Where additional hours are booked in advance, venue management will make all necessary arrangements to accommodate the booking.

Where additional hours are requested on the day / night of an event, if availability and staffing capacity permits, venue management may at its discretion accommodate the request for additional hours. This will be determined on case-by-case basis.

Where this is the case, the hirer will pay the hourly charge and any associated costs including labour associated with the additional hours.

Where this is the case, venue management does not guarantee any previously confirmed pricing in regards to labour hire and will pass on the rate of any additional incurred expenses.

Where availability and/or staffing does not permit the extension of additional hours, venue management reserves the right to refuse the request and the hirer is obligated to adhere to the originally agreed event hours.

Where bump-out runs over the confirmed time the hirer will be charged for the additional hours and any associated labour costs.

Use of additional space

The hirer is not permitted to annex or use any additional unbooked / available space and are responsible for ensuring that their attendees remain in the areas which the hirer has booked and paid for.

Where the hirer or their attendees use other available spaces not booked by them, the hirer will be charged for the use of those spaces irrespective of how little or how much they used them.

Personnel

Event management

On the day of the hirer's event, a person appointed by venue management will be the primary point of contact for the hirer on the day, referred to herein as the event manager. They will manage and run the event ensuring that all aspects are per agreement and schedule.

The event manager has the authority to make decisions of the day of event on behalf of the City of Sydney including but not limited to safety, security and in line with the terms & conditions laid out in this document.

The event manager acts as the coordinator between City of Sydney staff and 3rd parties engaged by the venue management on behalf of the hirer.

The event manager retains authority on behalf of the City of Sydney to manage any and all external 3rd parties including those engaged by the hirer. This may include taking action, providing direction or any other such action deemed necessary. However, the event manager does not manage 3rd parties on behalf of the hirer as this remains the hirers responsibility.

The identity and contact details of the event manager will be communicated to the hirer in advance of their event.

Other event management personnel (including operations manager, event coordinators, and the business development / sales team) work normal business hours Monday to Friday.

Front of house staffing

Front of house staffing relates to staff engaged by venue management to perform services to facilitate the event. This includes event staff, catering, ushers, crew, security, cleaners and technical services staff.

At all times front of house staff report to the person appointed by venue management to manage the event.

Front of house staffing will be on-site in order to facilitate the event which may include hours outside of booked hours in order to facilitate set-up / pack-down.

Front of house staff are rostered to complete specific tasks in order to facilitate the event. Please be advised that any changes requested on the day may impact the ability of staff to complete their tasks and will be accommodated subject to availability and may incur additional charges.

The charge for staff is exclusive of venue hire. Where this is the case, charges will be advised to the hirer in advance and include a minimum number of hours chargeable.

The number of prescribed personnel required for an event is based on the type of event and the spaces used within the building. Venue management reserves the right to change or amend the number of required personnel as it deems necessary for the safe and effective provision of the event.

Additional staffing charges apply for ticketed events that include reserved seating, or when event requirements exceed the normal operation of the venue.

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Technical services

In general, venue management maintains a flexible attitude towards minimum venue crewing. We prefer not to state policy but tailor venue requirements around the client. The technical services team will determine the minimum crewing for your event depending on circumstances.

Technical services are provided exclusively by venue management.

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For budgeting purposes use this guide:

If you hook up to power, you will be required to have a City of Sydney technical services staff member on duty at all times.

If you use venue equipment, a City of Sydney technical services staff member will be required to at least supervise your use of that equipment even if you do not require them to actually do anything

If you are using the winch or motor system, a City of Sydney technical services staff member is required to operate the system.

If rigging points are required, a City of Sydney technical services staff member is required to provide access for rigging and monitor the works.

Your production staff are not permitted in the venue at any time without at least one City of Sydney technical services staff member on duty.

The setup and operation of the Sydney Town Hall's technical equipment, including the lighting and sound consoles, is always carried out or overseen by venue management technicians.

In line with the conditions of the City of Sydney award, City of Sydney technical services staff require a half hour break after every 5 hours of continuous work.

Ushers

Ushers are required to provide guidance and information to event attendees and assist in emergency evacuation in the event of an emergency.

A minimum number of ushers managed by and reporting to venue management must be maintained at all times.

The number of ushers required depend on the event layout, number of attendees and spaces used. A general guide for the number of required ushers is as follows:

Situation	Capacity	Usher requirements
Reserved seating	75% \geq (1,500+ seats)	15 ushers
	\leq 75% capacity	1 usher per 130 tickets issued
General admission	Unreserved seating (ground floor only)	4 ushers
	Galleries (1st floor additional)	2 ushers

Two ushers must be positioned at the top of the stairs of the northern and southern galleries for the duration of any event that uses the 1st floor of Centennial Hall.

Security

A minimum number of security personnel managed by and reporting to the City of Sydney must be maintained at all times.

The cost for security personnel is chargeable to the hirer.

The number of security required depend on the number of attendees and spaces used. A minimum number of required Security is as follows:

Capacity	Security Personnel Required
Less than 200 guests	2
201 – 600 guests	4
600 guests or more	6

Fire wardens / fire isolation

Where the use of water-based smoke machines, hazers, or any other effect that results in major particle release such as smoke, dust or mist will require isolation of the emergency alarm system.

A minimum of two fire wardens will be required for the total duration the machines will be in use and are required for 60 minutes prior to isolation and 60 minutes after the device is switched off to allow for the room to clear.

Fire wardens will be arranged by venue management and the charges passed on to the hirer. The hirer is not permitted to engage a 3rd party to perform the fire warden role of activities.

Arrangements for fire isolation must be advised to venue management no less than 28 days prior to the event.

Additional charges apply for this activity.

Please refer to the City of Sydney's revenue policy for current rates.

External providers

Hirers are not permitted to independently appoint 3rd party staff without the expressed permission in writing by venue management.

Where venue management permits the hirer to engage 3rd party staff, the management of those staff will be determined in agreement between venue management and the hirer.

Under no circumstances will venue management permit the dilution of mandatory minimum staffing levels by supplementing with 3rd party staff engaged by the hirer.

Under no circumstances will venue management permit 3rd party security services to oversee or manage an event, unless those security services are engaged on behalf of a VIP or dignitary, or through NSW Police, or the Australian Federal Police and authorised by the City of Sydney's chief of security.

Attendees

Responsibility for attendees

The hirer is responsible for ensuring that attendees of their event and their behaviour do not impact in any way other events, spaces, building users or the general public.

VIP guests

Specific arrangements for VIP attendance at Sydney Town Hall should be discussed with venue management at the earliest possible convenience, and no later than 3 business days prior to the event, and detailed in the events safety management Plan.

Building capacity

The hirer must ensure that the number of people attending their event does not exceed the capacity of the venue that they have booked at any time.

Despite information being available elsewhere stating the capacity of a room / space / building; the capacity stated on the event contract is the maximum number of people permitted to enter the room where the event is being held.

Expected / guaranteed numbers

Guaranteed numbers relates to the number of attendees that the hirer agrees to pay for irrespective of whether or not more or less attendees materialise on the day / night.

Expected numbers relates to the number of attendees that the hirer expects will turn up above the Guaranteed number but which the hirer will only pay for if they materialise.

Expected numbers will be clarified and agreed between the hirer and venue management on a case by case basis.

Notice period for confirmation

Where catering is being provided by venue management, at the time of signing the event contract, the hirer should confirm the number of attendees, after which all changes are subject to capacity / availability.

Changes to the guaranteed / expected number of attendees is permitted up to 14 days prior to the event.

Within 14 days, no decreases in the number of guaranteed number of attendees is permitted.

Within 14 -7 days, increases in the number of guaranteed covers will be permitted, and will be charged at the same rate.

Changes to attendee numbers

Where there are changes to attendee numbers inside of 72 hours the hirer will be liable for any expenses associated with the change.

Where the number of attendees reduces, the hirer will be liable for the cost of providing services, food, beverage or otherwise to the original number.

Where there is an increase in attendees, the hirer will be responsible for the cost to facilitate service, food, beverage or otherwise for those people. Additional costs may be incurred due to changed or increased costs of being able to do so.

Where there is an increase in attendees, there is no obligation to provide the same services, food, beverage or otherwise at the previous confirmed rates, and all increases will be subject to the rate on the day as determined by venue management.

Exclusion of liability for additional attendees

Where a certain number of people have been confirmed as attending, if at the time of the event that additional people turn up the venue management reserves the right to deny access.

If access is permitted, additional costs may be incurred by the hirer and will be decided upon by venue management on a case by case basis.

Where additional people have been permitted access, venue management will do its utmost to provide additional settings, equipment and seating. in a timely fashion. However, the City of Sydney waives all responsibility in regards to the satisfaction of attendees or impact that facilitating last minute arrangements may have on the overall event.

In regards to a catered event, where a certain number of people have been confirmed as attending, if at the time of the event that additional people turn up, where possible venue management will try to cater to those additional people. Where this is the case, venue management will do its utmost to provide food and beverage to the same or similar

standard but does not guarantee the same items as previously confirmed menu's.

Suppliers, contractors & 3rd parties

Permission

In consultation between venue management and the hirer, venue management may permit the use of external contractors by the hirer for various goods and services as part of their event that venue management cannot supply. Please discuss with our team prior to organizing 3rd party services.

Security

The City of Sydney does not permit the use of external contractors for security personnel engaged by the hirer. All security personnel will be engaged by venue management and any associated costs charged to the hirer.

Responsibility

The hirer is responsible for any damage caused by the approved engagement of external contractors or 3rd parties on their behalf. This includes damage done to the building, furniture, fixtures, equipment, AV, or otherwise.

Hirers are also responsible for cleanliness issues created or caused by their suppliers, contractors or 3rd parties for which the hirer may be charged additional fees to service.

Work health & safety

The hirer must ensure that all agents, employees and contractors are familiar with the requirements of any applicable occupational health and safety legislation and must comply with the City of Sydney's work health & safety policy while on the City's premises.

A copy of the City's WHS policy can be obtained from cityofsydney.nsw.gov.au or provided by venue management upon request.

Access

Accessing / vacating

The hirer and their attendees are not permitted to enter the room / building / venue / space prior to their confirmed time, or to exceed the allocated time of their booking.

Any additional hours will incur a charge.

All persons must have left the building by the end time as confirmed in the event contract, or in the event that additional hours are required, by the agreed extended time.

The hirer shall leave the venue, its facilities and equipment in a clean, safe and proper condition as at the commencement of the hiring, to the satisfaction of venue management, and will remove all goods and equipment brought in by the hirer in accordance with any direction of the City.

The City of Sydney shall not have any liability in respect of loss of or damage caused to goods left in the venue.

Entrances / exits

Entrances and exits can be designated as the entry / exit point for a specific event, and may be controlled by tickets or require some form of identification that the person is attending that event.

Where entrances / exits are designated and controlled by the hirer or their representative, the hirer has the right to refuse entry to any party or person not involved in their event, with exceptions.

Accessibility

Sydney Town Hall is an accessible venue which has wheelchair access to most areas of the building. Specific accessibility requirements should be advised to venue management at minimum 3 working days in advance in order to facilitate arrangements.

Wheelchair access to Sydney Town Hall is via the Druiitt Street entrance. An intercom is located at the door to gain access.

Where, due to the attendee demographic an additional entry at Druiitt Street is required to provide accessibility access throughout the event, additional charges may be applicable.

Directional signage for accessible access is located around the building perimeter.

Vehicle drop-offs and pick-ups for accessible patrons can be facilitated via the Druiitt Street forecourt as required.

Access to the stage for wheelchairs is available by a garaventa wheelchair lift.

Right of admission / refusal of entry

The right of admission is reserved for City of Sydney staff including venue management, Security, WHS, or any member of the executive team, their service providers including caterers, security, cleaners or other crew, and Councillors and their staff.

The right of admission is reserved for any persons from emergency services such as NSW Police, NSW Fire & Rescue, NSW Ambulance, NSW Counter Terrorism Unit requiring access to the building for any reason.

The right of admission is reserved for persons attending official Council meetings and may include members of the public. Most frequently these meetings will take place on Monday afternoon and evenings. Where this is the

case, venue management will assist with coordinating access for those persons with minimal impact on the hirers event.

The City of Sydney's authorised staff may enter and inspect the venue or any part of it at any time.

Shared space

Sydney Town Hall is a shared space housing different rooms within the same building where multiple events and activities may be booked to take place at the same or similar times, and who may use the same common areas at the same time.

Sydney Town Hall remains a working building at all times, which means that common areas may be used by City of Sydney Staff, Councillors and approved members of the public for access / egress whilst events are taking place.

Shared spaces and corridors cannot be exclusively booked by any one party. Entry and exit points can be designated for specific events and are referred to in the section on "Access".

While venue management does take all care to inform all parties of activities and events that may be taking place in adjacent rooms or within close proximity, venue management is not responsible for how hirers use those shared spaces or the impact that another hirers actions may have on one another.

Paths of travel

Free and unencumbered paths of travel, or alternative routes must be available to all areas of the venue at all times.

At times where events are taking place that may hinder passage, then an appropriate alternative route must be identified and made available (including the use of signage and barricades if required to aid in directing the public). In these instances, consideration must be made for people with disabilities.

Where alternative routes are required, these must be approved by venue management in advance.

Site inspections

During load in, rehearsal and load out period of an event, site inspections may be conducted by a member of venue management. Any objections must be notified 7 days prior to the event.

Loading Dock

Loading / unloading

The loading dock is to be used for loading / unloading only, with vehicles permitted to stop only whilst items are loaded / unloaded.

Once items have been loaded / unloaded, vehicles and drivers must depart the dock. Any work required to be completed on City of Sydney property by the person for an extended period of time will require them to park their vehicle in an appropriate parking spot / station off property.

The hirer, their attendees, and 3rd parties / suppliers / contractors are not permitted to use the loading dock for parking for any longer than the minimum time necessary to unload.

Vehicles are not permitted to drive on the paved area and vehicles must remain on the bitumen area only.

Loading dock location

The main loading dock for the Sydney Town Hall is located on Druitt Street and is accessible via a boom gate.

Access

Vehicles less than 3.7m high and under 8m long will be permitted access to the loading dock from Druitt Street.

Entrance to the loading dock is from the upper driveway located at the eastern end of Druitt Street and leave via the lower driveway.

Vehicles over 3.7m high and under 8m long are only able to access the loading dock via the lower driveway and must reverse in. Traffic controllers engaged by venue management are required and additional costs may be incurred.

Where due to height or length, vehicles require access at the lower driveway, the hirer is responsible for any additional fees incurred in facilitating traffic management.

Timing

Deliveries will only be accepted in relation to events taking place on that day only.

Access to the loading dock will only be provided in line with the loading dock schedule between the event hours booked by the hirer.

Deliveries made outside event hours will not be accepted.

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All deliveries coming into the loading dock should contact the stage door attendant on 0448 091 079 on approach.

All vehicles must vacate the loading dock by the time

All delivery vehicles over 3.7m high / under 8m long can only access the loading dock between midnight and 06:00 which may incur additional costs for event hour, traffic controllers and / or staffing. Details must be provided to venue management as part of the loading dock schedule.

Loading dock schedule

A loading dock schedule must be provided to venue management 5 business days prior to the event.

This schedule must include the time of arrival, type of vehicle including number plate, make, length and load capacity, driver contact details including name, company, mobile number, and what items the person is to load / unload.

Drivers / deliveries not included in the loading dock schedule will not be permitted access to the loading dock.

Loading dock management

Venue management reserves the right to refuse entry to any driver / delivery (including those scheduled) due to congestion or capacity of the loading dock or for safety reasons.

Venue management reserves the right to request any driver / delivery to relocate, move on or depart the loading dock.

Where drivers / deliveries refuse to relocate, move on or depart the loading dock or have abandoned their vehicle, cannot be located, or who in the opinion of venue management have unnecessarily parked their vehicle in the loading dock may be fined as per the Local Government Act or towed at the owner's expense.

Deliveries

Deliveries to the venue prior to the room hire commencement will not be accepted unless prior arrangement has been made with venue management. Additional charges may apply.

As per the terms and conditions of hire and schedule of additional services and charges, no liability will be accepted for the loss or damage of goods while on site.

All deliveries to the building are to be scheduled by the hirer, with the details submitted to venue management 5 working days prior to event commencement.

Venue management reserves the right to refuse any unscheduled deliveries to the building.

All deliveries should be clearly labelled with the event and clear contact details. Deliveries should be addressed as follows:

Sydney Town Hall Venue Management

Event Name:

Event Date:

Sydney Town Hall (Corner of George and Druiitt streets)

483 George Street

Sydney NSW 2000

Phone: 0448 091 079

Building access dimensions

Access point	Dimensions	Measurement
Druitt street boom gate	Width	4.5m
	Height	NA
Druitt street loading dock roller shutter	Width	3.5m
	Height	3.8m
Druitt street loading dock roller shutter door to boom gate	Length	3.1m
Lower Town Hall entry door from dock	Width	2.9m
	Height	2.5m
Passenger lift (from loading dock to both Centennial Hall ground floor and gallery level)	Maximum weight	1,292kg
	Length	2.0m
	Width	1.0m (internal 1.3m)
Goods lift (for access from Druitt street Loading Dock to Centennial Hall ground floor and Kent street loading dock)	Maximum weight	3,275kg
	Length	5.5m
	Width	2.3m
	Access height	2.1m
Town Hall House loading dock 1 (enter via Kent street)	Width	3.0m
	Height	4.5m
Maximum vehicle length allowed in the loading dock		Under 8m
Vestibule doors	Width	1.3m (with handles)
		1.45m (with handles removed)

Equipment

Provision of equipment

Venue management provides what it considers to be all of the necessary equipment to facilitate an event. This includes furniture including tables and chairs, fixtures including stages and risers, and equipment including technical, audio, lighting and service items.

Unless specifically requested by the hirer, or communicated by venue management, venue management considers that it has the necessary equipment to facilitate an event.

If the hirer requires the use of a specific piece of equipment it is their responsibility to ensure venue management has it in their possession.

Technical equipment are to be provided by Venue Management's Technical team.

Equipment hire

Furniture items are included in the venue hire price, whilst other items such as fixtures and equipment may incur additional hire charges.

Where a piece of equipment is not in venue management's possession, it may procure or hire this item and charge the hirer at a rate to be determined at the time.

Whilst venue management takes all efforts to ensure the working order and quality of its equipment, it makes no guarantees about its availability, quality or performance on the day / night of an event.

Equipment availability

Where a piece of equipment owned by venue management and required for an event breaks down and is unavailable, venue management will make all efforts to secure a replacement at its expense.

Where a like for like quality piece of equipment has been sourced, applicable hire charges for the original piece of equipment will remain.

Where a piece of equipment owned by venue management and required for an event breaks down but a replacement is unable to be source, venue management will communicate this to the hirer and any hire charges waived.

Venue management provides a range of equipment for the use in the venue but in the situation of multiple users in the same building; cannot guarantee its availability, cleanliness or condition.

Equipment Damage

Any damage to equipment found to have occurred during an event and attributable to the hirer or their attendees may be charged in part, whole or additional costs against the hirer's bond for the repair or replacement of damaged items.

The assertion of responsibility and cost for the repair of damages will be at the discretion of venue management.

Hirers equipment / items

The hirer will be permitted to bring in pieces of equipment / items provided that it is not in conflict with non-

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permissible or those listed as substitutable items laid out in this document.

Where hirers bring their own equipment, it is the hirers responsibility to load in / out, move, set-up / pack-down and remove this equipment from the venue.

Where the hirer requests venue management staff to handle their equipment, it will be at the discretion of venue management as to whether or not it will agree to this request.

Where it does agree additional charges may be applicable.

Where venue management agrees to handle the hirers equipment, whilst venue management staff will take all reasonable care the hirer agrees to waive all liability and the City of Sydney is not responsible for any damage, loss or otherwise that occurs to the equipment.

The safety and security of hirers equipment while on council property remains the responsibility of the hirer at all times.

Venue management reserves the right to instruct or direct the use, operation or maintenance of the hirers equipment whilst on City of Sydney property.

Substitutable equipment

Hirers are not permitted to supply their own equipment where the same or similar piece of equipment is available / hireable from the City of Sydney.

Where the hirer wishes to substitute an item such as a chair, an application must be made to and agreed by venue management, which will be done on a case-by-case basis.

Where venue management does agree, the terms and condition as listed in the hirer's equipment / items section will apply.

Storage

Storage

The City of Sydney venues does not provide storage of hirers items prior or after their event.

The City of Sydney is not responsible for damage / theft / loss / that may occur to any items left in its care for storage.

Lost and found

Where items are reported as lost after an event has concluded and building secured, venue management staff only may enter, examine and search the venue for lost property.

Any property on being found will be registered and disposed of in accordance with venue managements lost and found guidelines.

All lost and found items at Sydney Town Hall will be held for up to 4 weeks in a secure storage area.

Property not claimed within four weeks by the owner will be disposed of.

For any lost property enquiries, please call venue management on 9265 9282. The City of Sydney is not liable for the damage / theft / loss to any items.

Left items

Belongings, equipment, decorations, items and other possessions belonging to the hirer or their attendees are not permitted to be left in the venue after the event unless the hirer has booked the venue for the concurrent period.

The City of Sydney does not guarantee the safety, security or care for any items left behind.

Cleanliness

Cleanliness and condition

Venue management will take all reasonable care and preventative actions to limit the impact from one event to another in regards to condition and cleanliness.

Whilst venue management engages cleaners to service the venue before, after and throughout events, due to the nature of the business venue management cannot guarantee that actions and activities carried out by other parties may not impact the condition and cleanliness of the venue.

Hirer's obligations

The hirer is expected to be respectful of the City of Sydney's facilities and is responsible for keeping the venue and surrounds in a clean and tidy condition through the duration of their event (including bump-in / out).

The hirer is expected to limit the activities and mess to the least possible requirement for additional cleaning.

The hirer is responsible for communicating these expectations to their attendees, 3rd parties, contractors and suppliers, and will be liable for any additional cleaning costs incurred as a result of their actions.

General cleaning

A general clean of the venue is carried out before and after the hirer's event, and is included in the venue hire fees.

Event cleaning

During event hours (excluding bump-in/out) the hirer must pay for all additional cleaning services to clean bathrooms, common areas and clean-up spillages etc.

Cleaners are not responsible for cleaning items belonging to the hirer, their guests or 3rd parties.

Additional cleaning

Where the set-up or pack-down activities are known and expected to require additional cleaning, the hirer must notify venue management 3 working days in advance or at the earliest possible convenience.

In the event that additional cleaning is required outside of normal cleaning schedules or where the duration of the cleaning is significantly increased due to the state that the room has been left by the hirer, venue management may charge part, whole or additional costs against the hirer's bond.

Where additional cleaning is required between bump-in and the event, this will be arranged subject to availability and at the hirer's expense.

Maintenance / damage

Additions or alterations

The hirer, their attendees, and any 3rd party / supplier / contractor engaged on behalf of the hirer are not permitted to make any physical alterations or addition to the facilities, structure, equipment, goods or decoration of the venue.

This includes nails, screws, tape or other fastenings that may driven in to or attached to the walls, floors, furniture or fittings.

Routine maintenance

The City of Sydney's properties team will carry our routine planned and reactive maintenance as necessary.

Whilst venue management and properties teams will do its utmost to action maintenance requirements in a timely manner, it does not make any guarantee in regards to the timeframe for repair or rectification.

Damage

Any damage (including breakages, scratches, nicks, stains, marks, etc.) that does occur as a result of the actions or activities of the hirer's event, their attendees, or can be reasonably assumed to have been caused during a specific event, venue management may charge part, whole or additional costs against the hirer's bond for the repair or replacement.

The assertion of responsibility and cost for the repair of damages will be at the discretion of venue management.

In the event that damage does occur, the repair of such will be carried out by the City of Sydney's properties team and any costs passed on to the hirer . The hirer will not be permitted to rectify the damage themselves or engage a 3rd party to complete the work.

Found damage / cleanliness

In the event that the hirer discovers issues of cleanliness or damage which they believe is not attributable to their event, the hirer must contact event manager as soon as possible.

Recording (photographing) the issue when found will be advantageous.

Venue management reserves the right to determine the cause and take appropriate action.

Waste / rubbish

Bin provision

The City of Sydney provides rubbish bins in common-space locations throughout the venue and depending on the event inside the rooms.

Hirer's responsibility

The hirer is responsible for ensuring that any waste generated brought into the venue by themselves or their 3rd parties / contractors / suppliers is placed in the appropriate rubbish bins or removed offsite.

The hirer is expected to minimise their amount of waste and only bring what is absolutely necessary (ie: minimum packaging) into the venue.

The hirer is expected to sort their rubbish into the appropriate bins.

Venue responsibility

Venue management are responsible for removing waste and rubbish items generated as part of an event.

Excessive rubbish

In the event that rubbish exceeds the bin capacity, the hirer is responsible for removing the excess rubbish.

Upon agreement with the event manager, this may take place at the conclusion of the event, or where the rubbish is of such a quantity that it impacts safety, security, blocks exits, takes up additional space or impacts the event itself, the hirer may be required to remove it off site immediately.

Where the hirer is unable to remove the rubbish, additional charges may be imposed for its removal.

Waste sorting

Where items have not been appropriately sorted or waste not removed, venue management may charge part, whole or additional costs against the hirer's bond for waste handling.

The hirer is responsible for flat-packing / squashing boxes to maximise capacity. Where this is not done, additional charges may be applicable.

The City of Sydney does not accept any Styrofoam. All Styrofoam boxes / containers must be removed from the venue by the hirer at the end of their event.

Single-use items

The City of Sydney has implemented a range of initiatives in regards to reducing its waste and encourages all events to eliminate where practical single use plastics.

Unless applied to and agreed by venue management, hirers are not permitted to use the following items:

Event Logistics

- Bottled water
- Plastic straws
- Plastic serveware (including items made from expanded polystyrene)
- Plastic utensils
- Promotional flyers
- Plastic single use sampling / giveaways
- Single use cups
- Further details and guidance is available from venue management upon request

Decorations

Effects

Confetti cannons and helium balloons (including indoor and outdoor) as part of or associated with an event are not permitted to be used anywhere inside or outside of Sydney Town Hall.

Streamer canons are only permitted inside the venue but may incur additional cleaning charges depending on the size and scope of the deployment. Venue management reserves the right to charge additional costs for cleaning.

Decoration

Nothing is to be affixed to any part of the interior or exterior of Sydney Town Hall nor tape applied to any of the venues surfaces without venue management's explicit approval.

Venue management reserves the right to refuse the use of any material in or around the building.

Please note that only the approved Sydney Town Hall Heritage tape is to be used on the flooring inside the venue.

Smoke machines

Smoke machines are not permitted to be used inside the venue as they are highly likely to set off the smoke alarm.

If they are used externally, all care must be taken to ensure that they do not blow inside and set off the smoke alarm.

Where the smoke alarms are activated the hirer is responsible for any penalties or charges incurred by NSW Fire & Rescue.

Oil-based smoke machines are not permitted inside or outside of the venue under any circumstances.

Draping

The hirer is responsible for ensuring that any material used as a curtain, blind, signage, flag or any similar décor in any part of the venue, including the stage must have a flammability index (based on a formula in AS1530.2) of no greater than 6, consistent with the BCA NSW specification C1.10.

Each item must have a label affixed to it indicating, in legible characters:

- a) Name of manufacturer
- b) Trade name and description of materials composition
- c) Retardant treatment (if any), name of applicator and date of application
- d) AS 1530 Part 2 and/or AS/NZS 1530 Part 3 test number and its flammability, spread-of-flame and smoke

- e) Developed Indices
 - f) Approved methods of cleaning.
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Presentation standards

Where in venue management's opinion the hirer has displayed or installed any item which it feels is detrimental to the overall look, feel or aesthetic to the venue, the City reserves the right to may require the hirer to remove it.

This may elate to any material including cartons, boxes, hand written signs and display materials) which are visible to the public or in a public location.

In these situations, the request will be made directly to the hirer who must comply immediately with any such request.

Signage

Compliance

The hirer must comply with venue managements standards of signage and promotion.

Venue management reserves the right to reject, refuse or remove any and all signage which does not comply with its standards of signage and promotion.

External signage

The hirer and their attendees are not permitted to externally display any signage, posters, banners or any other display material without prior approval by Venue Management,

This includes the use of cloth / vinyl banners affixed to the building or staked in the ground, pull-up posters or those attached to the wall, or any other advertising / promotional material.

No signage may be tied to or hung from any part of the building, timber or sandstone (railings, banisters, etc.) unless cloth ties are used and prior approval has been granted by venue management.

Internal signage

Signage will be permitted within the venue booked by the hirer provided that it is free standing, or utilises existing signage panels (ie: digital signage).

Text and images for digital signage must be provided to venue management 5 business days in advance of the event and is subject to approval by venue management and system capabilities.

Hirers are not permitted to affix any signage to walls, floors, furniture or fittings where doing so is likely to cause damage to the venue in any way.

A-frames

Two A frames can be provided for events held in the Lower Town Hall.

A Frames content must be professionally made and submitted to venue management 5 business days prior to the event for approval.

Signage dimensions are 900mm x 600mm. No balloons or other decorations may be tied to the A Frame.

A Frames can only be positioned on the bluestone in the Druitt Street Forecourt and must not obstruct pedestrian or vehicle access.

Additional advertising / display

Any requests to 'decorate' the entrance or external fabric of Sydney Town Hall with items such as additional lighting or display items must be applied for in writing to venue management a minimum of 30 days prior to event commencement.

The proposal must include details such as dimension, locations, timings and installation details.

Environment

Pets and animals

The City of Sydney does not permit pets and animals to be brought into the venue, excluding those individuals who require the use of guide dogs or assistance animals.

Pets and animals are permitted in external areas only in accordance with the Companion Animals Act.

The City of Sydney does not permit the use of animals in conjunction with performances or circus acts.

Noise

Noise levels and amplified music must be kept at a reasonable level which will not disturb events taking place in adjacent rooms / buildings or the local neighbours.

Venue management reserves the right to turn down or cease music at any time if they receive warranted complaints, or perceive that the level of noise has the likelihood to lead to complaints. Where this is deemed necessary, the event manager will communicate this with the hirer.

Smoking

The venue has a strict smoke free policy in compliance with the Smoke-free Environment Act 2000, Smoke-free Environment Amendment Regulation 2009 and the Smoke-free Environment Regulation 2007 which prohibits smoking in enclosed public places.

Smoking is only permitted outside the Venue at the designated smoking locations (the location of which can be demonstrated upon request).

Guests or attendees who do smoke must comply with NSW State Government's Smoke Free Policy which states that:

Smoking is not permitted within 4 metres of an outdoor seated dining area or entrance to a venue

Smoking is not permitted within 10 metres of a children's outdoor play area.

Any penalties incurred for breaches of the act which may be enforced by City of Sydney rangers or NSW Police will be the responsibility of the individual.

Venue management and its representatives, security or other persons employed by the City of Sydney have the authority to ask people to cease smoking or to move to the dedicated smoking area.

Failure to do so may be in breach of these terms and conditions and may incur penalties.

Ticketing

Ticketing agencies

Hirers are responsible for making all arrangements with ticketing agencies unless an agreement between venue management and hirer is entered in to.

The hirer must ensure that venue management approves any proposed event floor plan before it is made available for public sale via ticketing agencies (including private agencies Ticketek or Ticketmaster).

Without prejudice to any other rights under this agreement, venue management will instruct both the hirer and the relevant ticketing agency to stop selling tickets if floor plans were not approved by venue management, in which case ticket sales must not resume until such time as a floor plan has been approved by venue management.

The hirer must authorise ticketing agencies to make available whenever requested by venue management information regarding ticket sales.

The hirer must ensure that venue management receives regular reports regarding ticket sales. The reports must be submitted to venue management on a weekly basis from ticket sale commencement.

Venue management reserves the right to liaise with ticketing agencies directly to obtain this information. Breach by the hirer or its agents of the requirements of this clause will entitle venue management to cancel the booking in line with terms & conditions.

Box office

Where a box office is operated, the hirer must open the box office for ticket sales and collections a minimum of one hour before each event.

Passouts / re-entry

The facilitation of passouts and re-entry to an event will be determined by venue management on a case by case basis depending on the type of event and activities, attendee numbers and demographics, and safety and security considerations.

Where passouts / re-entry is permitted, venue management reserves the right to refuse entry to any persons who upon returning to the venue present as intoxicated, under the influence, or whose behaviour in the opinion of venue management staff or security personnel poses a threat to the safety or security of the event.

Where passouts /re-entry is permitted for ticketed events the City of Sydney is not liable for fraudulent access via ticket swapping or other methods.

Ticket management

Management of marketing to and ticketing for customers and brand usage (excluding the use of the City of Sydney's logo and brand image) is to be managed by the hirer.

Event Logistics

Donating patrons and multi-event ticketing to be exclusively managed by the hirer.

Single event ticketing to be managed by the hirer who may at their discretion utilise additional / alternative channels of distribution as they deem appropriate.

Any additional marketing done by the City of Sydney above and beyond the specified activities to be negotiated with the hirer in advance and added as a chargeable service.

Recording

Copyright

The hirer must not infringe or allow others to infringe any copyright, performing right or other protected right involved in any performance or use of the venue.

The hirer must obtain from the Australian Performing Rights Association Limited or any other appropriate person or organisation, all licences or other approvals as required for the performance of any works to be performed.

Recording

The term recording refers to the processes and activities that record sound, vision, performance or activity of persons either in still (photography), motion (filming), or audio form.

Recording of any form is not permitted under any circumstances in bathrooms, changerooms or areas where children gather that are not publicly accessible spaces (ie: areas that are used for children to prepare or congregate similar to a changeroom, rehearsal area, lunch area or the like).

For clarification, it is unlawful for images and video to be taken that are:

- indecent such as photographs taken covertly in change rooms, toilets or other designated private areas
 - for the purposes of voyeurism or to record a person's genital or anal region, or in an otherwise provocative or sexual manner;
 - of persons protected by a court order, for example children subject to court orders or other legal protection
 - used for commercial purposes without the consent of the subject such a person's likeness is used to endorse a product.
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Recording – hirer purposes and responsibilities

The hirer must inform venue management in writing of any intention to photograph, broadcast, televise or record any activity within the Sydney Town Hall for commercial purposes.

The hirer must pay all fees and costs resulting from such activities, and must include in any photography, television or broadcast such material and information that may be required by venue management.

Hirers must obtain permission from a child's parent / guardian prior to taking any recording of a child / young person, particularly if they can be identified and you intend to post the images or video on to social media.

Where hirer will be recording parts or all of their event in any format,

they must advise attendees and seek consent (where appropriate) prior to undertaking recording actions, and must be able to produce evidence of consent if / when requested.

Recording – City purposes

The City of Sydney may take photographs, recordings, and footage of the event or exhibition for its purposes including promotional, marketing, archival purposes and annual reports.

Where the City of Sydney's use will be for marketing purposes advise the hirer in advance of this intention and seek agreement. Where this is the case the City of Sydney will not be liable for any payment or licencing fees.

