

Venue Access Information

Each of Ballina Shire Council's venues have different security access procedures. Please take the time to familiarise yourself with these procedures for the Jingi Wahla Rooms: Ballina Surf Club, prior to the day of your hire.

The Jingi Wahla Rooms at Ballina Surf Club are unstaffed. Management of the venue is via Ballina Shire Council's Community Spaces team, located at the Lennox Community Centre (LCC). The LCC maintains staffed hours of 8.30 am to 4.30 pm, Monday to Friday. Closed Public Holidays.

Accessible Hours:	6.00 am – 12.00 midnight, Monday to Sunday.
Method of entry:	Electronic Fob
Replacement fee if lost:	\$25.00
Procedure:	Please adhere to the following directions to access the centre for your event hire.

1. Prior to your booking collect your electronic fob from the following location:

Ballina Shire Council Customer Service Centre

Cnr Cherry and Tamar Streets, Ballina
8.15 am – 4.30 pm, Monday – Friday

2. Upon arriving at the Surf Club on the day of hire, first swipe your fob past the small black sensor pad, that is located on the right-hand wall outside the upper entry foyer doors (please note it may be open/unlocked during Café hours). This will open the foyer doors and disarm the toilets; foyer and allocated room/s. Lock this main entry door behind you so that people who have not booked the facility are no trespassing.
3. Locate your room/s and unlock it by swiping your fob past the small black sensor pad, that is located on the right-hand wall of the room door.

**Do not attempt to enter any room or area of the centre other than those you have hired.
A fee will be charged if the alarm is set-off and security finds it necessary to attend the venue.**

4. Outside of the centre's standard opening hours, once you are inside the building you will be required to open the foyer entry for any other users that arrive to attend your event. You can do this by opening the doors of the foyer and your associated function room/s by simply pushing the doors, gently, into the open position. They will hold open until you choose to close them.
5. If you do not secure the doors in the open position, you will require the electronic fob to re-enter the building any time you exit it during your hire. To do this, simply swipe the fob over the small black sensor pad again.
6. Upon leaving: close and lock all windows and/or doors including balcony doors and other facility doors; turn off all the lights; lock the door of the hired room by returning it to the closed position; check the toilets and foyer have been vacated; then lock the foyer doors behind you as you leave the building by returning them to the closed position and ensuring they are secure. Please note if the Café has closed since your booking started you will be required to lock the building including the foyer entry doors.
7. Ensure the key is returned to Council and a departure checklist completed.

For after-hours emergencies contact Ballina Shire Council Emergency After Hours: 02 6626 6954
After hours damage to building report to Built Assets on call: 0428 864 445
After hours electrical breakdowns: 0428 865 029
Alarms – CAV Security: 1300 44 10 44