

## VENUE ACCESS INFORMATION

### This is an unstaffed Centre

Accessible Hours:	6 am to 10 pm daily.
Method of Entry:	Electronic Fob and BSC Security Key
Replacement Fee (if lost):	\$50.00
Procedure:	Please adhere to the following directions to access the centre for your event hire.

1. Collect your electronic fob and security key from:  
**Ballina Shire Council Customer Service Centre**  
Cnr Cherry and Tamar Streets, Ballina  
8.15 am – 4.30 pm, Monday – Friday  
Please note you may have to collect your key the day before your booking
2. Upon arriving at the centre on the day of hire, first swipe your fob past the small black sensor pad, located on the left hand wall outside the foyer, which will open the building and disarm the toilets, foyer and allocated room/s. Locate your room/s and access it using the security key provided with the electronic fob.  
**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.**
3. Once inside the building you will be required to open the foyer entry for any other users that arrive to attend your event outside of the centre's standard opening hours. To do this you must press the large **green** button located to the left of the automatic doors, on the inside of the foyer.  
**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.**
4. Upon leaving, lock the door of the hired room then, if after hours, check the building is vacated, closing and locking all windows and turning off the lights before leaving the building. Please ensure that you complete a departure checklist.
5. **IMPORTANT:** Once outside the building you must then swipe your electronic fob over the sensor pad again, whilst holding down the white switch button located directly beside the sensor pad. This will re-arm the alarm to the centre and the rooms you have used. **Please do not re-arm if other bookings are still using the facility.**
6. Fobs and departure checklists should then be returned to Council no later than the next business day.
7. Any fobs lost, damaged or not promptly returned will be charged an additional \$50.00 fee.
8. Report any lost fobs **immediately** to Council or the Community Spaces team.
9. 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