

## Conditions of Hire – UniActive Aquatics Facility

1. All facility bookings for invoiced clients must be requested **in writing** via email to [pulse-aquatics@uow.edu.au](mailto:pulse-aquatics@uow.edu.au)  
If availability is discussed via phone for one-off bookings (as we appreciate there may be an email delay), a follow-up email is required to ensure a written record of the booking request.
2. Prior to use, hirers must **inspect the pool, pool deck, and surrounding areas** for any hazards. Any hazards must be reported to **UniActive staff in writing immediately**.
3. All rubbish must be removed from the facility after each use. **Additional cleaning fees** may be charged if UniActive staff are required to clean the area.
4. **Subleasing of bookings is not permitted.**
5. Hirers must adhere to all **reasonable directions and requests** from UniActive staff or UOW Security. Failure to comply may result in the **loss of current or future bookings**.
6. Hirers must comply with all **UOW and UniActive signage**, facility rules, and safety requirements.
7. UniActive reserves the right to **refuse, relocate, adjust, or cancel bookings** as operationally required.
8. **Cancellations and Amendments**
  1. All cancellations or amendments must be made **in writing** to [pulse-aquatics@uow.edu.au](mailto:pulse-aquatics@uow.edu.au)
  2. Notice periods for cancelled or reduced booking hours are as follows:
    - Invoiced client seasonal bookings: **5 days' notice**
    - Cancellations made with less than the required notice period will incur the **full booking fee**.
    - Where UniActive is not notified within the required notice period, the **full booking amount may be charged**.
  3. UniActive reserves the right to refuse new booking requests or cancel future bookings for casual or invoiced hirers with **outstanding debts or unpaid invoices**.
9. **Payments**
  1. Invoiced bookings must be paid within **14 days** of the invoice date.
  2. Invoicing arrangements are by **prior agreement and approval only**.
  3. Any invoice queries, adjustments, or disputes must be raised **within the 14-day payment period**.
  4. UniActive accepts invoice payments via **direct bank deposit, cheque, EFTPOS, or credit card**.
  5. Remittance advice is requested for all invoice payments, stating the relevant invoice number, and should be emailed to [uniactive-finance@uow.edu.au](mailto:uniactive-finance@uow.edu.au).

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Signature

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Date