



GREATER
SYDNEY
PARKLANDS

Terms and conditions of hire

Western Sydney Parklands and Parramatta Park

The terms and conditions of hire have been developed by Greater Sydney Parklands (GSP) to ensure the safe and equitable use of park facilities and to minimise impacts of activities on other park visitors, nearby residents and stakeholders.

Fees, charges and payment

Fees and charges consist of a site hire fee and in some cases fees for entertainment and other add-ons, and a bond. Unless requested by GSP, private bookings do not attract a bond. In the case of a private booking, the person making the booking is the “responsible person” and is liable for any costs incurred by GSP arising from the booking such as damage to facilities or removal of rubbish after use.

Transmission of an online booking form or submission of a manual application does not guarantee a reservation. Bookings are not confirmed until payment in full has been received by GSP. Partial payment is not accepted.

Cancellations and refunds

If you cancel a confirmed booking, you will be charged a cancellation fee which will be deducted from your refund. All cancellations must be received in writing or via email.

- Cancellation with 5 days or more notice – \$60.00 deducted
- Cancellation with less than 5 days’ notice – all fees forfeited

We do not provide refunds for cancellations on the day because of adverse weather.

We may consider refund requests for other reasons and a percentage or full refund may be offered.

GSP may cancel any booking by telephone, email or in writing to the responsible person. If we cancel a booking a full refund of fees paid will be processed within 10 working days.

Booking errors

If you make an error while booking online and wish to cancel your booking, to be eligible for a full refund you must advise us in writing within 24 hours of you finalising your booking. Any requests received after this time will be treated as a standard cancellation.

Updates to booking information

If you choose to update your booking details after it’s been confirmed an additional fee may apply. All requests must be received in writing with at least 5 days’ notice before the date of your booking.

Postponement

If you choose to postpone your shelter hire after it has been confirmed an additional fee may apply. All requests must be received in writing at least 5 days’ notice before the date of your booking. Any requests received after this time will be treated as a standard cancellation.

Reservations

A sign at the hired shelter will notify other park visitors that the area is reserved for your booking. If you are running late on the day of your booking contact the ranger to ensure your booking is held. If you do not contact the ranger your shelter reservation will only be held for 30 minutes, at which time the area will be available for use by other park visitors. Booking fees will be forfeited and are not transferable to another date.

Promoting your event

The external advertisement and promotion of any event or function must be approved by GSP before publication. We may withhold approval at our absolute discretion.

Public liability insurance

Any organisation that hires an area of the park must provide a copy of their certificate of currency for public liability insurance of not less than AUD \$10 million for the hire to be confirmed.

Individuals who hire an area of the park for private functions are generally not required to provide public liability insurance, although this may be requested depending on individual activities or hiring applications.

Catering, entertainment and other add-ons

Free items (no booking required)

The following items may be used by any visitors to Parramatta Park and Western Sydney Parklands:

- 1 free-standing 3 m x 3 m marquee (must have weights to secure)
- 2 folding tables
- 30 chairs
- small personal decorations e.g. happy birthday banner

Paid add-ons (book online)

The following items may be used at any booked shelter in Parramatta Park and Western Sydney Parklands (fees apply).

- single entertainers: face painters, magicians, clowns, fairies and other performers
- balloon garlands (except helium balloons), cake stands, event backdrops
- portable Bluetooth speaker, PA systems (sound restrictions apply)
- additional 2 folding tables and 30 chairs

Paid add-ons requiring approval (application required)

The following items may only be used at the Gawi and Mana shelters in Parramatta Park and the Acacia and Bung shelters in Western Sydney Parklands, with prior written approval (fees apply):

- additional 3 m x 3 m marquee
- animals or mobile zoo provided for entertainment or display
- amusements and rides such as soft play or giant games
- onsite caterers, coffee carts or spit roasts
- power and generators
- DJs, music ensembles and bands
- signage, including directional signs, banners and displays.

A maximum of 2 paid add-ons per shelter booking. The use of inflatable amusements is not permitted.

Shade structures

Use of 1 free-standing, open*, domestic-size shade structure (no larger than 3m x 3m) or umbrella is permitted on the condition that it's properly weighted down. Pegging of any kind is not permitted. If the conditions are windy or the shade structure is at risk of blowing away, for your safety and the safety of other visitors we may direct you to remove the shade structure. All park visitors are required to follow GSP staff and officer's instructions to dismantle any shade structure, marquee or tent that is not permissible or is deemed unsafe.

Access

The picnic areas are often very busy with visitors including children. For safety reasons, unauthorised vehicles are not permitted beyond the road system within the park track and recreational areas. This includes access to shelters.

Vehicle parking

To ensure visitor safety and access in popular picnicking areas, we operate restricted parking area schemes in several picnicking reserves. Parking is permitted only in marked bays. Bays are marked by signs and symbols and time restrictions apply in some areas. It is illegal to park outside of marked bays or overtime and fines apply for noncompliance. Visitors may contact Revenue NSW for fine enquiries at 1300 130 112.

All vehicles must use designated vehicle access routes to, from and through the parklands and must observe signs and directions and regulations at all times. It is the driver's responsibility to read and abide by traffic signs within the park.

Restrictions apply to buses and a bus access permit must be obtained from the GSP website before buses enter the park. Bus drivers must adhere to the park's traffic management system at all times.

Public barbecues

Public barbecues do not form part of any booking. They are intended for small family groups only and will not service large groups. They are provided for shared use and are free of charge. Please leave them as you would like to find them.

During 'TOTAL FIRE BAN' periods only the park's public barbecues are permitted for use. Fires of any kind are not permitted. On the day of your booking check the NSW Rural Fire Service website (<https://www.rfs.nsw.gov.au/>) for Total Fire Ban status. Heavy fines apply for noncompliance with the Rural Fires Act 1997.

Bonds

Bonds are required for bookings that have approved structures, entertainment, amusements or other add-ons onsite. All school bookings (excluding shelter hire), seasonal bookings and general bookings with over 150 people attending also require a bond.

Bonds are refunded within 4 weeks after the booking date. Bonds are only refunded in full if all booking conditions have been met and the area is left free from litter and/or damage.

Commercial activities

Any money-making activities including the sale of goods, food and/or beverages at shelters and/or mobile vans, fundraising activities and/or personal training/boot camps are not permitted without the prior written approval of GSP.

Noise

Noise from radios or the like, public address systems, amplifiers and musical instruments must be kept to a level that does not cause nuisance to other visitors.

Rangers or GSP staff have sole discretion in determining whether interference or nuisance is taking place and may issue directions to the responsible person as to any remedial action to be taken. It is an offence to fail to comply with the reasonable direction of an authorised officer."

Decorations

Balloons, streamers, signs and similar decorations may only be attached to picnic shelters with string. The use of thumbtacks, sticky tape, nails or the like damages facilities and is not permitted. All decorations must be removed at the end of the booking. Failure to remove decorations and the like may result in cleaning charges, this is considered littering, and fines apply for non-compliance.

Confetti, rice, rose petals, party poppers, paint dyes or powders and the like may not be used in the park. This is considered littering. Helium balloons must not be brought into or used in the parklands at any time.

Signs, decorations, tarpaulins or similar items must not be attached to trees or plants in the park. Fines apply for noncompliance.

Sporting activities

Ball games are permitted within the park. Participants must respect the safety and enjoyment of other visitors and not interfere with their use of the park. Any courses and playing areas for sporting activities must be marked with traffic cones or similar free-standing equipment and the course or playing area and method of marking is subject to prior approval of GSP.

Pegging of any kind is not permitted over most of the park. Cricket wickets and volleyball nets must be free-standing. Pegging in designated areas is only permitted with prior approval of GSP.

Corporate bookings

A booking made by a company or other organization is required to book using the corporate hire rates.

Corporate shelter bookings include a team building permit and 1 add-on within their hire rate. Additional fees will only apply to multiple entertainment or add-on requests.

Alcohol consumption

Consumption of alcohol is permitted within the park when consumed responsibly and legally. Where guests are served alcohol for consumption as part of the booking with or without a fee, entry ticket or other charge, a liquor license may be required. You are required to refer to the Office of Liquor and Gaming NSW and confirm what licensing requirements apply to your activity and ensure you comply with all relevant requirements.

Waste management

All waste and litter must be placed either in the bins provided in the park or removed from the park by the responsible person. Any additional expenses incurred by GSP for the removal of rubbish left at the booked area or surrounding areas, including areas adjacent to bin stations, will be charged to the responsible person by withholding all or part of the bond or by invoice for private functions where no bond is held. Hot coals, ice and oil must not be put on the ground in the park as it damages the grass.

After-hours access

Where any booking requires access to park facilities outside the hours of 9 am to 3 pm Monday to Sunday, a call-out fee may be charged to arrange for securing facilities such as power or gates. Such access is subject to prior approval of GSP.

Where deemed necessary for the proper management of the booking, GSP may require RMS-qualified traffic controllers to assist at events and large private functions. In this instance, we will engage suitably qualified personnel, and this cost shall be charged to the responsible person or event organiser. GSP has the right to determine if this additional service is required.

Additional requirements

In addition to the terms and conditions of hire all park visitors are required to comply with the Parramatta Park Trust Act 2001, the Parramatta Park Trust Regulation, The Western Sydney Parklands Act 2006 and the Western Sydney Parklands Regulation.

Failure to comply

All park users including responsible persons are required to ensure that they adhere to the terms and conditions of hire, the Parramatta Park Trust Regulation and the Western Sydney Parklands Regulation. Failing to follow the direction of a ranger or an authorised officer is an offence under our regulations and fines may apply.

Failure to comply with any of the terms and conditions of hire or any reasonable request by an authorised officer may result in the cancellation, refusal or alteration of your booking.

In the case that your booking is cancelled due to non-compliance all fees will be forfeited.

In addition to the cancellation of your function, fines can apply for breaches of the Parramatta Park Trust Regulation and the Western Sydney Parklands Regulation.

GSP has the right to not accept bookings.

For all approved and confirmed bookings, a credit card authorisation is taken and repair costs for any damages sustained as a direct result of your picnic will be deducted from your card, as will costs associated with waste disposal, to a maximum of \$300.

NSW health advice

As the hirer, it is your responsibility to monitor and to comply with all NSW Government health advice. For the latest information visit www.nsw.gov.au.

All fees quoted include GST and are subject to periodic review and change.

Further information

Please contact GSP by:

Western Sydney Parklands

Phone: (02) 9895 7500

Email: bookings@wspt.nsw.gov.au

Parramatta Park

Phone: (02) 9895 7599

Email: bookings@ppt.nsw.gov.au

Allowable 3m x 3m shade structures

*Written approval from GSP is required for enclosed 3m x 3m structures or for any other structure not pictured below:

