Northside Indoor Sports Centre
Venue Hire Cancellation Policy

Cancellation by Hirer

All cancellations must be submitted in writing via email to Northside Indoor Sports Centre venue booking email address – bookings@northsidewizards.com

Casual Bookings

- Cancellations made more than 7 days prior to the booking date will receive a full refund or credit.
- Cancellations made between 48 hours and 7 days prior to the booking date will incur a 50% cancellation fee.
- Cancellations made within 48 hours of the booking date are non-refundable.

Ongoing / Seasonal Hire Agreements

- Hirers wishing to cancel an ongoing or seasonal booking arrangement must provide a minimum of 14 days written notice.
- Fees already invoiced for dates within the notice period remain payable.
- Northside Indoor Sports Centre reserves the right to retain any deposit paid where insufficient notice is provided.

Payment & Booking Confirmation

All bookings remain tentative until payment has been received in full, unless otherwise agreed in writing by Northside Indoor Sports Centre management.

Northside Indoor Sports Centre reserves the right to release tentative bookings if payment is not received by the invoice due date. Tentative bookings do not guarantee venue availability and may be allocated to another hirer if outstanding invoices remain unpaid.

Access to the venue may be denied where invoices are overdue or unpaid.

Non-Attendance

Failure to attend a booked session without prior notice will be treated as a cancellation within 48 hours and no refund or credit will be issued.

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Wet Weather / Force Majeure

Where a booking cannot proceed due to circumstances outside the reasonable control of either party, including natural disasters, major power outages, government restrictions, or other force majeure events that prevent Northside Indoor Sports Centre from providing access to the facility, Northside Indoor Sports Centre may provide a rescheduled booking, venue credit, or refund at its discretion.

As an indoor facility, Northside Indoor Sports Centre remains available for hire during periods of wet weather unless the venue itself is directly affected by a force majeure event. Weather conditions affecting outdoor venues, sporting fields, parks, or other facilities booked by the Hirer or third parties do not constitute grounds for cancellation, refund, credit, or rescheduling of a booking at Northside Indoor Sports Centre.

Where a booking forms part of a larger event, competition, carnival, school program, or tournament involving multiple venues, the Hirer remains responsible for all charges associated with the Northside Indoor Sports Centre booking if the facility is available and able to provide the booked services. Decisions by the Hirer to cancel, modify, or not proceed with a booking due to changes, cancellations, delays, or unavailability of other venues or service providers will be treated as a cancellation by the Hirer and will be subject to the applicable cancellation policy.

Cancellation by Northside Indoor Sports Centre

- Venue maintenance or safety concerns
- Emergency situations
- Operational requirement
- Breach of venue conditions or hire agreement terms

Where possible, reasonable notice will be provided and an alternative booking, credit, or refund offered.

Refund Processing

Approved refunds will be processed within 7–14 business days.

Discretion

Northside Wizards Management reserves the right to assess exceptional circumstances on a case-by-case basis.