

CHARITY SITE BOOKING

Harbour Town Gold Coast strives to support the local community. As part of this community support we offer registered charities/ NFP organisations the use of a charity casual leasing site. The Charity Site provides an opportunity to fundraise and generate awareness for your organisation at no charge.

Eligibility

- Charity Site bookings are available to any registered charity/not for profit organization (documentation may be required to support the status of your organisation).
- Each organisation is permitted two bookings per year of up to one week at a time. The two bookings cannot run in consecutive weeks.
- No bookings will be accepted in December or January and all other bookings are subject to availability.
- A current public liability certificate must be provided with:
 - Minimum \$20 million coverage;
 - Policy must be in the name of the organization;
 - Policy must include the situation/location of – Harbour Town Gold Coast or anywhere in Australia or worldwide.

Equipment and Presentation

- Centre Management will supply one table and up to two chairs for all bookings.
- If you have your own branded promotional booth/kiosk that you wish to use please submit photos of the display with your application form.
- All signage used in your display must be professionally printed.
- If using pull up banners they must be double sided or have two banners placed back to back. They should be weighted to avoid them tipping over. Maximum of 2 free standing signs permitted.
- No “A” Frame signs permitted.
- Excess stock/personal items must be stored out of sight. Eating at the stand is not permitted, drinks should be kept out of sight.
- Maximum height for display is 1.5m.
- Staff must dress in a professional manner and wear identification e.g. uniform or if no uniform issued to staff then smart casual dress with an ID tag or name badge.
- Your organisation name must be clearly displayed as part of the stand.

Customer Engagement Policy

- A maximum of two staff permitted at the stand at one time.
- Staff must remain within an arm’s length of the stand at all times.
- Staff are not permitted to call out or whistle at customers, shake donation tins or use noise makers or jump around to attract attention.
- You are permitted to engage with customers who make eye contact with you or approach the stand with interest only. Please note that even when a customer engages with you they may not have the time to stay and speak with you and should not be pressured to.
- Be conscious of other retailers in the Centre as overly aggressive behaviour can drive away customers from other retailers.

CHARITY SITE - APPLICATION FORM

Organisation Name	
ABN	
Contact Name	
Email	
Mobile/Phone	
Address	

PUBLIC LIABILITY

- Please attach copy of your current public liability which must meet the guidelines outlined on page 1.

PROPOSED USAGE (please indicate the type of activities you wish to undertake)

- Selling of promotional merchandise/raffle tickets
 - Collecting donations
 - Promote awareness of an event or cause
 - Customer survey
 - Other (please list details)
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DISPLAY SET UP

- Centre Management will provide one black box table and two chairs free of charge with each booking. If you wish to supply your own set up please include a photo of the proposed set up when submitting your application.

Please return your complete application form to Michelle Stone, Mall Space Manager

michelle@harbourtownshopping.com.au, fax to 07 5529 2459 or post to PO Box 255, Biggera Waters QLD 4216