




St Mark Coptic Church – Venue Bookings FAQ

Booking Process (Start Here)

How does the booking process work?

Follow these simple steps:

1. Submit a booking request via the online system
2. Wait for Church approval
3. Receive a proposal (if approved)
4. Accept and sign the proposal within **7 days**
5. Pay the bond (if applicable)
6. Complete full payment at least **7 days before your booking date**
7. Use the facility
8. Clean, upload photos, and receive your bond refund

 **Important:** A booking is not confirmed until the proposal is accepted and required payments are completed.

General Bookings

Who can book church facilities?

Bookings are available to members of the congregation and Church servants. All bookings are subject to approval.

How do I request a booking?

Bookings are submitted through the online booking system via CHmeeting. You must select a facility, choose a date and time, and submit your request.

Why are bookings subject to approval?

Approval ensures the booking:

- Is made by a member or servant
- Aligns with Church values and guidelines
- Does not conflict with other bookings



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After Approval

What happens after my booking is approved?

If your request is approved, you will receive a proposal through the booking system.

To confirm your booking:

- Review the proposal
- Accept and sign it within **7 days**
- Pay the required bond (if applicable)

 Proposals expire after 7 days if not accepted, and the time slot may be released.

Payments, Bonds & Donations

Are there hire fees?

There are no mandatory hire fees. You may choose to make a voluntary donation.


How do I make a payment?

Payments (including bonds or donations) are made through the booking system or arranged via the Church office.

Cash payments can be made at the Church office.

When are payments due?

All required payments must be completed at least **7 days before your booking date**.

 Late or incomplete payments may result in cancellation of your booking.

Do I need to pay a bond?

Some bookings require a refundable bond. This will be clearly shown in your proposal. Condolence bookings do not require a bond.



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Bond Refunds

How do I receive my bond refund?

To receive your bond refund, you must:

- Return the facility to its original condition
- Remove all rubbish
- Return all furniture and equipment
- Vacate within your booked time
- Upload photos after cleanup

How do I submit photos?

Upload photos via the booking system under “Attachments”, or email them to:

 checkcherry@stmark.com.au

If audio equipment was used, include photos confirming it has been safely returned.

When will my bond be refunded?

Refunds are processed after review. Delays in submitting photos may delay your refund.

Can bond money be withheld?

Yes, deductions may apply for:

- Incomplete cleaning
 - Damage
 - Overtime use
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Facility Use & Cleanup

Do I need to include setup and cleanup time?

Yes. Your booking must include enough time for both setup and cleanup.

What condition should I leave the facility in?

The facility must be returned to its original condition, including:

- Cleaning all used areas
- Removing rubbish
- Returning furniture

Are decorations allowed?

Yes, but:

- No nails, pins, or damaging materials
 - Only removable adhesives (e.g. Blu Tack)
 - All decorations must be removed within your booking time
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Equipment & Facilities

Can I use microphones and speakers?

Yes, but you must select the audio equipment add-on.

Is there a bond for audio equipment?

Yes. A refundable bond applies to ensure equipment is returned in good condition.

What facilities are included?

Standard furniture is included. Specific inclusions depend on the selected facility.



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Catering

Can I arrange catering?

Yes, for applicable facilities like the hall.

- Catering must be organised externally
 - No cooking facilities are available onsite
 - All catering must follow cleanup requirements
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Special Bookings

Are condolence bookings free?

Yes. These bookings:

- Have no fees
- Do not require a bond
- Are provided to support families during times of loss

Who can book ministry activities?

Only Church servants for official Church use.

Support

Who do I contact for help?

For any questions or assistance:

 checkcherry@stmark.com.au