

Community Support Criteria

We receive many worthy requests, there are certain **eligibilities** to meet to ensure we can support our local community as fairly as possible.

Application Deadline:

- Applications for support must be submitted at least 5 weeks before your event or project.

Form Completion:

- Ensure all sections of the digital form are accurately and truthfully filled out. Failure to do so may result in your application being declined without consideration.

Community Focus:

- Support must directly benefit the community surrounding your chosen Mitre 10 store. We cannot assist groups with a closer Mitre 10 location.

Group Size:

- Approval requires a minimum of 5 individuals benefiting from the support.

Sports Teams:

- We do not consider donations for sports teams traveling outside our community. However, fundraising using our Storefront BBQ Hut may be allowed if other criteria are met.

Previous Support:

- Organisations that received support within the past 12 months are unlikely to receive secondary support unless there are exceptional circumstances.
- Miscommunication within your organization regarding previous support or repeated requests by multiple members are not Mitre 10's responsibility.

Timely Response:

- Organisations failing to respond promptly or collect donations within a 10-day period may lose eligibility.

ID Requirement:

- When collecting donated or discounted goods, proper identification is necessary. If the named person is unavailable, a nominated representative must be communicated beforehand.

For any additional information prior to your request, please see our Customer Service Team.

Our management team will review applications, and if successful, you will receive notification within 2 weeks.

Unfortunately, we cannot guarantee a response if your application is unsuccessful.

Storefront BBQ Hut Criteria

Our Community Fundraiser BBQ Hut is subject to availability and only for use by approved community groups and organisations. It cannot be used for individuals.

Booking:

- Approval required for booking and BBQ usage.
- Maximum of two bookings per group per year. (Exception for call up bookings).
- No consecutive weekends allowed. One Public Holiday weekend per year, per group booking.
- Booking is reserved for groups (minimum of x5 people must benefit in the group if sport fundraising).

Bond:

- **\$20 bond** must be paid two weeks in advance, via internet banking, to secure booking.
*Failure to pay bond will result in booking cancellation if there is no response within 24 hours of a follow up.
- Bond is refundable after inspection if BBQ area is left clean and undamaged.
Bond will be refunded, within 5 working days, to the same account in which it was received.

Cancellation:

- Notify us **two weeks** in advance if cancelling.
Repeat cancellations will result in future bookings being declined.

Terms:

- **Sausages must be sold at \$2.50 each. Bacon Butties at \$4 each.**
*If you opt for a portable Eftpos machine, you must cover any additional costs or fees, and keep pricing as listed above. Our Customer Service desk can assist customers with cash withdrawals.
- Use reliable, plain pre-cooked sausages. No other meats (except bacon) or baked goods. Store chilled.
- Groups will provide their own: Cash Float (small change), Food (including condiments), Food Storage, Chilly Bins, Serviettes, tin foil, Aprons, additional signage.
- Mitre 10 will provide: BBQ, Gas, Cooking Utensils, Foil Trays, Rubbish Bags, Cleaning Supplies, Disposable Gloves, Fire Extinguisher, access to water, toilets and trestle tables (if requested).
- Servers must tie back long hair, no eating while preparing or serving, no smoking or vaping permitted.

Conditions:

- We reserve the right to cancel or suspend a sausage sizzle at any time at our discretion.
- Notify Customer Service on arrival. Access to the BBQ will be given from 7:30am. Cooking must begin by 8:30am at the latest. Full clean up and checks to be completed by 5:30pm.
- The BBQ must not be unattended at any time. Two people are to operate stall (whomever is handling money should not handle food also). Maximum of four people in BBQ Hut at one time. Children in the BBQ area must be 10 or more years old and accompanied/supervised by an adult 18 years or older.
- Gas bottle changes must only be completed by a Mitre 10 team member.
- Follow all risk and food safety rules. Report incidents immediately. In the event of an emergency, turn off the BBQ and move to the assembly point located in the carpark indicated by green signage.
- All BBQ rubbish collected must be disposed of off-site.
- Mitre 10 trolleys must not be used for storage, they can be used for initial set up/pack down transportation.
- No pressure on customers to buy. They may be asked, if no, this must be accepted without question.
- Mitre 10 shall not be liable for any accident or injury, however caused, or the loss or damage of any personal property sustained during the sausage sizzle. The hirer must reimburse Mitre 10 for any costs incurred to third parties in connection with the Storefront BBQ Hut.

Full Terms & Conditions of use and Health & Safety Information will be sent out to accepted applicants.

BBQ Trailer & Gazebo Hire Criteria

Our Hire equipment is subject to availability and only for use by approved community groups and organisations. They cannot be used for private events or functions.

Permit:

- Obtain a permit from the Local Council (if required) at least two weeks before the booking date.

Booking:

- Approval required for bookings.
- Valid full licence and car registration is required upon collection, which will be recorded during pickup.
- Maximum of 3 full days [72 hours] allowed for hire.
- Maximum of two bookings per group per year.
- No consecutive weekends allowed. One Public Holiday weekend per year, per group booking.

Bond:

- **\$100 bond** must be paid two weeks in advance, via internet banking, to secure booking.
*Failure to pay bond will result in booking cancellation if there is no response within 24 hours of a follow up.
- Refundable after inspection of BBQ Trailer or Gazebo if left clean and undamaged.
Bond will be refunded, within 5 working days, to the same account in which it was received.

Cancellation:

- Notify us **two weeks** in advance if cancelling.
Repeat cancellations will result in future bookings being declined.

Environment Conditions:

Consider environment and location condition before setting up BBQ Trailer or Gazebo/s:

- Ground Stability and terrain. Assess slopes and surface stability for BBQ Trailer.
- Maximum wind speed/gusts up to 38km/h. Pack down Gazebo immediately if wind speeds exceed this.
- Evaluate anchorage methods for suitability. Weights and/ or pegs must be used while Gazebo is up.

Conditions:

- BBQ must not be unattended at any time. In the event of an emergency, turn off the BBQ immediately.
- Children must be supervised by adults.
- Follow safety rules and guidelines.
- All BBQ rubbish collected must be disposed of and not left in trailer.
- Mitre 10 shall not be liable for any accident or injury, however caused, or the loss or damage of any personal property sustained during the hire period for the BBQ Trailer or Gazebo. The hirer must reimburse Mitre 10 for any costs incurred to third parties in connection with the BBQ Trailer or Gazebo.

Specifications:

- H:3000 x W:5750 x L:6700mm. Floor Area = 38.5m².
Includes: castle, safety mats, pump and anchors.
- Gazebo: 3m x 3m Canopy, adjustable walking height up to 2m. 3.29m at peak.
Includes: gazebo, carry bag and ground pegs.

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Bouncy Castle Hire Criteria

Our Hire equipment is subject to availability and only for use by approved community groups and organisations. They cannot be used for private events or functions.

Permit:

- Obtain a permit from the Local Council (if required) at least two weeks before the event date.

Booking:

- Approval required for bookings.
- Valid full licence and car registration is required upon collection, which will be recorded during pickup.
- Maximum of 3 full days [72 hours] allowed for hire.
- Maximum of two bookings per group per year.
- No consecutive weekends allowed. One Public Holiday weekend per year, per group booking.

Bond:

- **\$100 bond** must be paid two weeks in advance, via internet banking, to secure booking.
*Failure to pay bond will result in booking cancellation if there is no response within 24 hours of a follow up.
- Bond is refundable after inspection if Bouncy Castle is left clean and undamaged.
Bond will be refunded, within 5 working days, to the same account in which it was received.

Cancellation:

- Notify us **two weeks** in advance if cancelling.
Repeat cancellations will result in future bookings being declined.

Environment Conditions:

Consider environment and location condition before erecting the Castle:

- Ground Stability and terrain. Assess slopes and surface stability.
- Maximum wind speed/gusts up to 38km/h. Evacuate and deflate the Bouncy Castle immediately if wind speeds exceed 38km/h.
- Evaluate anchorage methods for suitability. Weights and/ or pegs must be used while erect.

Control and Supervision:

- The sandwich board provided with rules of use must be displayed next to the bouncy castle entrance.
- **Participant Safety:** Monitor participant height and weight. Control access and egress, do not overcrowd. Ensure trained operators are on duty (at least 18 years old and fully trained). Manage boisterous or inappropriate behaviours. No climbing, somersaults or flips.
- **Equipment Safety:** Monitor secure anchorage and weather conditions at all times. Inspect electrical and powered components frequently. Switch off immediately if wet or windy. Keep off while inflating or deflating.
- **Restrictions on Bouncy Castle Access:** Prohibit food, drink, gum and pets. Prohibit dangerous, sharp or hard items (e.g. shoes, glass).
- Mitre 10 is not liable for any accident or injury, however caused, or the loss or damage of any personal property while using the bouncy castle. The hirer must reimburse Mitre 10 for any costs incurred to third parties in connection with the bouncy castle. All persons using the bouncy castle do so at their own risk.

Specifications:

- H:3000 x W:5750 x L:6700mm. Floor Area = 38.5m². Includes: castle, safety mats, pump and anchors.

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Storefront Bucket Collection Criteria

Mitre 10 MEGA stores may allow approved bucket collections for registered charities only. All requests must receive prior approval from the individual store before any fundraising activity takes place.

- Fundraising is limited to voluntary loose change donations only.
- Collectors promoting subscriptions, memberships, direct debits, commissions, investments, or any ongoing financial commitments are not permitted.
- Collections are limited to a maximum of **8 hours per day, 2 consecutive days, and 2 collections per calendar year** per organisation.
- Collectors must remain outside the store entrance. Access to the foyer will only be permitted during severe weather and at the store's discretion.
- Collectors must not harass, pressure, obstruct, or otherwise negatively impact customers, team members, or store operations.
- Activities that create health and safety risks for customers, volunteers, or team members will not be permitted.
- Political organisations, political campaigns, and commercial fundraising for private businesses will not be approved.
- Mitre 10 reserves the right to ask collectors to leave at any time if concerns arise regarding customer experience, safety, or compliance with these guidelines.
- Approval may be withdrawn at any time, including where a collection has been previously approved or undertaken.
- Mitre 10 stores are independently owned and operated. Approval at one store does not guarantee approval at another, and each store reserves the right to accept or decline requests at its sole discretion.

Approval of a bucket collection does not constitute endorsement of the organisation, charity, or cause by Smiths Mitre 10 MEGA.