1. **I am not sure which room to book, who should I talk to?**
   Refer to the CCS website for room descriptions and photos which includes recommended capacity. If you are still unsure please contact Room Bookings on (02) 9767 9782 or concord.bookings@sydney.edu.au

2. **Can I look at the rooms before I book?**
   Yes. Please call Room Bookings to make an appointment on (02) 9767 9782 or email concord.bookings@sydney.edu.au

3. **I am an affiliate or external user, who do I contact regarding room hire fees?**
   Please contact Karyn Rowe (Karyn.rowe@sydney.edu.au)

4. **Will I need to allow time to set the room up?**
   Yes. It is the responsibility of the user to incorporate sufficient time in their booking request to set the room up in its desired configuration. It is also the responsibility of the user to set down the room and return all tables and chairs to their original location.

5. **Who is responsible for ensuring that the room is left in a satisfactory condition for the next user?**
   It is your responsible as the hirer to ensure there is no rubbish left in the room and that the chairs and tables are back in their original configuration.

6. **Do you organise /provide catering?**
   No. However you may wish to contact CRGH Functions & Retail Department who may be able to assist (02 9767 5721). Alternatively, you may use any caterer of your choice. For catering purposes there is a single large foyer on the ground floor.

7. **Can I consume food and drink in the rooms?**
   No

8. **Can I reconfigure the furniture in the room?**
   Yes, but it is the responsibility of the hirer to reconfigure the furniture and it must be restored to its original configuration at the end of the meeting.

9. **Is there parking onsite?**
   CRGH has parking available please see information on the CCH website for further information.

10. **Do you have any AV support?**
    AV technical support is available between 8:00am and 4:00pm, please see the facilities officer on the day for assistance. After hours support may be available, charges apply, please contact Karyn Rowe (Karyn.rowe@sydney.edu.au) for further information.

11. **Do you have videoconferencing?**
    Yes. Please check each room description to find out which rooms have videoconferencing facilities. Once you have booked the venue you must then book the videoconferencing.

12. **I need to cancel my booking, what should I do?**
    Please email concord.bookings@sydney.edu.au and cancel as soon as possible

13. **Does each room have Internet access?**
    Yes, all rooms have a resident computer, which by default have a direct connection to the Internet.

14. **Does each room have CRGH Intranet access?**
    No. There is no data connection from the Medical Education Centre computers to the CRGH network.

15. **I have some feedback in regards to my room hire, who can I contact?**
    Please call Room Bookings on (02) 9767 9782 or concord.bookings@sydney.edu.au