

# How may we assist you?

The team at the Lyceum Club are here to help, please find below a list of useful contacts for common questions. We look forward to being of service.

### **BOOKINGS**

### To book into a circle event, a la carte dining, accommodation or car park

Visit our website to book online OR email us at <u>bookings@lyceumclubmelb.org.au</u> OR call us on 03 9654 5055.

### To change a booking for a circle event, a la carte dining, accommodation or car park

Our website is still being updated to allow changes to be made online, however in the meantime, please email us at <u>bookings@lyceumclubmelb.org.au</u>

### PRIVATE EVENTS

#### Enquiries about a private event

Our Events Co-ordinator role is still in the process of being filled, however in the meantime please email our Operations Manager, Dan Blagoi at <u>operations@lyceumclubmelb.org.au</u> or call 03 9654 5055.

#### To book or change a private event

Please contact our Operations Manager, Dan Blagoi at <u>operations@lyceumclubmelb.org.au</u> or call 03 9654 5055.

### For the availability of rooms

Please email our Receptionist Niran Butres at <u>reception@lyceumclubmelb.org.au</u> or call 03 9654 5055.

### ACCOUNTS

#### To pay your account

Information on how to pay is included with monthly accounts. If you are still unsure, speak with reception when you are next in.

### To raise an accounting question regarding charges with food & beverage, accommodation or car parks

Please email our Operations Manager, Dan Blagoi at <u>operations@lyceumclubmelb.org.au</u>

**To raise a query on your account regarding circles or events** Please email our Operations Manager, Dan Blagoi at

operations@lyceumclubmelb.org.au

## To obtain your account balance or get a copy of an invoice or statement or queries regarding payments on your account

Please email Lyn in our Accounts department at <a href="mailto:accounts@lyceumclubmelb.org.au">accounts@lyceumclubmelb.org.au</a>

#### To obtain a receipt of payment

Please email Lyn in our Accounts department at <a href="mailto:accounts@lyceumclubmelb.org.au">accounts@lyceumclubmelb.org.au</a>

### To find a specific form you need

Visit our Document Repository under News & Information on our website or call us on 03 9654 5055 or email at reception@lyceumclubmelb.org.au.

### **OTHER**

### For questions regarding new members or appointments for signing the register

Please contact our Executive Assistant, Rebecca Delves on 03 9654 5055 or email <u>ea@lyceumclubmelb.org.au</u>

### To find out your membership status, renewal date or update contact details

Please email our Member Administration Officer, Zoe Wilson-Oakes at <u>zoe@lyceumclubmelb.org.au</u>

### For questions regarding the building, safety, or maintenance issues

Please email our Operations Manager, Dan Blagoi at <u>operations@lyceumclubmelb.org.au</u>

#### Health or dietary safety

Please email our Operations Manager, Dan Blagoi operations@lyceumclubmelb.org.au.

#### For feedback, including compliments or questions Please email our General Manager, Sandra Willis at am@lvceumclubmelb.org.au

For questions regarding the Board or Committees Please email our President, Norah Breekveldt at president@lyceumclubmelb.org.au.

Please note: if you are unsure, please contact reception and Niran will direct your query to the best person.