The Grange: Room Hire and External Events Booking Terms and Conditions

1. Purpose and Scope

These Terms and Conditions govern the hire of rooms, spaces and facilities at The Grange by external individuals, groups, organisations and promoters.

They apply to all bookings including, but not limited to:

- community groups
- charities and voluntary organisations
- private parties and celebrations
- weddings
- corporate and commercial bookings
- cultural and promoter-led events
- festivals and outdoor events

These Terms exist to ensure:

- safeguarding of children, young people and vulnerable adults
- safety and wellbeing of all site users
- protection of a shared community and heritage asset
- clarity of roles and responsibilities
- financial and operational sustainability

All bookings are subject to these Terms and Conditions and override any informal or verbal agreements.

2. Hire and Room Setup

Hirers must:

- use only the rooms and spaces agreed in the booking
- follow site zoning, access controls and signage

Room access

The hire period must include time for supplier access, setup and decorating, guest arrival, the event itself and clear-away. If more time is needed to prepare for the event, a longer time slot must be booked.

Room setup and facilities

Room layout preferences must be confirmed in advance, as changes on the day may not be possible. Use of projector screens, PA systems and any other equipment must be booked in advance. The kitchen is not included in standard room hire. See section 9 for full details.

Hiring outdoor spaces

Outdoor spaces may be used where agreed, and a suitable indoor space will be required unless by exception at The Grange's discretion.

3. Guest Numbers and Capacity

Hirers must provide an estimated number of guests at the time of booking.

Any increase in the number of attendees must be notified to The Grange in advance. The Grange reserves the right to refuse admission to additional guests if this exceeds the maximum licensed capacity:

- Large Hall: 200 guests maximum
- Assembly Room: 50 guests maximum
- Tippling Room: 20 guests maximum

Exceeding these limits or failing to notify The Grange of changes may result in termination of the booking, removal of guests, or other sanctions under these Terms and Conditions.

4. Noise and Neighbours

- Music must not exceed the volume levels set by The Grange. Staff will ask for music to be turned down, or stopped, if it goes above these levels, and hirers must follow these instructions immediately.
- Doors and windows must be kept closed whenever music is being played.
- All live, DJ and recorded music must end by 11pm.
- Guests must keep noise to a minimum when outside and when arriving and leaving
- Drivers and taxis must not sound horns while waiting

Failure to follow staff instructions on noise may result in the event being ended early without refund and may affect future bookings.

5. Booking Policy

Submitting an enquiry does not guarantee a booking. The Grange aims to hold the date provisionally for up to 7 days from the date of enquiry; this is not guaranteed.

Online booking requests should normally be made at least 14 days before the event, with the exception of wakes, where The Grange understands shorter notice may be needed.

Payment is due within 7 days of the invoice date. If payment is not received by then, The Grange may release the date.

Payment of the invoice constitutes acceptance of The Grange's Terms and Conditions, which will be issued with the invoice.

6. Booking Confirmation

A booking is confirmed once The Grange has approved the request and received the payment due at booking.

The Grange reserves the right to refuse a booking request where safeguarding, safety, capacity or operational requirements cannot be met. Once a booking is confirmed, any cancellation by The Grange will be dealt with in accordance with section 11.

7. Payment Terms and Deposits

- Bookings with a hire fee* under £250: the full hire fee is due within 7 days of the invoice date.
- Bookings with a hire fee* of £250 or more: an initial payment of 25% of the hire fee is due within 7 days of the invoice date, and the remaining balance is due 30 days before the event. If the booking is made 30 days or less before the event, the full hire fee is due within 7 days of the invoice date. If the balance is not received by the due date, The Grange may cancel the booking and refuse access.

For wakes booked within 7 days of the event, full payment is due before the event.

*The hire fee means the cost of hiring the venue and any equipment, facilities or refreshments included in the booking. It does not include the refundable cleaning and damage deposit.

Full payment option

All hirers may choose to pay the full hire fee upfront instead of an initial payment.

Cleaning and damage deposit

A refundable cleaning and damage deposit applies to most private bookings. It ranges from £25 to £200 per room, depending on the room and event, and will be shown at the time of booking. Meetings and regular groups do not usually require a deposit.

The deposit is payable with the final balance. Where a booking must be paid in full upfront, the deposit is payable at the same time.

The Grange may set a different deposit where an event presents a greater risk of cleaning or damage costs, such as a workshop using paint or an event involving additional staging, equipment or decorations. In this case, The Grange will confirm the amount with the hirer before the booking is finalised.

Leaving the room

The Grange carries out a standard clean after each event, including sweeping and mopping floors, cleaning toilets and wiping down surfaces.

Before the hire period ends, the hirer must:

- remove all decorations, equipment and belongings
- put rubbish in the bags and bins provided
- report any damage or breakages to a member of staff

The hirer must allow enough time to do this within the booked hours.

Returning the deposit

The deposit will be returned within 14 days after the event, less any reasonable deductions for:

- reasonable additional cleaning or clearing costs beyond the standard clean, including staff time and materials, for example significant spills, excess rubbish, items left behind, or marks and residue from decorations or fixings
- repairing or replacing items damaged or lost during the hire
- use of the room outside the agreed hire period, including early access or a late departure, charged at the relevant room hire rate

The Grange will explain any deduction and provide a breakdown of the costs. If the costs exceed the deposit, the difference will be invoiced to the hirer and is payable within 14 days.

8. Weddings and Ceremonies

These additional terms apply to weddings, civil partnerships and related ceremonies.

Booking

- Wedding bookings are made by quotation. The Grange will hold the date for 7 days to allow the couple to review the quotation. To secure the date, acceptance of the quotation must be confirmed by email to info@carletongrange.co.uk. Payment is then due in line with section 7.
- Final guest numbers and event details must be confirmed no later than 60 days before the wedding. Additional charges may apply.

Registrar arrangements

- The hirer is responsible for booking the attending registrar through Wakefield Council and for paying all registrar fees.
- No ceremony can take place without a registrar present, and all arrangements depend on their availability and on the issue of the marriage schedule.
- The Grange cannot be held responsible for registrar availability, attendance, or any changes to registrar arrangements.

Ceremonies

- The ceremony must take place in the room agreed with The Grange and with the Council.
- Only a civil, non-religious ceremony can take place at The Grange, and its content must be agreed in advance with the attending superintendent registrar. Copyright for any music, readings or other content used is the responsibility of the couple.
- No food or drink may be brought into or consumed in the ceremony room, and no alcohol may be consumed by the couple before the ceremony.

Outdoor ceremonies

- Any proposed outdoor location must be discussed in advance with The Grange, and the superintendent registrar must agree before the ceremony that the location is seemly and dignified.
- A suitable indoor backup space must be available. If weather or other circumstances affect the safe or practical delivery of the ceremony, it will be moved indoors at the discretion of The Grange and/or the attending registrar.

9. Food, Drink and Catering

Bar and drinks

- No alcohol or soft drinks may be brought onto the premises, and all drinks must be purchased from The Grange's bar. The Grange may permit hirers to bring their own hot drinks and refreshments by agreement.
- Any alcohol brought on site will be confiscated and the individual may be removed from site.
- Alcohol may only be consumed in licensed areas.
- Staff may refuse service or remove intoxicated or underage guests.
- Children must leave bar areas by 9pm.

The hirer is responsible for ensuring compliance with licensing laws and for guest behaviour regarding alcohol. The Grange reserves the right to intervene if alcohol rules are breached, including closing the event early if necessary.

Self-catering and external catering

Where hirers provide their own food or use an external caterer:

- hirers are fully responsible for food safety, hygiene and allergen management
- The Grange's kitchen and catering equipment may not be used
- food preparation must not take place on site
- all food waste and packaging must be removed after the event
- The hirer indemnifies The Grange against all claims or costs arising from food provision.

10. External Suppliers and Third Parties

Hirers may appoint external suppliers (e.g. caterers, florists, photographers, entertainers) without prior approval where their activity is low impact and does not affect the operation of the site. However, any supplier, equipment, or installation that requires additional planning, access, power, or has potential safety or operational implications must be approved by The Grange in advance of being booked.

This includes (but is not limited to):

- Large equipment
- Food trucks and external catering setups
- Temporary structures or staging
- Powered equipment or generators
- Large-scale installations or unusual requests

Food trucks must be positioned in the front car park or overspill car park and are not permitted on the lawn.

The Grange reserves the right to refuse or restrict any supplier, equipment or installation where it is deemed unsuitable for the space, presents a safety risk or creates unreasonable operational impact.

The hirer remains responsible for ensuring all suppliers comply with The Grange's health and safety requirements and follow all instructions issued by staff.

If The Grange is required to liaise directly with third-party suppliers to confirm logistics, access times and site requirements, an additional admin charge may apply.

Where entertainment requires use of The Grange's PA system, a sound engineer may be required at an additional cost of £25 per hour.

Once the booking is confirmed, the hirer will receive The Grange's External Supplier Information Form. This must be completed and returned to The Grange, along with all required documentation, no later than 30 days before the event, or as soon as possible where the booking is made within 30 days of the event. The form asks for details of any catering, entertainment, decorations and other suppliers attending the event, including contact details, arrival and departure times, and any equipment, power or access requirements.

Depending on the supplier, required documentation includes:

- public liability insurance (minimum £5 million)
- risk assessment
- PAT testing certificates for all powered equipment
- food hygiene certification for caterers
- gas safety certification where applicable

If the form or required documentation is not provided by the deadline, The Grange may refuse the supplier access to site or cancel the booking. The Grange accepts no liability for any costs incurred as a result.

Decorations

Decorations and temporary installations must be approved in advance, and damaging adhesives or fixings are not permitted on any surface. Confetti and confetti cannons are not permitted anywhere on site, indoors or outdoors, but real flower petals may be used outdoors by agreement. Hirers are responsible for any damage caused by decorations, suppliers or guests.

The Grange cannot guarantee storage for decorations, equipment or other belongings, and any items left behind may be disposed of if not collected within 48 hours. A disposal fee may apply.

Inflatables and large equipment

Inflatables and similar large equipment (including bouncy castles, slides, ball pits, ride-on cars and rodeo or bucking broncos) are not permitted anywhere on the premises, including both indoor spaces and the gardens.

This restriction is in place to protect the building, grounds, and the safety of all guests.

Small, contained toy areas may be possible by prior agreement.

11. Cancellations and Changes

Cancelling a booking

Once a booking is confirmed, any cancellation must be made by email to info@carletongrange.co.uk, confirming the hirer's full name, email address, phone number and the date and time of the event. Unless otherwise agreed, the cancellation will be effective from the date The Grange receives the request.

The following cancellation charges apply:

- 61 days or more before the event: no cancellation charge
- 31 to 60 days before the event: 25% of the hire fee
- 30 days or less before the event: 100% of the hire fee

The cancellation charge is based on the total hire fee and is payable whether or not that amount has already been paid. If the hirer has paid more than the applicable cancellation charge, the difference will be refunded.

If The Grange is able to rebook the same date and time before the event, the replacement booking and any costs saved will be taken into account when calculating the final cancellation charge, and any amount due will be refunded to the hirer after the event.

If a wedding ceremony is cancelled, The Grange may retain the wedding ceremony administration fee to cover work already carried out.

Any cleaning and damage deposit paid will be refunded in full.

Changing a booking

A booking may be moved to a new date once, free of charge, if the request is made more than 60 days before the event, subject to availability.

Any other changes to the date, room, times or facilities are subject to availability and may change the price.

Cancellation by The Grange

In the unlikely event that The Grange needs to cancel a booking, the hirer will be notified as soon as reasonably possible.

The Grange will offer a suitable alternative date where possible. If an alternative date is not suitable or available, all booking payments will be refunded in full, including any wedding ceremony administration fee and cleaning and damage deposit.

Where The Grange cancels a booking because the hirer has not complied with these Terms and Conditions, including where required payments or information have not been provided, or where the hirer's arrangements mean the booking cannot proceed safely, this will be treated as a cancellation by the hirer and the normal cancellation charges will apply.

The Grange is not responsible for consequential or indirect losses resulting from the cancellation.

12. Termination of Hire

The Grange may terminate an event immediately where:

- safeguarding rules are breached
- staff are abused or threatened
- illegal activity occurs
- safety instructions are ignored
- behaviour exceeds agreed limits
- these Terms and Conditions are breached

No refund will be issued where termination results from hirer or guest misconduct.

13. Safeguarding

The Grange operates as a multi-use site that includes activity involving vulnerable young people. Safeguarding is the organisation's highest priority.

Hirers must:

- follow all safeguarding instructions issued by staff
- ensure children are supervised by a responsible adult at all times
- immediately report any safeguarding concerns
- prevent unauthorised access to restricted areas

Events likely to attract unaccompanied minors must be discussed in advance and may be subject to additional safeguarding conditions.

Grange staff retain full authority to pause or end activity where safeguarding concerns arise.

14. Health, Safety and Risk

All activity must comply with relevant health and safety legislation.

Depending on the nature of the booking:

- standard events operate under The Grange's general risk framework
- specialist or higher-risk events require a hirer-provided risk assessment
- promoter-led events require a joint risk assessment

Hirers must follow fire safety procedures, keep exits clear and comply with evacuation instructions.

Naked flames, fireworks, sparklers, or pyrotechnics are prohibited unless expressly approved in writing.

15. Values, Conduct and Shared Responsibility

The Grange is a charitable, community-owned organisation. All activity on site is expected to align with The Grange's values and to protect the integrity, reputation, and purpose of the Trust.

By hiring space at The Grange, hirers, attendees, contractors, and performers agree to act in a way that reflects the following principles.

16. Acting in the Best Interests of The Grange

All use of the premises must support the charitable purpose of The Grange and the wellbeing of the wider community.

Hirers must not:

- seek personal, financial, or organisational gain in a way that conflicts with the Trust's aims
- place The Grange under pressure to act outside its policies, legal duties, or safeguarding responsibilities

17. Integrity and Appropriate Conduct

All users of the site must act with integrity and professionalism.

This includes:

- avoiding behaviour that could reasonably be perceived as improper, unsafe, or exploitative
- not offering gifts, inducements, or incentives to staff or volunteers in connection with bookings or decisions
- respecting the impartial role of staff in managing the site

18. Objectivity and Fair Use of the Site

Decisions regarding bookings, access, pricing, safeguarding, and operational arrangements are made by The Grange based on:

- safety and safeguarding requirements
- operational feasibility
- alignment with charitable purpose
- fair and consistent application of policy

No booking confers preferential treatment beyond what is formally agreed in writing.

19. Accountability and Legal Compliance

Hirers are accountable for:

- the conduct of all attendees, guests, performers, and contractors
- compliance with all relevant laws, licences, and conditions
- adherence to these Terms and Conditions and any site-specific instructions

Hirers must not present themselves as acting on behalf of The Grange unless explicitly authorised in writing.

20. Openness, Confidentiality and Respect

The Grange operates transparently and expects the same from hirers.

Hirers must:

- handle any personal or sensitive information appropriately and lawfully
- respect the privacy of other site users, staff, and programme participants
- not photograph, film, or record activity in restricted or safeguarding-sensitive areas

Access to information or spaces may be restricted where required to protect individuals or the wider community.

21. Honesty and Conflicts of Interest

Hirers must declare:

- any conflicts of interest that may affect their booking
- any commercial activity linked to a booking
- any material changes to the nature or purpose of the event

Where conflicts arise, these must be resolved in a way that prioritises the Trust's responsibilities and values.

22. Leadership, Cooperation and Respect

All users of the site are expected to:

- treat staff, volunteers, and other site users with courtesy and respect
- follow instructions issued by staff acting in the interests of safety and safeguarding
- cooperate with reasonable requests before, during, and after events

Aggressive, abusive, discriminatory, or intimidating behaviour will not be tolerated.

23. Breach of Values or Conduct

Where behaviour breaches these principles, The Grange reserves the right to:

- require immediate changes to activity
- remove individuals from the premises
- terminate a booking without refund
- refuse future bookings

Serious breaches may be reported to relevant authorities.

24. Liability, Responsibility and Damages

Hirers accept responsibility for the conduct of all guests, performers, contractors, and suppliers.

The Grange is not responsible for:

- personal belongings or equipment left on site
- delays caused by third parties

Hirers are responsible for any damage caused to the premises, furniture, fixtures, equipment or grounds during the hire period, as set out in section 7.

25. Circumstances Beyond Reasonable Control

Circumstances beyond the reasonable control of the hirer or The Grange may affect a booking, such as extreme weather, fire, flood, power failure, government restrictions or other serious emergencies.

If The Grange is unable to provide the venue, the hirer will be notified as soon as reasonably possible and The Grange will first try to move the booking to a suitable alternative date.

If the venue remains available and the event can go ahead, but the hirer chooses not to proceed, the normal cancellation terms will apply.

If the event cannot legally take place, the booking and any refund will be managed in accordance with the hirer's legal rights.

The Grange is not responsible for consequential or indirect losses arising from circumstances beyond its reasonable control.

26. Review and Amendments

These Terms and Conditions may be reviewed periodically. The version in force at the time of booking will apply.

27. Contractual Agreement

By booking space at The Grange, the hirer confirms that:

- these Terms and Conditions form part of a legally binding agreement
- breaches may result in cancellation or refusal of future bookings
- all subcontractors, performers, and guests comply fully with these terms