



**Goldsmiths
Community
Centre**

Terms of Hire

Halls for Parties and Events:

Goldsmiths Community Association reserves the right to refuse a booking without providing a reason

George Green Hall		
Saturday Only		
Party/event hire	£300	
Set time of 13.30 - 17.30		
* £300 security retainer required for each booking		

Space	Accommodates	Facilities		
George Green Hall	100 seated	Kitchen	Garden	Stage *TBA
	* This has to be discussed with venue at time of booking			

Small Hall		
Saturday Only		
Party/event hire		
Set time of 13.00 - 17.00	£300	
* £300 security retainer required		

Space	Accommodates	Facilities	
Small Hall	50 seated	Kitchen	Ball Court



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Goldsmiths Community Centre Background

Goldsmiths Community Centre is a registered charity in England under charity number 1141475. GCC ensures every member of the community feels welcomed and included the facilities are accessible, well-designed, practical and attractive

- together with a range of organisations and groups we provide services and activities that are relevant and inclusive
- the centre is a lasting symbol of learning, meeting and sharing for the whole community to enjoy

These Terms of Hire shall apply to the hire of facilities at GCC premises, Castillon Road, London, SE6 1QD by customers who are hiring the venue.

Facilities

George Green Hall

- Hire package is a fixed time of 13.30 - 17.30
- Cost £300
- Entrance on Boundfield Road
- This time includes your set up and packing away. Please do not arrange for guests or party services to arrive before your booked time as early access can not be permitted.
- A member of our team will enter your area 30 minutes before the end of your event to ensure the cleaning operation is on the way
- Our kitchen facilities include the use of a microwave, kettle, oven (without hob) and fridge and freezer (please empty after use)
- Hotplates can be hired for a fee of £10, please add to the enquiry form.
- Hire includes use of 20 X 6ft trestle tables and up to 100 chairs - these will require removal from our storage and setting up in your hired space
- All tables and chairs must be cleaned and stored away after use
- The hall must be left in the same condition as found (broom & cleaning equipment supplied)
- There are male toilets and female toilets available



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Small Hall

- Hire package is a fixed time of 13.00 - 17.00
- Cost £300
- Entrance on Castillon Road (beside sports cage)
- This time includes your set up and packing away. Please do not arrange for guests or party services to arrive before your booked time as early access can not be permitted.
- A member of our team will enter your area 30 minutes before the end of your event to ensure the cleaning operation is on the way
- Our kitchen facilities include a fridge and a kettle , but not a freezer or oven
- Hire includes use of 6 X 6ft trestle tables and up to 50 chairs. These will require removal from our storage corridor and chairs from our waiting area and setting up in your hired space
- All tables and chairs must be cleaned and stored away after use
- The hall must be left in the same condition as found (broom & cleaning equipment supplied)
- There are unisex toilets available
- Our hire fees may change at any time but these changes will not affect bookings once they have been confirmed and paid in full

All bookings will be subject to the terms and conditions and all refunds will be subject to the conditions set out.

Deposit/payment

A non-refundable deposit of 20% will be required to secure your booking. Bank details will be given so that a Bank Transfer can be made within 5 days. Written confirmation via email must be made to bookings@goldsmithscommunitycentre.org.uk once payment has been made.

The remaining balance is required 1 month prior to hire date. For last minute bookings payment must be made within 24 hours.

N.B. No booking is secure until the deposit has been made and the date will remain open to enquiries in the GCC diary.



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Security Retainer

This £300 cash retainer is to be paid in person at the centre and is required on the Wednesday before your booking and will be refunded by the Wednesday after your booking once a full inspection of the premises has taken place during daylight hours post-hire. A full refund will only be made to you as detailed below:

- Late vacation deductions:

Up to 30 mins	30 - 45 mins	Over 45 mins
£50	£100	£300 (full retainer lost)

- Tables are cleaned and stacked along with the chairs, back in the storage cupboard (as found upon arrival)
- Hall and Kitchen floors are swept (cleaning equipment provided)
- Outside area is left clean and all rubbish disposed of correctly. Toilet area should be left clean
- If any of our property or the venue is damaged during your event, we will retain an appropriate percentage of your retainer to cover the cost of repair or replacement. We will refund a balance only when the repair or replacement has been made.
- Rubbish is put in the wheelie bins provided for general waste and recycling (additional waste and recycling must be taken away by the hire)
- No complaints regarding disturbance of neighbours, parking inconsiderately, improper use of the venue or facilities, smoking inside or on the premises
- Chewing gum removal / Staples removal: £10 per incident removed
- Triggering of fire alarm: £50

This is by no means an exhaustive list but provides the fundamental expectations of the correct treatment of the premises.

Set up and take down following party/event

- The hire time agreed with you includes time for set up, take down and clear up for the event. If visitors, entertainment or stallholders leave the venue after the end time agreed on your booking, we will charge you a late leavers fee to cover our unforeseen staff costs and the rate stated above.



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- You must return the venue to the condition it was in before your event started. You must ensure that all rubbish is cleared from the venue and put in the appropriate place as told on arrival.
- Bouncy castles/inflatables are permitted in both areas, indoors and outdoors but please see the Frequently asked questions for dimensions.
- When bringing in any equipment, bouncy castles, or any other item into the centre, the hirer must ensure insurances are in place. GCC will not be responsible for any accidents to persons or equipment
- Please bring your own cutlery and plates and everything you require to hold your event.. You are also permitted to bring in your own electrical appliances for use in the kitchen. Appliances must have a valid PAT testing certificate or still be in warranty so please supply appropriate documentation
- Decorations: Blue tac can be used to display decorations in both areas but please do not use sellotape or staples as these damage the walls. Please remove all decorations and blue tac at the end of your event

Housekeeping and Waste Disposal

- We will supply 3 black sacks for general waste and 3 clear recycling bags. All other generated waste must be taken away by the hirer and disposed of by the hirer.
- The GGC team member on duty will inform you of where to leave your rubbish & recycling
- Any additional bag left on site will incur a £10 fee deducted from your security retainer.
- Please do not leave rubbish bags outside of the premises or surrounding area as this will incur a £10 fee deduction.

Music and Sound Systems

- If music is required, please bring your own sound system/equipment.
- Please be mindful of sound levels at all times as this is a residential area. 60db allowed.
- GCC staff will have the right to switch off the music if the sound levels are not adhered to and may result in closing the party or event. An appropriate fee for action may also be added and taken from the retainer.
- Music should be turned off 30 minutes before the end of the event to allow time for clearing away.



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General Terms

- Early access is not possible.
- The party, including set up and clear away, must be within your booked time.
- The named hire is responsible for the conduct of all persons attending the event and is expected to deal with any behaviour issues which may arise.
- The named hire must remain on the premises for the duration of the event or supply a second name
- All forms must be signed by a responsible adult (Over 18) - we reserve the right to ask the hire for proof of ID before confirming the booking as well as giving access to the hall.
- GCC reserves the right to charge for security and any other associated costs.
- A fee of £50 will be deducted from the Security Retainer in the event that: fire alarm triggering, neighbour complaints (regarding noise, improper parking by guests, loitering outside the venue, notification that terms and conditions of hire have been abused), improper use of the venue and its facilities
- GCC reserves the right to access the hall at any time and to terminate the booking at any point and this includes if the party is found to be over capacity or a serious breach of our terms and conditions occurs, with loss of deposit
- GCC staff may enter the area 30 minutes prior to the end of the event to ensure that clearing/packing away has commenced.

Catering

- You must tell us at the time of booking if you are hiring caterers. You must give us details of that service before your event for approval. We reserve the right to inspect any equipment used for health and safety and may audit the caterer for food safety and hygiene.

Licensing and Alcohol

- We do not provide a licensed bar.
- You are welcome to consume alcohol on the premises but you are not able to sell alcohol.



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Health and Safety

- We will show you all fire exits, fire equipment and the defibrillator before your event starts. All fire exits and access to those exits must remain clear at all times. All signs for fire exits and equipment must remain as prominent and visible as they are when the venue is unoccupied. Fire equipment must not be removed from their present location unless being used for its intended purpose
- A defibrillator can be found in the office by the main entrance, so please ask a member of the team
- Each area of GCC premises has a maximum capacity. The number of guests you can have will differ depending on which areas are hired and we will discuss with you and confirm through your booking enquiry. We have the right to inspect the room at any time during an event and we shall request the removal of any number of persons in excess of the numbers stated above
- No sparkler candles or any items that produce high levels of smoke are to be used inside the premises at any time
- No flammable materials/liquids including food warmers or indoor fireworks
- No smoking is permitted anywhere on the premises, including our outdoor spaces

Access to the Venue and Parking

- The venue has several entrances:

For George Green Hall - Entrance on Boundfield Road

For Small Hall - Entrance on Castillon Road

- Hires should all initially check in with reception which can be found at the Castillon Road entrance.
- Access for loading and unloading is permitted only from the time of hire when the hirer is on site.
- There is no on-site parking. Parking is available on the road but we do encourage your guests to arrive by public transport if possible (124 bus stops right outside). We are in a residential area so please respect our neighbours and park considerately.



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Stewarding

- At the time of making your booking, we will discuss if you need stewards for the event. If you do, we will arrange the appropriate number of stewards and will charge you accordingly.
- Stewards will have authority to refuse entry to guests or visitors when the venue's capacity is reached and/or if the individual concerned is not in a fit state to enter the venue.

Cancellation Policy

Cancellation by the Hirer

- 20% deposit for hall booking is non refundable.
- Written confirmation of cancellation for the remaining balance of hall hire will be refunded as follows:

30 days or over	29-14 days	13-8 days	7 days or less
Full refund of remaining balance	50% refund of remaining balance	25% refund of remaining balance	0% refund of remaining balance

Cancellation by Goldsmiths Community Centre (GCC)

GCA reserves the right to cancel a booking under the following circumstances:

- If the booking, in the opinion of GCA, is deemed potentially harmful to the business of GCC and/or its staff.
- If the holding of the function or at any time during the booking process the hires' treatment of GCC staff or premises is deemed beyond reasonable conduct.
- If the full invoice has not been paid 28 days before the event.
- GCA shall not be liable to pay to the Hirer any money/loss incurred by the cancellation.



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Force Majeure

- Neither party will be liable for failure to perform obligations under this agreement, which have become practically impossible because of circumstances beyond the reasonable control of the applicable party. Such circumstances include without limitation natural disasters or acts of God; acts of terrorism; labour disputes or stoppages; war; measures of any government authority, acts or orders; epidemics, pandemics or outbreak of communicable disease; quarantines; national or regional emergencies; or any other cause, whether similar in kind to the foregoing or otherwise, beyond the party's reasonable control. This also includes, but are not limited to, power failure, internet service provider failure, fire, storms or subsidence.
- Written notice of a party's failure or delay in performance due to force majeure must be given as soon as is reasonably possible.
- Our obligations will be suspended at any time limits that are bound by will be extended accordingly (where such extension is reasonably possible).
- under this Agreement affected by force majeure shall be tolled for the duration of such force majeure. The parties hereby agree, when feasible, not to cancel but reschedule the
- Pertinent obligations and deliverables for mutually agreed dates as soon as practicable after the force majeure condition ceases to exist.
- In the event of cancellation due to the conditions stated above by either Goldsmiths Community Centre or the Hirer, Goldsmiths Community Centre will refund all monies paid by the Hirer for the canceled Room or Event minus a £30 administration fee deducted from the Hirer's deposit or full Room/Hall Hire payment.

Complaints and Feedback

We always welcome feedback from our customers and, whilst we always use all reasonable endeavours to ensure that your experience as a customer of ours is a positive one, we nevertheless want to hear from you if you have any cause for complaint.

All complaints are handled in accordance with our complaint handling policy and procedure, available from the Centre Manager.

If you wish to complain about any aspect of your dealings with us, including, but not limited to, these Terms of Hire, the contract or the venue hire, please contact us for a copy of our Complaints Procedure:



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- In writing: Operations Manager, Goldsmiths Community Centre, Castillon Road, London, SE6 1QD
- By email: bookings@goldsmithscommunitycentre.org.uk

How we use Your Personal Information (Data Protection)

- All personal information that we may use will be collected, processed and held in accordance with the provisions of data protection laws and your rights under those laws.
- For complete details of our collection, processing, storage, and retention of personal data, including, but not limited to, the purpose (s) for which personal data is used, the legal basis or bases for using it, details of your rights and how to exercise your rights, and personal data sharing (where applicable), please refer to our privacy notice available from the Operations Manager.

Your Legal Rights and Problems with the Venue Hire

- We will always provide our services to you with reasonable skill and care, consistent with best practice and standards in the venue hire market, and in accordance with any information provided by us about our services and about us. We always aim to ensure that your experience with us is trouble-free. If, however, there is a problem with any aspect of the Venue Hire, please tell us as soon as reasonably possible.
- We will use reasonable efforts to remedy any and all problems with the Venue Hire as quickly as is reasonably possible and practical.
- We will not charge you for remedying problems where the problems have been caused by us (including our employees, agents and subcontractors).