

Hedge End Village Hall – Terms & Conditions of Hire

Version 6 – Updated

1. Introduction

These Terms & Conditions apply to all hires of Hedge End Village Hall (“the Premises”) and form part of the hire agreement between the Hirer and the Hedge End Village Hall Trustees (“Hall Management”). By proceeding with a booking, the Hirer is deemed to have accepted these Terms & Conditions.

2. General Responsibilities of the Hirer

The Hirer is responsible for:

- Understanding and complying with all Hire Conditions and Hall policies, including the General Risk Assessment, Fire Risk Assessment, Safeguarding Policy, Asbestos Management Plan, Legionella Control Measures and Club Compliance Declaration.
- Supervising all attendees and ensuring responsible behaviour.
- Ensuring a responsible adult remains contactable throughout the hire.
- Leaving the Premises clean, tidy and secure.
- Reporting any damage, defect, hazard or incident immediately.
- Ensuring the hire does not disrupt other users of the building.

3. Supervision & Conduct

The Hirer must:

- Be present or appoint sufficient adult representatives throughout the hire.
- Ensure attendees respect neighbouring residents.
- Ensure no unlawful activity takes place.
- Prevent smoking or vaping anywhere inside the building or near entrances.
- Prevent drug use on the Premises.

4. Use of the Premises

The Hirer must not:

- Sub-let the Premises.
- Use the Premises for any purpose other than that stated on the booking form.
- Bring hazardous materials or anything that may invalidate the Hall’s insurance.
- Allow animals inside (except assistance dogs).
- Use candles, tea lights, smoke machines or pyrotechnics.
- Interfere with electrical panels or fixed wiring.

5. Hire Period, Set-up and Pack-down

Minimum Hire Periods

- **Monday to Friday, 07:00–17:00:** Minimum hire period is **two (2) hours**.
- **All other times:** Minimum hire period is **three (3) hours**.

Hire charges apply from the time the Hirer first enters the Premises until the Premises have been fully vacated, cleaned and secured.

The booked hire period includes all time required for setting up before an event and clearing away afterwards. Hirers must ensure they book sufficient time for these activities.

Access Outside Booked Times

- Early access for set-up before the booked hire period is not permitted unless expressly authorised in advance by Hall Management.
- Any authorised early access will be charged at the applicable hire rate.
- The Premises must be fully vacated by the end of the booked hire period.
- These requirements apply to all hirers and supersede any previous informal arrangements or practices.
- No free set-up time, pack-down time, early entry or late departure is included unless expressly agreed in writing.

Unauthorised early entry or late departure may result in:

- Additional hire charges.
- Refusal of future bookings.
- Withdrawal of permission to store equipment.
- Recovery of costs incurred by Hall Management.

Extensions to Bookings

Requests to extend a booking must be made to Hall Management and are subject to availability. Additional time cannot be guaranteed on the day of hire.

6. Cleaning & End-of-Hire Duties

Before leaving, the Hirer must:

- Sweep floors and wipe surfaces.
- Remove all rubbish from the site.
- Return chairs, tables and equipment to their storage locations.
- Leave toilets clean and tidy.
- Switch off lights.
- Switch off heating and air conditioning.
- Lock and secure the building.

Failure to do so may result in additional cleaning charges.

7. Stored Equipment

- Storage may be provided for regular users at the discretion of Hall Management.
- Storage deposits may apply.
- Keys remain the property of Hall Management.
- Hall Management accepts no responsibility for loss or damage to stored equipment.
- Items left without agreement may be disposed of after seven days, with costs charged to the Hirer.
- Stored equipment may only be accessed during the Hirer's booked hire period unless prior permission has been obtained.
- Unauthorised access may be treated as a breach of these Terms & Conditions.

8. Bookings & Payment Terms

Payment

- **Single bookings:** Payment is due before the event.
- **Regular users:** Invoiced monthly.

Hall Management reserves the right to deduct or recover charges for:

- Damage to the Premises or equipment.
- Additional cleaning required.
- Breaches of these Terms & Conditions.
- Licence breaches or other costs incurred.
- Overrunning the booked hire period.

Overrunning of Booked Hire Period

Failure to vacate the Premises at the end of the booked hire period may result in additional hire charges at the prevailing rate, together with any costs incurred due to delaying subsequent hirers, contractors or Hall operations.

8A. Cancellation Policy

Cancellation Method (New Mandatory Requirement)

All cancellations and amendments must be made **either**:

- Through the official Hedge End Village Hall website www.hedge-end-village-hall.lemmonbooking.com
- **In writing** to the Treasurer: **Mark Preston – mpreston12@btinternet.com**

Cancellations made via phone, text, social media, or verbal communication **will not be accepted**.

a) Standard Hirers (One-Off Bookings)

- **More than 28 days before the event:** Full refund (minus any non-recoverable payment processing fees).
- **Between 14 and 28 days before the event:** 50% refund.
- **Less than 14 days before the event:** No refund.
- **Failure to attend / no-show:** No refund.

b) Regular Clubs / Organisations

- Cancellations must be made at least **14 days** before the booked session.
- Cancellations with less than 14 days' notice may be charged at the full hire rate.
- Repeated late cancellations may result in withdrawal of regular booking privileges.

c) Hall-Initiated Cancellations

The Hall may cancel bookings if:

- The Premises become unsafe
- Emergency repairs are required
- The booking breaches insurance conditions
- The booking breaches Hall policies
- Extreme weather or other events make the building unusable

A **full refund** will be issued. The Hall is **not liable** for any consequential loss (e.g., catering, entertainment, decorations).

d) Amendments

- All amendments must be made through the official booking system or in writing to the Treasurer.
- Reductions in hire time are treated as cancellations for the cancelled portion.
- Extensions are charged at the prevailing rate and subject to availability.

e) Refund Method

Refunds are issued:

- To the original payment method
- Within **10 working days**
- Minus any non-recoverable payment processing fees

9. Additional Conditions

Keys

- Keys remain the property of Hall Management.
- Keys must not be copied, transferred or loaned without written permission.

Electric Vehicle Charging

Charging electric vehicles from the Hall's electrical supply is prohibited unless prior written permission has been granted.

CCTV

CCTV operates within parts of the building and surrounding grounds for safety, security and crime prevention.

10. Acceptance

These Terms & Conditions are provided at the time of booking. Proceeding with a booking constitutes acceptance of all Terms & Conditions contained within this document.