

Terms & Conditions of Hire

All Council premises are non-smoking and non-vaping environments.

The Hirer must be at least 18 years of age and maybe be asked to produce evidence of identity Northumberland County Council reserves the right to refuse or cancel any application without stating their reason for doing so. This may include an application that, in the Council's opinion:

would or might be likely to cause or lead to a breach or possible breach of the peace, or
would or might be likely to cause or lead to a contravention or possible contravention of current criminal legislation or to use of the premises for an unlawful purpose, or
would or might be likely to cause or lead to damage to community relations, or to the harmony of the adjacent area, or
would or could be considered to be detrimental to the reputation and image of the Council or inappropriate for any other reason.

The Council also reserves the right to impose additional conditions where the nature of an application or other factors in their opinion so demand.

We may make change to these terms from time to time. Please check these terms to ensure you are aware of any changes.

Concessionary groups

The following groups are eligible for the concessionary use charge. They must select the correct concessionary type and service they are providing/ purpose of the booking and proof may be requested.

Registered Charities

Constituted/Community Group

All other groups will be charged as standard rate.

Rates

Hire rates are reviewed each financial year in accordance with all Northumberland County Council's fines and fees. All prices quoted and charged are subject to change from the 1st of April. This is likely to affect bulk bookings across multiple financial years. You may be asked to pay the difference between fees.

Payment

Our preference for payment is for customers to use card payment at the time of booking.

Alternatively, customers can request an invoice which would need to be paid within 30 days of the event.

Out of hours

Some Community Hubs can accept bookings outside of core opening hours. This hire category is considered as 'out of hours' which will incur additional charges.

The hirer must comply with all rules, including terms and conditions in this contract. The hirer must not use other spaces that were not contracted. Exceptions may apply for each venue.

Cancellation

Block booking

Following acceptance by Northumberland County Council of any block booking, the hirer must provide 2 weeks written notice to cancel any date(s) within that booking. Any cancellation or non-use of the hired facility, without the required 2 weeks' notice, will incur 50% of the hire cost. Cancellations with less than 7 days' notice will be charged in full.

Single Booking

One off bookings must be cancelled within 3 working days - anything less than this will not be refunded and will still be charged. Northumberland County Council have a 3 strike policy where all bookings must be cancelled if no longer required, if there are 3 instances of "no show" where the room has not been cancelled all future bookings will be terminated.

If refreshments have been ordered and the event/booking is cancelled within 3 days of the booking refreshments will still be charged for**.

If Catering has been ordered for a booking and this is cancelled within 7 days of the booking the full catering costs will be charged for**.

** only food and drink bought from or provided by Northumberland County Council can be consumed on the premises**

Northumberland County Council also reserves the right to terminate a booking with reasonable notice, normally no less than 28 days, unless in cases of emergency such as: industrial action, failure of electricity/gas/water supply and any circumstances beyond the control of Northumberland County Council.

Northumberland County Council accept no responsibility for loss or damage to any goods, material, clothing etc. brought into or left on the premises or within the curtilage of the site.

Insurance Policy

The Hirer will be included in the public liability insurance policy, arranged by Northumberland County Council, for third party claims which may lay against the Hirer or his/her organisation whilst using the Northumberland County Council premises.

If a claim is made the policy will only react if NCC have been negligent. If the claim is a result of the hirers actions then they will require their own insurance.

If the Hirer holds their own appropriate insurances for third party claims which will be valid for the booking(s) and is for the required sum, then this must be indicated on the booking form and a copy sent to Northumberland County Council at least 21 days prior to commencement of the booking.

The Hirer is responsible for:

Submitting a booking request online via LemonBooking.

Paying the invoice at the time of booking or within 30 days of the event.

Ensuring the requested booking time includes a reasonable allowance for preparation and set up and for clearing away at the beginning and end of session. If the Hirer does not include this,

Northumberland County Council reserves the right to subsequently add such time on to a booking and charge accordingly.

The administration, organisation and running of any meetings within room/s hired. N.B. No meeting/event may start until the Hirer is present.

Supervising and controlling of all visitors attending their meeting/event, ensuring that they do not cause any nuisance or disturbance. A breach of this condition will result in the termination of the booking and potentially any future bookings.

Leaving all premises and facilities in a clean and tidy condition.

Indemnifying Northumberland County Council for the cost of repair of any damage done to any part of the property or its contents as a result of the booking.

Permitting the Police/personnel of the other emergency services/Council personnel or other persons authorised by the Council (e.g. Council contractors) to enter the meeting room at any time.

No sub-letting of the premises and ensuring the premises are used for the activity described within the booking. Do not bring onto the premises anything which may endanger the premises, their users, or in any way invalidate insurance policies. This includes, but is not limited to, ensuring that electrical equipment used on Council premises has been safety checked by a competent person and a copy of the PAT certificate provided as part of the booking to Northumberland County Council

Parking on sites

We do not own any of the car parks at our Community Hubs so bookers must follow the parking restrictions that are in place and on display with the Land owner, Northumberland County Council does not accept any responsibility for any loss and damages to the vehicle while parked. It is the responsibility of the hirer to ensure the car parking is sufficient for the booking request not Northumberland County Council staff.