

Terms and Conditions – Old Sarum & Longhedge Community Centre

1. Bookings and Payments

1.1 Booking

- The user will hire the premises via the booking system which must be completed by the designated leader of the event.
- Bookings must be made at least 4 weeks in advance. Bookings with less notice may be accommodated under the discretion of the Centre Manager.
- If the centre is required to be used as a polling station, the centre management reserves the right to cancel or move bookings accordingly.

1.2 Centre Entry A key and fob will be given to the user with instructions on how to enter the property. Users are responsible for securing the outside doors to the whole building including the doors after their use of the venue. Failure to do so will result in a deduction from the damage deposit. Whilst the user has the key and fob, it is their responsibility to keep it safe. If the key is damaged or lost, deductions can be made from the damage deposit. (See 1.4 for further information). The key and fob given to one-off hirers must be returned within 48 hours. If a regular terminates their use of the hall, the key and fob must be returned within 48 hours of their last hall hire.

1.3 Payment Terms

- Full payment is required within 14 days of the time of booking.
- The Board of Trustees undertake annual reviews of booking fees, so bookings that are confirmed more than a year in advance may be subject to changes in price.
- A £75 refundable damage deposit is required at the time of booking. Regular users can choose to pay a £100 deposit which then entitles them to storage facilities at the centre.
- Local residents and charities pay a discounted rate.
- Regular users both local and non-parish receive a discount.
- Kitchen hire is a separate hire charge costing £1 per hour.

1.4 Damage Deposit

- The deposit will be refunded within 7 days after the event, provided no deductions are necessary.
- Regular users will receive their deposit back 7 days after their last hire of the hall.
- Deductions may be made for:
 - o Damage to property or equipment (costs based on repair or replacement).
 - o Use of facilities not included in the original booking (charged as per the advertised price plan).
 - o Overrunning the agreed hire time (charged at the standard hourly rate).
 - o Excessive cleaning required post-event (charged at £25 per hour).
 - o Loss or damage of key and fob (charged at standard fee of £25).
 - o Outside doors left unsecure following user's event (charged at a standard fee of £10)
 - o Rubbish disposal and/or recycling (charged at a standard rate of £25).
 - o Unblocking toilet/sink (charged at £100 for call out and then £40 per hour of service).
 - o Attendance to centre by Trustee or Centre Management due to complaints at the premises (charged at £40 per hour).
 - o Replacement of furniture (charged at £150 per table and £40 per chair).
- Users will receive a receipt of deposit deduction.

2. Cancellation Policy

- Cancellation must be made directly with the Centre Manager by emailing oldsarumcommunitycentre@gmail.com
- Cancellation refund terms: More than 4 weeks' notice: Full refund. 2 to 4 weeks' notice: 50% refund. Less than 2 weeks' notice: No refund, unless under exceptional circumstances at the discretion of the Center Manager.
 - If in the event of unforeseen circumstances such as a national lock down, at the discretion of the Board of Trustees, the deposit and hire fee will be fully refunded.

3. Access and Security

3.2 CCTV

- The Centre is equipped with CCTV for security purposes.
- Footage may be reviewed in cases of reported incidents, damage, or breaches of these terms.

4. Responsibilities

4.1 Hirer Responsibilities

All users must:

- Ensure the Centre is used only for the purpose stated in the booking.
- Ensure that activities run at the centre are done so by suitably qualified and experienced staff.
- Adhere to the agreed hire times.
- Leave the premises clean and tidy, with furniture returned to its original position.
- Take all rubbish with them and dispose of them appropriately.
- Secure all exterior doors and windows after their use of the hall.
- Ensure all attendees behave responsibly and do not cause nuisance to neighbours.
- Report any damages, accidents or incidents to the Centre Management.
- Ensure compliance with all relevant laws and regulations, including health and safety, and if appropriate, taking out their own insurance policies.
- Provide evidence of appropriate insurance if required.

- Ensure the kitchen is returned to its original state (dishwasher drained and turned off, mopped floors, utensils and crockery tidied away, and all lighting and cooking equipment is turned off).
- Apply for a license from the council if they intend to sell alcohol. Where such permission is granted, it is the duty of the applicant to provide proof of the granted license. A temporary license can be obtained via - www.gov.uk/temporary-events-notice.

The hirer must not:

- Under any circumstances use the toys, equipment or other items in storage cupboards. Failure to comply will result in a financial penalty deducted from the deposit plus any damage/loss compensation for the item.
- Interfere with other persons using other parts of the premises.
- Attempt to open or close the partitions between Hall A and B. The mechanism is very delicate and expensive to repair. Deductions from deposit and further charges may be applied.
- Use bikes, rollerblades, scooters or skateboards inside the building.
- Use illegal drugs or substances that can be abused. This activity is not permitted on the premises. Hirers are responsible for supervising their event to ensure illegal substances are not available or in use.

4.2 Centre Management Responsibilities

(This refers to the Community Venues Officer and the Centre Manager).

The centre management must:

- Provide access to the Centre at the agreed times.
- Ensure the premises are clean and in good condition prior to hire.
- Maintain necessary licences, including the Performing Rights Licence.
- Provide information on health and safety procedures to users when required. **(See 5 for further information).**
- Inform the Trustees if a bar or alcohol is planned at an event hosted at the centre along with evidence of approved licensing.

4.3 Trustees Responsibilities

* If there is a dispute between users and Centre Management that cannot be resolved, the Board of Trustees will meet with the user group to discuss the issue at hand.

* Trustees have a duty to close the hall and terminate any sessions they have reason to believe has broken the law or Terms of Regulations.

*The trustees hold a Performing Rights Society (PRS) license and a Public Performing License (PPL).

* For Health and Safety purposes, the trustees must maintain a Health and Safety Policy which includes a risk assessment for the premises. These documents are available to users upon request. Hirers do have a duty to alert the centre management if they identify any risks during their use of the venue.

5. Health and Safety

5.1 General

- Hirers must adhere to the Centre's Health and Safety Policy. These documents are available upon request.
- A first aid box is situated in the kitchen. All accidents and incidents whether required the use of the first aid box or not, must be recorded in the Accident Book located in the kitchen.
- Emergency exits must be kept clear at all times.
- Hirers are responsible for providing their own first aid provisions.
- Smoking is not permitted anywhere within the premises. It is, however, allowed in one area of the car park. Smokers are to stay clear of manoeuvring cars.

5.2 Fire Safety

- The legal capacity is as follows: Main Hall 100 seated in rows, Halls A and B 30 seated in rows.
- Fire Instructions are displayed by the entrance to the Centre and in halls. A Fire Safety Risk Assessment is also available.
- It is the applicant's duty to be familiar with the Fire Safety Risk Assessment and to adhere to the Fire Instructions.
- It is a requirement that the applicant will arrange the delivery of a briefing for those attending and keep fire exits clear during the event or activity.
- While all fire exit routes are available to those with reasonable mobility, wheelchair users in particular should be alerted to use the main entrance if possible.

- Applicants organising activities or functions attended by vulnerable adults are advised to nominate able-bodied persons to assist individuals in the case of fire evacuation.
- Hirers must not interfere or move emergency fire safety equipment (including signs and notices) unless intended for its emergency purposes.
- Explosives, inflammable toxic, hazardous or infectious materials are prohibited.
- The use of candles, fireworks, or any open flames is prohibited.

6. Liability

- Old Sarum and Longhedge Community Centre is covered by Public Liability for general hall use.
- The Centre nor its management is not responsible for any loss, damage, or theft of personal belongings during the hire period.
- Hirers are advised to obtain appropriate insurance to cover their event.
- Evidence of insurance must be given to the Centre for the use of inflatables.

7. CCTV

* We use CCTV to monitor the community centre. Centre management may occasionally use this to

- confirm when a user has entered and vacated the building to ensure correct invoicing
- keep records for health and safety issues that may arise
- investigate incidents such as theft or vandalism
- support legal proceedings

8. Animals

- Animals are not permitted inside the Centre, except for certified service animals.
- Proof of certification must be provided to the Centre Manager prior to the event.

PLEASE KEEP THIS DOCUMENT AND REFER TO WHEN APPROPRIATE