

# St Hugh's Community Centre Terms & Conditions of Hire

## 1. Introduction

The facilities at St Hugh's Community Centre are hired out on the basis that they are "left as found". Hirers are expected to respect these Terms & Conditions, and leave the facility in a clean and tidy condition ready for the next hirer. If you arrive and find that the Centre has not been left in a satisfactory state please bring this to the attention of an authorized Hilda Lane Community Association trustee, employee or volunteer.

We ask that you read these Terms & Conditions of Hire very carefully to ensure that you understand them before making your booking. For bookings made using a paper form, you will be asked to sign to indicate your acceptance of them. For bookings made online, you will be asked to indicate your acceptance of them by checking a box before submitting the form. No booking application can be accepted without the Hirer indicating their acceptance of our Terms & Conditions.

Failure to adhere to these Terms & Conditions may not only result in a Hirer losing their deposit, they may also face additional financial penalties, as well as the immediate cancellation and closure of their scheduled booking(s).

These Terms & Conditions apply to all bookings as of 1<sup>st</sup> April 2015, until further notice. The Hilda Lane Community Association reserves the right to change these Terms & Conditions at any time at their discretion.

## 2. Definitions

- 1) The "**Centre**" is the St Hugh's Community Centre.
- 2) The "**Premises**" includes the **Centre** (inside and outside) and the adjacent **Park**, which itself contains the Multi Use Games Area (**MUGA**).
- 3) "**Common Areas**" are the kitchen, toilets, lobby (which includes the area outside the kitchen) and all outside areas.
- 4) The "**Hirer**" is the person or organisation in whose name the booking is made.
- 5) "**HLCA**" is the Hilda Lane Community Association – the organisation responsible for running the **Centre**.
- 6) "**Staff Member**" is an authorized **HLCA** trustee, employee or volunteer.
- 7) "**Key Holders**" are **Hirers** who have keys and an alarm access code.

## 3. Types of Hirer

- 1) **Commercial**: Any medium to large business, charity or organisation with more than 5 employees.
- 2) **General**: Any small business, charity or organisation with 5 employees or less, and private individuals.

## 4. Bookings

Table 1 - Centre Opening Hours

Day	From	To
Mondays to Thursdays	9:00am	9:00pm
Fridays & Saturday	9:00am	11:00pm
Sundays	9:00am	6:00pm

- 1) **HLCA** reserve the right to refuse any booking.
- 2) Bookings are processed on a first-come, first-served basis.
- 3) Bookings can only be accepted from persons aged 21 years or older.
- 4) Bookings can only be accepted for periods when the **Centre** is open (see table above).
- 5) The minimum single booking time period is one hour.
- 6) The booking time period must be in increments of fifteen minutes.
- 7) The **Hirer** must indicate if they wish to use the **Park** and/or **MUGA** when submitting a booking application.
- 8) The **Hirer** accepts that other **Hirers** may be using other facilities at the **Centre** during the course of a scheduled booking, and that they may be asked to share all or some **Common Areas**.
- 9) Free "grace" periods are added to the start and end of each booking in order to allow the **Hirer** time to set up and prepare for the booking, and allow time to clear away afterwards. For any booking where the hire period is

for two or more hours the “grace” period is thirty minutes, and for any booking where the hire period is less than two hours the “grace” period is fifteen minutes. N.B. Guests/visitors must not arrive during the start “grace” period, and are not permitted to remain during the end “grace” period (unless actively helping to clear away).

## 5. Rates & Deposits

Table 2 - Hire Rates

Hirer Type	Standard Hire (per hour)			Block Booking (per hour)		
	Hall	Meeting Room	Hall & Meeting Room	Hall	Meeting Room	Hall & Meeting Room
Commercial	£30	£20	£45	£25	£15	£35
General	£25	£15	£35	£20	£10	£25

Table 3 - Equipment Hire Rates

Equipment	Standard Hire (per hour)		Block Booking (per hour)	
	Commercial	General	Commercial	General
Projector	£5	£5	£5	£5
IT Package	£100	£100	£100	£100

Table 4 – Hire Deposits

Hirer Type	Standard Hire			Block Booking		
	Hall	Meeting Room	Hall & Meeting Room	Hall	Meeting Room	Hall & Meeting Room
Commercial	£200 *	£25	£200 *	£100 *	£20	£100 *
General	£200 *	£25	£200 *	£100 *	£20	£100 *

\* Where the booking is for a party or similar event for teenagers/young adults (aged between 14 and 21 years old) the Hirer will be asked to pay a higher deposit amount of £350.

Table 5 - Equipment Hire Deposits

Equipment	Standard Hire		Block Booking	
	Commercial	General	Commercial	General
IT Package	£100	£100	£100	£100

- 1) The type of **Hirer** determines the hire rate applied to a booking.
- 2) As well as “Standard Hire” rates, which are used for one-off bookings, e.g. parties, public meetings and similar, “Block Booking” rates are available upon application to **Hirers** who agree to a minimum of six related bookings in any twelve month period. These must be applied for in advance – “Block Booking” rates cannot be applied retrospectively.
- 3) Any extra booking made by a **Hirer** that is directly related to an existing current “Block Booking” will be charged at the “Block Booking” rate.
- 4) Should any **Hirer** fail to fulfil the minimum of six bookings in any 12 month period, they will be required to pay the “Standard Hire” rate for any scheduled bookings that did take place, along with any additional cancellation charges.
- 5) All rates displayed above are the rate price per hour.
- 6) Payments can be made in cash at the **Centre** office, or via electronic bank transfer.
- 7) Full payment of the hire fee and deposit must be made by 14 days before the date of the scheduled booking.
- 8) Payments can be made in instalments, but a payment schedule and the amounts must be agreed upon by both parties in advance.
- 9) Unless a deposit is already held by **HLCA**, bookings are only confirmed upon receipt of a minimum payment of £20, which must be received by **HLCA** within 7 working days of **Hirer** receiving either: a) an email acknowledging their online booking application, or b) a copy of their paper application form at the Centre office.
- 10) **Hirers** can apply to pay by invoice – this is at the discretion of **HLCA** and must be agreed before the booking is confirmed. Invoices must be paid within 28 dates of date of invoice.

- 11) Deposits are returned within 14 days after the date of the scheduled booking for Standard Hire, or within 14 days after the date of the last scheduled booking for Block Bookings. Unless paid for separately, any penalties incurred will be deducted from the deposit before it is returned.
- 12) **HLCA** are sorry but we cannot accept payment by cheque, credit or debit card.
- 13) **HLCA** reserve the right to review and alter the hire fees and deposit amounts at any time.

## 6. Cancellations

*Table 6 - Cancellation Charges*

Notice Period	Cancellation Charge
At least 14 days before the date of the scheduled booking	No cancellation charge
14-7 days before the date of the scheduled booking	50% of the booking hire fee
Less than 7 days before the date of the scheduled booking	100% of the booking hire fee

- 1) **HLCA** reserve the right to cancel any scheduled booking at any time without penalty.
- 2) Should any scheduled booking need to be cancelled by **HLCA** for reasons not relating to the **Hirer**, or the agreement between **HLCA** and the **Hirer**, any fees and deposits paid will be returned in full.
- 3) Should the **Hirer** wish to cancel a scheduled booking, the Cancellation Charges table (above) details charges the **Hirer** will be liable for.
- 4) All cancellations must be made in writing, and sent by email, or posted, or delivered by hand to the **Centre** office – cancellations cannot be accepted either by telephone, fax, or by any form of instant messaging service.
- 5) When determining the cancellation period, the date of receipt of the cancellation notice is used – not the date any letter/email was sent – it is the **Hirer's** responsibility to check that the cancellation notice has been received.
- 6) **HLCA** cannot be held liable for any costs incurred by the **Hirer** should a scheduled booking be cancelled, whether it is cancelled by the **Hirer**, or by **HLCA**.

## 7. Penalties

- 1) The **Hirer** shall reimburse the **HLCA** in full for the cost of repair/replacement for any loss or damage to any part of the **Premises**, and its contents, which is either caused during a scheduled booking or arises as a result of a scheduled booking.
- 2) Improper use of the fire alarm and/or fire extinguishers and blankets will result in an automatic loss of deposit.
- 3) If a **Hirer** allows a scheduled booking to run over the allotted time, they will be charged for each five minute period at a rate equivalent to that of the double the hire rate applied to the scheduled booking.
- 4) If the **Hirer** fails to ensure that the **Premises** are left clean and tidy, they will be liable for a minimum charge of £40 to cover any cost of additional cleaning.
- 5) The **Hirer** will be liable to reimburse **HLCA** for the removal of any rubbish that is left in an unauthorised place.
- 6) Where two or more **Hirers** are using the **Centre's** facilities simultaneously, **HLCA** will determine responsibility for any liability/penalty. Should any such determination be made, **HLCA's** decision is final and binding.

## 8. Responsibilities of the Hirer

- 1) The **Hirer** shall be responsible for the observance of the Centre Rules, as laid out in these Terms & Conditions, as well as all general rules and notices in the **Centre** and all regulations appertaining to the **Premises** stipulated by the Local Authority, the Fire Authority and any other official parties.
- 2) The **Hirer** shall, during the period of hire (including any "grace" periods), remain on the **Premises** and be responsible for supervision of the **Premises**, all contents, fixtures and fittings, and the safety and behaviour of all guests/visitors. Should the **Hirer** need to leave the **Premises** at any time, a suitable and competent person must be nominated.
- 3) The **Hirer** shall ensure that the limit on number of people attending a scheduled booking is not exceeded. These limits are:
  - a) In the Hall (all standing) - 100 people.
  - b) In the Hall (seated with chairs & tables) - 80 people.
  - c) In the Meeting Room - 16 people.

- 4) The **Hirer** shall notify a **Staff Member** of any damage or injury occurring on the **Premises** on the day of such occurrence. **HLCA**, and its **Staff Members**, accept no responsibility for any accident during the course of the booking.
- 5) The **Hirer** shall not use the **Premises** for any unlawful purpose or do anything or bring onto the **Premises** anything which may endanger the **Premises**, their users or insurance policies, or use the **Premises** for any other purpose than stated at the time of booking.
- 6) The **Hirer** shall ensure that all activities cease and that their guests/visitors leave by the time specified at the end of the scheduled booking. Please order transport to pick up before the end of the scheduled booking.
- 7) Where two or more **Hirers** are using the **Centre's** facilities simultaneously, all **Hirers** are equally responsible for **Common Areas**.

## 9. Centre Rules

- 1) Smoking is not permitted within any part of the **Centre**, inside or outside, nor is it permitted inside the **MUGA**. This in accordance with Government legislation.
- 2) It is prohibited to use, or bring onto the premises, any illegal substance or drug. Anyone doing so will be reported to the police immediately.
- 3) Consumption of Alcohol:
  - a) While alcohol may be served free of charge, it cannot be sold on the **Premises** unless the **hirer** obtains permission from the **HLCA** in advance, and obtains a temporary license.
  - b) No alcohol may be consumed on the **Premises** by anyone under the age of 18.
- 4) The areas around the fire access door in the Hall, both inside and outside, along with lobby must remain clear and unobstructed at all times, so as to ensure a safe exit in case of fire or other emergency.
- 5) The use of fireworks or any other similar pyrotechnic effects, smoke or fog machines, bubble machines, glitter or confetti cannons, or any other similar effects is not permitted on the **Premises**, without prior permission.
- 6) The **Hirer** must seek permission from **HLCA** at the time of submitting a booking application if they wish to bring bouncy castles and other play equipment, BBQ's, DJ setups, or any other equipment onto the **Premises** for use during the scheduled booking. Failure to do so may result in **HLCA** prohibiting such equipment being brought onto the **Premises** for the scheduled booking.
- 7) The use of bicycles, skateboards, roller skates, scooters and other similar equipment is not permitted inside the **Centre**, on the path leading from the street to the **Centre** entrance, or in the **MUGA**.
- 8) No equipment belonging to the **Centre** (including tables and chairs) may be taken outside without prior permission.
- 9) No animals, other than guide dogs, are permitted within any part of the **Centre**, inside or outside, without prior permission. In addition, dogs are not permitted in the **MUGA**.
- 10) Children under the age of twelve years old are not permitted in the kitchen at any time.
- 11) All bins will contain a plastic bin liner. The **Hirer** will be required to bring along any more if deemed required (either for use in the bins, or to remove any excess rubbish). N.B. The **Hirer** is not required to replace any plastic bin liners in bins after a scheduled booking.
- 12) All toilet cubicles will have one toilet roll on the holder plus one spare. The **Hirer** will be required to bring along any additional toilet rolls if they deem it required.
- 13) Only blue or white tack may be used to affix any decorations, banners, balloons, streamers, etc. on the walls and other surfaces - the use of sticky tape, pins/nails, etc. is forbidden.
- 14) Chewing and bubble gum must not be consumed on the **Premises**.
- 15) All guests/visitors must be contained within the areas hired for a scheduled booking.
- 16) All guests/visitors must leave the premises quietly and responsibly. The **Centre** is sited within a residential area so please don't disturb our neighbours.
- 17) Any guests/visitors for a scheduled booking arriving and/or leaving by car or any other vehicle must park responsibly, and ensure that car stereos, etc. are turned off.
- 18) The **Park** adjacent to the **Centre**, and the **MUGA** within it, are public spaces for use by local residents. A **Hirer** may control who is able to use any equipment or services in use in these areas as part of a scheduled booking, but they are not able to prevent any persons from accessing these areas. Should any issues arise involving a member of the public who is not a visitor/guest then please ask a **Staff Member** to intervene.

19) In addition to the above, the following applies to **Key Holders** only, when leaving the **Centre** and no other **Hirer** or **Staff Member** are on the **Premises**:

- a) All lights must be turned off.
- b) All doors and windows must be shut, and where required, must be locked.
- c) The alarm must be properly set.

## 10. Cleaning Up

- 1) Please leave the hall clean and tidy for the person or persons that will be using it after you. N.B. Where two or more **Hirers** are using the **Centre's** facilities simultaneously, responsibility for cleaning **Common Areas** is shared proportionally and within reason.
- 2) Cleaning materials are located in the cupboard under the kitchen sink.
- 3) There are mops in each of the toilets, the kitchen and in the Hall (in the cupboard). These must only be used in the areas where they are found.
- 4) There is a large broom in the Hall cupboard for sweeping internal floors – this must not be used outside. There are also dustpans and brushes in the Hall cupboard and kitchen.
- 5) A large broom is available to sweep outside areas – ask a **Staff Member** for this.
- 6) A vacuum cleaner is available – ask a **Staff Member** for this.
- 7) All rubbish must be bagged, and removed and placed in the large bins at the rear of the Centre – a **Staff Member** will show you where this is. Rubbish must not be left in or around the green bin outside the Centre entrance.
- 8) Where applicable, the **Hirer** must ensure the following:
  - a) In all areas used (Hall and/or Meeting Room, as well as Common Areas):
    - i) That all decorations, along with any blue tack, etc. are removed.
    - ii) That all floors are swept, and mopped where required.
    - iii) That any marks left on the walls, windows, doors, etc. are wiped clean.
    - iv) That all bins are emptied, including the bins in the toilet cubicles.
  - b) Hall:
    - i) That all tables and chairs are cleaned and stacked exactly as found in the Hall cupboard. All tables must face the same way and chairs must be stacked no more than eleven chairs high.
  - c) Meeting Room:
    - i) That all tables and chairs are cleaned and left exactly as found.
    - ii) That the whiteboard is cleaned, if used.
    - iii) That the projector screen is raised, if used.
    - iv) That the floor is clean and hovered if required.
  - d) Outside Areas (this includes the open area in front of the **Centre** along with the pathway leading up to the **Centre**, as well as the **Park** and/or **MUGA**):
    - i) That any equipment taken outside is returned to its proper place.
    - ii) That all banners, signs, decorations, etc., along with any string, cable ties, tape etc. are removed.
    - iii) That all rubbish is removed.
  - e) Kitchen:
    - i) That all used plates, cups, glasses, cutlery, etc. are cleaned, dried and put away in the appropriate cupboards and drawers.
    - ii) That the sink and kitchen work surfaces are wiped down.
    - iii) That the microwave, stove and oven, if used, are wiped clean.
    - iv) That any perishable food and drink items belonging to Hirer are removed from the fridge/freezer.
    - v) That the oven, stove and extractor fan are turned off, both on the units and at the wall switches
    - vi) That all small electrical items, e.g. the kettle and microwave are switched off and unplugged.
  - f) Toilets:
    - i) That all toilets are flushed and clean.
    - ii) All basins are wiped clean where required.
  - g) Lobby:
    - i) That the carpet is hovered if required.