

St Hugh's Community Centre

Terms & Conditions of Hire

1. Introduction

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 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 1st January 2023, 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.
- 7) **Key Holders** are **Hirers** who have keys and an alarm access code.

3. Types of Hirers

- 1) **Commercial**: Any medium to large business, or organisation with more than 5 employees.
- 2) **Charitable**: 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	9:00pm
Sundays	9:00am	6:00pm

- 1) **HLCA** reserve the right to refuse any booking.
- 2) Bookings are confirmed only on receipt of a non- returnable £50 deposit, if you then cancel your hire date after making payment
- 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

- 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) Payments can be made in cash at the **Centre** office, or via electronic bank transfer.
- 6) Full payment of the hire fee and deposit must be made by 14 days before the date of the scheduled booking.
- 7) Payments can be made in instalments, but a payment schedule and the amounts must be agreed upon by both parties in advance.
- 8) Unless a deposit is already held by **HLCA**, bookings are only confirmed upon receipt of a minimum payment of £50, 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.
- 9) **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.
- 10) 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.
- 11) **HLCA** cannot accept payment by cheque, credit or debit card.
- 12) **HLCA** reserve the right to review and alter the hire fees and deposit amounts at any time.

6. Cancellations

Table 7 - Cancellation Charges

Notice Period	Cancellation Charge
At least 14 days before the date of the scheduled booking	£50- or 1-hour's Hire Fee - whichever is the lower amount
14-7 days before the date of the scheduled booking	50% of the booking hire fee (minimum £50- or 1-hour's hire fee – whichever is the lower amount)
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. All cancellations are subject to a minimum charge of £50- or 1-hour's hire fee (whichever is the lower amount) to cover administration costs.
- 4) All cancellations must be made in writing, and sent by email to the **Centre** office – cancellations cannot be accepted either by telephone, 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 directly by attendees during 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) - 60 people.
 - b) In the Hall (seated with chairs & tables) - 50 people.
 - c) In the Meeting Room - 12 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 and vaping 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 drugs, or other legal highs.
- 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 **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, 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.
- 6) No equipment belonging to the **Centre** (including tables and chairs) may be taken outside without prior permission.

- 7) Children under the age of twelve years old are not permitted in the kitchen at any time.
- 8) **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.**
- 9) All guests/visitors must be contained within the areas hired for a scheduled booking.
- 10) The **Centre** is sited within a residential area so please don't disturb our neighbours. All guests/ visitors must leave the premises quietly and responsibly
- 11) 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.
- 12) 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.