



Conditions of Hire of Worcester Community Trust Community Centres

1. **BOOKING:** Rooms and facilities can be hired by emailing Worcester Community Trust's bookings hub booking@worcestercommunitytrust.org.uk, by phoning 01905 453453 x 101 or by calling in person at the Tolly Community Hub, Rowan Avenue, Worcester. Hirers must be 18 or over and must be authorised to make the booking on behalf of the organisation/group/club if applicable - written proof of authorisation may be requested. The Trust reserves the right to refuse a request to hire rooms and facilities at our absolute discretion. A booking confirmation will be sent to the Hirer via our online booking system. The Hirer must set up an account to accept these terms and conditions.

2. **PAYMENT:** Bookings for organisations, groups or clubs will require full payment to be made at least seven working days before the first booking, unless there is a prior arrangement in place with your organisation. Bookings for individuals will require full payment to be made at least seven working days before the event. Payment can be made by debit/credit card over the phone, by cash at the Tolly hub or by cheque or BACS payments. Such payments must be made in sufficient time to reach the Trust's bank account 7 days before the first booking date. If payment is not received in time, the booking will be cancelled.

A refundable cash or card deposit, additional to any part or full payment made for the booking, may be required at the discretion of the Trust – please note that for party bookings this refundable deposit will always be required at the time of booking. This will be refunded on request within seven working days after full payment, or the final booking, providing:

- No damage is caused as a result of the bookings
- The rooms are left in a clean and tidy condition
- The rooms are vacated at the time stated on the booking form

The deposit may be withheld in part or full dependent on costs incurred. The Trust retains the right to recover any costs incurred in excess of the amount of the deposit. The Trust retains the right to keep the deposit in lieu of any non-payment of the invoiced amount.

3. **CANCELLATIONS:** Cancellation of any or all of the bookings should be made either, by e-mail to booking@worcestercommunitytrust.org.uk, or in writing. Cancellation of bookings by the Hirer with less than 7 days' notice will be charged at the full rate. The Trust may, at their discretion, waive this charge.

Worcester Community Trust reserves the right to cancel the booking, terminate or prohibit the use of facilities at its discretion without previous notice to the Hirer. Worcester Community Trust shall not be liable for any loss or expenditure incurred by the Hirer arising out of such termination or prohibition.

4. USE OF FACILITIES:

- (a) The person named on the booking (the Hirer) shall be solely responsible for ensuring that all persons connected with the booking/organisation/group/club comply with these conditions and any other directions given and conduct themselves in a proper and correct manner.
- (b) Alcohol may not be sold on the premises, for consumption on or off it, unless provided by a personal licence holder or a temporary event licence permitting the sale of alcohol has been obtained, and with the express permission of the Trust. Persons in an intoxicated condition, whether by alcohol or prohibited substances, will not be allowed onto or allowed to remain on the premises.
- (c) The Hirer shall be responsible for the supervision of the booking(s) and shall ensure that

suitably trained or instructed persons are always present, appropriate to the nature of the booking and the numbers attending. The Hirer shall be responsible for ensuring there is adequate and appropriate first aid cover when staff of the Trust are not present to provide this service.

- (d) The premises shall not be used for any other purpose other than the purpose for which they are hired.
 - (e) The Hirer shall be responsible for ensuring that the facilities are left in a clean and tidy condition and use their best endeavours to prevent loss of or damage to property of the Trust.
 - (f) The Hirer shall not exhibit, bills, posters, advertisements, photographs or leaflets on the premises except with the consent of the Trust and only on boards and in positions indicated. No decoration will be permitted that will cause damage to the fabric of the premises. Helium balloons are not permitted in large halls with high ceilings. If in doubt, the Hirer should seek guidance from Worcester Community Trust staff. (The Hirer should note that fly posting in the City of Worcester is not allowed and contravention of this condition may lead to prosecution. Any costs incurred by Worcester Community Trust as a result of flyposting by the Hirer will be levied to the Hirer.)
 - (g) Animals will not be allowed onto the premises unless with the express permission of the Trust.
 - (h) Changing rooms must be booked by midday on the Wednesday before the weekend match. Football boots must not be worn in the changing rooms and any damages and/or additional cleaning will be chargeable at cost and teams may be denied further bookings.
- 5. SAFEGUARDING:** The Hirer is responsible for safeguarding and must ensure that their agents and participants adhere to current safeguarding practice during all bookings involving activities with children, young people and vulnerable adults. This includes the use of photographic or video recording equipment.
- 6. INSURANCE:** The Hirer shall indemnify WCT against claims for injuries to persons or loss or damage to property arising from the activities of the Hirer. All hirers are advised to secure third party/public liability insurance and, where necessary, employers liability insurance.
- 7. PROPERTY AND BELONGINGS:** All items of property are brought onto the premises at the owner's risk. Worcester Community Trust accepts no liability whatsoever for any loss of or damage to the property of the Hirer or their agents/participants. Storage is provided at the discretion of the Hub Manager and WCT reserve the right to charge the Hirer for this.
- 8. HEALTH AND SAFETY:** Customers are responsible for their health & safety; any injury, accident or near miss sustained on the premises must be reported to a member of staff, at the earliest opportunity, who will report it accordingly. Also, any building maintenance issue should be reported to the Trust at the earliest opportunity. Any electrical equipment brought in by the Hirer must have a current PAT test certificate.
- 9. SMOKING:** Worcester Community Trust operates a strict no smoking policy throughout its facilities, to be observed at all times.
- 11. FIRE SAFETY:** In the event of a booking taking place at a Centre with no Trust staff on the premises, the Hirer shall nominate an acting fire marshal to immediately notify the fire service in the event of a fire and ensure they have access to a phone at all times. The Hirer and stewards must be conversant with the following evacuation procedures:
- (a) An alarm bell will sound immediately when the fire alarm is activated.
 - (b) An announcement will be made, by the fire marshal, instructing all individuals to leave the building via the nearest emergency exit.
 - (c) All persons will gather at the designated fire assembly point.
 - (d) Re-admittance to the premises can only be authorised by the attending Fire Service Officer after a thorough check has been made of the premises.
 - (e) A detailed copy of the evacuation procedure is available from Centre receptions.

March 2018