



Conditions of Hire of Worcester Community Trust Community Hubs

TO ENSURE OUR COMMUNITY HUBS ARE COVID-19 SECURE, PLEASE SEE BELOW OUR AMENDED TERMS & CONDITIONS OF HIRE. ALL KEY AMENDMENTS ARE HIGHLIGHTED IN YELLOW.

- BOOKING:** Rooms and facilities can be hired by emailing Worcester Community Trust's bookings hub booking@worcestercommunitytrust.org.uk or by phoning 01905 453453 x 101. **Please note bookings can no longer be made in person at our venues.** 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.
- 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 cheque posted to The Green Centre, Gresham Road, Worcester WR2 5QS or via BACS – **we are discouraging the payment of bookings in cash to minimise the risk of COVID-19 transmission, this includes payment for 3G pitch hire at KGV; a card machine has now been installed at the centre.** Cheque 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 **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 and **must also be paid by card**. 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 formThe 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.
- CANCELLATIONS:** Cancellation of any or all of the bookings should be made by e-mail to booking@worcestercommunitytrust.org.uk. 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. Cancellation of bookings on our 3G pitches must be made via email no less than 72 hours prior to the booking to avoid incurring fees.

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.
WCT may need to cancel your bookings without notice if staff become unavailable due to self-isolating, we may also waive cancellation charges if customers need to self-isolate in line

with the Government trace and test system or are diagnosed with COVID-19.

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) The Hirer must keep the contact details of all attendees for 21 days in line with Government trace and test guidance.
- (c) The Hirer must ensure that 2 metre social distancing guidelines are adhered to at all times whilst on our premises and that routes in, out and around the building are followed as instructed.
- (d) On entering our buildings all individuals must ensure that they either wash or sanitise their hands using the gel provided at our sanitisation stations.
- (e) On entering our buildings, the group leader must provide their contact details to the member of WCT staff who will sign them in and out of the facilities. This information will be stored securely for 21 days, after which time it will be safely disposed of.
- (f) 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.
- (g) 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. The Hirer must follow the HSE guidance for first aid in non-healthcare settings: <https://www.hse.gov.uk/coronavirus/first-aid-and-medicals/first-aid-certificate-coronavirus.htm>.
- (h) The premises shall not be used for any other purpose other than the purpose for which they are hired.
- (i) 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.
- (j) The Hirer shall not exhibit bills, posters, advertisements, photographs or leaflets on the premises during the current pandemic. 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.)
- (k) Animals will not be allowed onto the premises unless with the express permission of the Trust.
- (l) Changing rooms and kitchen facilities will not be available for hire until further notice.

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.

A full COVID-19 secure risk assessment will be provided by the Trust to the Hirer prior to the commencement of bookings, a copy of which will be made available on our website. Customers are not permitted to enter our premises if they have any symptoms of Coronavirus and must report to a member of staff if they become unwell with symptoms of Coronavirus whilst onsite before vacating the venue.

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.

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