



## **Thank you for hiring The StoweAway Community Centre!**

We're really pleased you've chosen to hire The StoweAway Community Centre and hope you have an enjoyable time here.

This pack contains all the information we think you'll need for your booking. If you do have any questions, please contact the team at [bookonlinestoweaway@gmail.com](mailto:bookonlinestoweaway@gmail.com) before your booking starts to talk it through.

Some of the key points included in the pack are:

### **No smoking venue**

The StoweAway Community Centre is a No Smoking venue. Please do not smoke anywhere in the building or in the car park.

### **In case of emergency....**

...please make yourself aware of all fire exits and procedures at the beginning of your time here.

### **If you want to display items in the centre...**

...please only temporarily stick items to the windows or the doors. Please don't attach anything to the walls!

### **When you've finished...**

...we ask that you put all chairs, tables and borrowed equipment back as you found it. Please also take all your rubbish with you and do not leave soiled nappies in the toilets.

Finally, please make sure you take the telephone number of the individual who opens the building for you so you can contact them in the event of an emergency or if you finish earlier than expected. Please wait until someone comes to lock the centre up and don't leave the building unattended.



# TheStoweAway

a place to meet

East Wichel Community Association, Wichelstowe  
Staldon Road, East Wichel, Swindon, SN1 7AG  
Charity No. 1151859  
[www.thestoweaway.org.uk](http://www.thestoweaway.org.uk)

## Facilities Hire Policy 05 v. 6

### (Includes Conditions of Hire Information & Guidance and Safety Instructions)

#### Overview

This policy outlines the conditions applicable to the hiring of any aspect of the StoweAway Community Centre (SACC) facilities and describes the associated 'Hirer' responsibilities.

#### Who does this Policy apply to?

This policy applies to all persons who wish to use the facilities of the SACC and who subsequently enter into an agreement to hire the SACC.

#### Conditions of Hire

##### 1. Agreement

- a. This application for Hire, when completed and signed by the Hirer, together with these conditions and any special conditions shall constitute the Agreement for Hire of the SACC and other property specified in the agreement.
- b. The hirer shall make arrangements with the SACC Management Committee in respect of any other matter not provided for in these conditions at least 10 days before the date of hiring.

##### 2. Interpretation

- a. The 'Hirer' means the person hiring any of the SACC Halls and shall include any person purporting to act on behalf of such Hirer. No person under the age of 18 years will be accepted as a Hirer.
- b. The booking period means the period of time reserved for the hirer.

##### 3. Hire

- a. Any application for hire may be declined without a specific reason being given.
- b. We cannot guarantee that we will be able to facilitate bookings received less than ten working days before the intended date of hire.
- c. The hire period must terminate and the premises are to be vacated at the end of the booked period.
- d. Sufficient time should be included within bookings to take into account of setting up and clearing away equipment and the facilities must be vacated at the end of the Booked Period.
- e. The Hirer shall not use the hall or any part thereof for any purpose other than that stated in the application and for which the same is let.
- f. The Hirer shall not sub-let or assign any of the SACC halls or parts thereof.
- g. The Hirer shall not use any other hall, room or facility other than that stated on the on-line booking page.
- h. The Hirer shall not use the SACC or any part thereof outside of the time stated on the on-line booking page.

#### **4. Payment**

- a. All bookings including block bookings must be paid for in advance and payment must accompany all single applications of hire.
- b. Payments will be accepted by BACS, Cash or Cheque. Cheques must be made payable to: 'The StoweAway Community Association'.

#### **5. Acceptance of Booking**

Acknowledgement of booking shall be returned to the Hirer (once full payment has been received or invoicing arrangements agreed) as confirmation that the booking has been accepted, subject to the Hirer complying with these Conditions and any special conditions of hire.

#### **6. Charges**

Hire charges will be in accordance with the current charges as laid down by the SACC Management Committee. The SACC Management Committee reserves the right to vary the hiring fees at any time before the event for which the facility has been hired, notwithstanding that payment of the fee has been made giving one month's notice at anytime.

#### **7. Refunds**

These will be made to the organisation, club or individual stated in the hire agreement. (We are unable to refund to individuals where the hire agreement is in the name of an organisation or club).

#### **8. Cancellation**

- a. By the SACC Management Committee

The SACC Management Committee may terminate any Agreement for Hire at any time up to and including the date of hire if the SACC Management Committee becomes aware of any fact which would at face value not be in the interest of the SACC. In the event of such cancellation as much notice as possible of cancellation will be given by the SACC Management Committee to the Hirer but no minimum period is stipulated and the SACC Management Committee's liability to the hirer will be limited to a full refund of any payment made by the Hirer to the SACC Management Committee in respect of the hiring.

- b. By the Hirer

Notice of cancellation must be received in writing by the SACC Management Committee not less than ten working days before the date of the hiring, where the first £10 of any hiring fee (or the whole hiring fee if less than £10) will be forfeited to cover administrative and other costs. Cancellations received less than 10 working days before the hire date will forfeit the hire cost in full.

- c. In the case of cancellation by the SACC Management Committee arising from the Hirer failing to comply with the conditions of hire, the full charge for the booking may be incurred.

- d. In the case of cancellation by either party due to lack of heating, water etc. a full refund will be due for the period of hire the facility is not used. Where the hirer chooses to continue with the hire the full fee will be due.

#### **9. Booked Period**

- a. Where the hiring is not commenced within 15 minutes of the booked start time, the facility will be secured. Access after this time where it can be accommodated, will incur further charges. Please call the duty team if you know you will be delayed to avoid charges being made.

b. The SACC Management Committee will not be responsible for any loss to the hirer due to the facility not being available at the booked start time. The SACC's liability to the hirer will be limited to a refund payment made for the unavailable booked period.

#### **10. Breach of Contract**

The SACC Management Committee shall not be liable for breach of contract or to be held liable for any expenditure incurred or loss sustained, directly or indirectly by the Hirer as a result of refusal, cancellation or termination.

#### **11. Accidents - N.B. First Aid Kits are not provided**

If an accident occurs please contact the volunteer who opened the centre for you. Please ensure you take their contact details when you arrive at the centre.

#### **12. Hirer's Responsibilities**

a. The Hirer or the Organisation under whose behalf he or she is responsible or a responsible person, whose name and address has been notified to the SACC Management Committee before the date of the hiring, must be in attendance at the premises throughout the hire period.

b. We reserve the right to charge a deposit that will be payable 10 days in advance of the commencement of the hire.

c. The Hirer will be responsible for supervision, safety, control, stewarding, admission & removal of those attending the hiring and provide a sufficient number of suitably qualified persons to carry out these responsibilities.

d. The Hirer shall ensure that all activities are conducted in an orderly and lawful manner.

e. The Hirer shall report any faults, damage or lack of services e.g. water to the duty team immediately.

f. The Hirer shall report any dissatisfaction with the booking during any induction procedure or to the SACC Management Committee within two working days to allow the concerns to be investigated.

g. The Hirer is responsible for setting out all of their required equipment and for clearing them away afterwards. The room must be left in a clean and tidy condition. The user will be responsible for checking at the end of each session.

h. The Hirer must ensure that they do not drag tables/ chairs or other items across the floor.

i. The Hirer must ensure that the room and any cupboards opened for use are locked again at the end of the booked period.

j. The Hirer must ensure all rubbish is removed from the Premises. Failure to do so will incur an extra charge.

k. Users are responsible for checking that toilets are left clean and tidy. Health and Safety laws dictate that no soiled nappies are placed into rubbish bins or down the toilet.

#### **13. Displays**

Nothing is to be displayed or fixed on any of the SACC walls, fixtures, fittings or furnishings without prior permission of the SACC Management Committee.

#### **14. Music /Noise**

Noise levels must be controlled so as not to cause annoyance to local residents or other Hirers. Any officer/ servant of the SACC responsible for the facility has authority to control the volume of sound caused by musical equipment.

## 15. Minors / Children

- a. The Hirer shall ensure that minors are supervised at all times and the Hirer must be in attendance at the SACC prior to any children.
- b. The Hirer shall ensure no minors enter the kitchen without permission.
- c. Use of play equipment & ball games will be allowed where there is a suitable outdoor area and appropriate insurance. For ball games only soft sponge balls may be used.

## 16. Animals on the Premises

The Hirer must ensure that no animals, excluding guide or hearing dogs, are allowed into the facility without permission from the SACC Management Committee.

## 17. Insurance and Risks

- a. Hirers shall indemnify the SACC Management Committee from and against any claim for damages, costs or expenses which may be made against the SACC Management Committee in respect of personal injury, death or loss of or damage to property sustained by any persons and occurring during or in consequence of the hiring and which shall arise from any act or omission by the Hirer or persons using any of the SACC Facilities as a result of the hiring.
- b. The Hirer is responsible for the preservation of good order and shall fully compensate the SACC Management Committee for any damage to the premises or any damage to, or loss of, other property of the SACC Management Committee of whatsoever description arising out of, or incidental to the hiring. Compensation will be deducted from any hall hire fee paid.
- c. The Hirer is responsible for insuring their property and equipment against all usual risks.
- d. The SACC Management Committee does not accept responsibility for any clothing, or articles left by the Hirer; their guests, servants, agents or any member of the public or any property during the period of hire.
- e. Public Liability Insurance is only valid for the rooms booked during the booked period.

## 18. Key Holders

- a. At times to be agreed, Hirers may be required to open/ close the building.
- b. The Hirer will have overall responsibility for the Centre during their booking period.
- c. The Hirer will ensure that the facility is left in a clean and tidy state prior to leaving.
- d. The Hirer will check that all doors and windows are closed when they leave and ensure all doors are locked.
- e. The Hirer will be responsible for a set of keys and alarm code details and must inform the SACC Management Committee if these become compromised at their earliest convenience.

## 19. Health and Safety

- a. The Hirer is responsible for ensuring that the maximum capacity of the SACC facilities hired is not exceeded:

	<b>Standing</b>	<b>Seated</b>
<b>Lake Room (Room 1)</b>	120 people	77 people
<b>Canal Room (Room 2)</b>	60 people	42 people
<b>Lake &amp; Canal Rooms</b>	180 people	119 people

- b. Fire or appliances with naked flames are not permitted in or on any property subject to the Hire Agreement without the prior written consent of the SACC Management Committee. The Hirer will comply with all conditions attached to such consent.

- c. No alterations or additions may be made to the lighting or power arrangements existing at the time of hire without the written consent of the SACC Management Committee. The hirer will comply with all conditions attached to such consent.
- d. The Hirer is responsible for ensuring that no exits or fire exits from or within the facilities are blocked inside or outside and that no chairs or obstacles are placed in the corridors, walkways or access areas leading to emergency exits. Fire appliances are not to be removed or tampered with.
- e. In the event of a fire alarm being raised the Hirer is responsible for ensuring safe and immediate evacuation.
- f. No furniture or furnishings may be brought into the facility either temporarily or permanently without prior written permission from the SACC Management Committee. Permission will only be considered where current Fire Regulations can be met.
- g. Electrical Appliances must not be brought into the facility by the Hirer or any person on the Hirers behalf either temporarily or permanently without prior written permission from the SACC Management Committee. All appliances must have a current portable appliance certificate (PAT). Any items with a naked flame are prohibited.
- h. Groups / hirers will be required to comply with Health & Safety legislation.
- i. The foyer must be kept clear at all times for safety purposes.

## **20. Mail**

Use of the Community Facility as a mailing address is prohibited.

## **21. Kitchen**

- a. Hirers using the fridge must remove all foodstuffs at the end of their session and ensure that the fridge is left in a clean condition.
- b. All crockery and cutlery is to be cleaned and put away.
- c. Cleaning of the cooker, sinks, etc. is the responsibility of the user.
- d. If the user wishes to use their own equipment in the kitchen, this should not be left on the Premises.
- e. A charge may be made where the Hirer leaves the facility or equipment in a damaged or unusable state.
- f. The Hirer shall ensure that no minors enter the kitchen without permission.

## **22. Equipment/ Storage**

The Hirer shall not bring any equipment onto the premises without the prior permission of the SACC Management Committee. Where it is agreed in writing that the hirer may store goods or equipment at the SACC, the SACC Management Committee does not accept responsibility or liability for any loss, damage or injury whatsoever arising from the storage of such goods or equipment subject to common law and any statutory rights for the time being in force. Additional charges will apply for exclusive storage areas.

## **23. Entertainment / Alcohol Social Events**

The SACC has no licence for the sale or purchase of alcohol on the premises. Privately purchased alcohol may be consumed on the premises subject to prior agreement of the SACC Management Committee.

## **24. Parking - N.B. We do not guarantee availability**

Vehicles must be parked in designated bays. Under no circumstances must vehicles be parked in disabled (unless a disabled permit is displayed) or no-parking bays.

## **25. Clothing and Footwear**

- a. The Hirer must ensure that appropriate clothing and footwear are worn for specific activities (e.g. non marking soles).
- b. Cultural differences and the specific needs of disabled people will be respected.

## **26. No Smoking Policy**

The SACC operates a strict 'No Smoking' policy and bookings are accepted on condition that the Hirer adheres to this policy. Smoking is only permitted outside the gate beyond the car park.

## **27. Broadcasting Rights**

Broadcasting (sound/T.V.) filming or photographic rights cannot be exercised without prior written consent from the SACC Management Committee. No copyright music shall be performed/ played on the premises without the application requesting this having been confirmed.

## **28. Live and Recorded Music**

Where sound recordings (CDs, DVD's, tapes or records etc,) are played in 'public' the hirer has the responsibility of ensuring that the appropriate permissions are received and any associated licence fees paid.

## **29. Access**

The Hirer shall at all times permit full access to the SACC Management Committee's duly authorised officers and agents to enter or inspect the hired premises. Police Officers have the right of entry at all times.

## **30. Termination of Hire and Exclusion from Premises**

- a. If the Hirer shall refuse or omit to comply with any of the foregoing conditions or with any instruction conveyed to him/ her by any officer/ servant of the SACC Management Committee responsible for the facility, the Hirer and their servants may be excluded until they comply with the same, but without relieving them of their obligations under their contract with the SACC Management Committee.
- b. The SACC Management Committee reserves the right to halt or terminate the hiring at any stage in an emergency.

## **31. Additional Charges**

The following non-exhaustive list of examples will incur additional charges:

- a. A hire commences prior to, or exceeds the allotted booking time. This will be charged at the appropriate hourly rate plus 10%.
- b. The reopening of closed facilities due to non-attendance will incur an extra hour's charge.
- c. Where the hirer has not left the facility in a sufficiently clean, tidy and orderly condition, cleaning surcharges will apply at a minimum rate.
- d. Where there has been any damage to the premises or damage to, or loss of, other property of the SACC Management Committee, the hirer shall fully compensate the SACC Management Committee. Any additional charges will be deducted from any hall hire fee paid and where charges are in excess of the hall hire fee an invoice will be made for the remainder of the charges.
- e. Providing a service outside of normal operating hours/days.
- f. Where the hirer is responsible for false activation of any alarms, charges will be made to recover all costs incurred.
- g. Where equipment loaned is not returned.

### 32. Safety Instructions

- a. At all times these premises are occupied, all doors must be available for use in an emergency and any doors locked with key must be unlocked (the use of padlock etc. is prohibited).
- b. The person in charge (hirer) must make themselves familiar with the fire instruction on the site, and they must ensure that any volunteers or paid workers are made aware of the instructions.
- c. In the event of a fire or similar emergency situation, the person in charge and their staff must ensure that the building is immediately and safely evacuated and that the emergency services have been called. The person in charge must ensure that there is a working mobile phone in order to do this as there is no phone line in the building.
- d. All persons who are unfamiliar with the building should look around to check the whereabouts of exits from the building, where the fire extinguishers and fire alarm call points are.
- e. When tables etc. are laid out in the hall consideration must be given to the provision of gangways between the rows which must be of sufficient width to allow access to disabled persons and wheelchairs, and especially egress in an emergency.
- f. All fire exits must be kept clear at all times during the hiring.
- g. Please contact the duty team immediately when due to circumstances outside the control of the hirer:
  - Any fire door is unable to be opened in an emergency
  - Any fire exits / or escape routes are not clear

### 33. Upon Discovering a Fire:

- 1) Raise the Alarm - this is normally done by breaking the glass on a fire alarm call point. Otherwise use any means available
  - 2) Call the Fire Brigade - dial 999 using a mobile phone or ask a local resident
  - 3) On Hearing the Alarm - when you hear the alarm, leave the building as quickly as possible, using the nearest fire exit route. NB: Only take personal belongings if they are immediately available
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- a. Fire extinguishers are provided and should be used to maintain and/ or clear the escape route if required.
  - b. Where there are controlled access doors, if for any reason the door interlocks fail you must use the green break glass panels next to the doors to release the lock.
  - c. Disabled and less able-bodied people should be given every assistance during the evacuation procedure to exit the building to the fire assembly point or to the designated safe refuge point.
  - d. On arrival at the Fire Assembly Point, keep together and identify any missing persons attending your event and report immediately to the fire brigade.
  - e. It is essential that all individuals familiarise themselves with the fire escape routes and location of the Fire Assembly Point when using these facilities.
  - f. Regular hirers of the StoweAway community centre should organise a practice fire drill every 6 months.

### Version Control

v.1	Approved by trustees	9 <sup>th</sup> April 2014
v.2	Added details regarding maximum hall capacity	10 <sup>th</sup> September 2014
v.3	Removed mention of deposit to reflect reality	13th February 2015
v.4	Annual review – no changes	29 <sup>th</sup> April 2015
v.5	Updated contact details	10th January 2017
v.6	Updated section 32. to include reference to mobile phone and updated section 33. to include reference to fire drills	23rd February 2017



**Review Period**

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