

Hire terms & conditions

Queen's Crescent Community Association

Definitions: Queen's Crescent Community Centre, The Dome and Peggy Jay Centre hereinafter will be called the "Hired Facilities". QCCA Ltd will be referred to as "we/us/our" and The Hirer will be referred to as "You"

1. General

The basic rule is that the room and facilities should be left as they were found.

- Receipt of the signed Booking Form confirms that you accept these terms and conditions
- We reserve the right to refuse any booking, cancel the booking anytime or refuse to open the centre if the proposed hire is in breach of our terms & conditions or company policies
- We do not warrant that the premises are suitable for the type of function being undertaken
- The terms and conditions and charges contained herein may vary from time to time

2. Hire Conduct

- You are required to conduct and manage the function in a proper, orderly and lawful manner.
- You shall not permit any act that may harm the reputation of QCCA Ltd, including nuisance to local residents.
- We reserve the right to cease an event or remove any persons from the premises if their behaviour is considered inappropriate.
- Sound levels should be kept at a reasonable level and we reserve the right to control them if required.
- You should ensure that their guests leave at the specified time and are respectful of local residents.
- Smoking is not permitted in any part of the hired facilities.
- Selling alcohol on the hired premises and directly outside is strictly prohibited.
- Consuming alcohol directly outside is strictly prohibited
- The provision, supply or use of illegal substances in or around the hired premises is strictly prohibited.
- Not to allow barbecues at the premises.
- No bouncy castles allowed in the premises.

Breach of the above could lead to immediate cancellation of the event, forfeit of the deposit and the hire fees and potential police involvement.

3. Bookings & Payment

- The minimum length of hire for QCCC & The Dome is 1 hour and for the Peggy Jay Centre 3 hours
- **The booking is only confirmed:**
 - On receipt of a completed Booking Form
 - On receipt of a £300 deposit
- The balance needs to be clear **14 days** before the date of the event
- If the balance is not cleared **14 days** before the date of the event it will be cancelled and the deposit will be retained.
- If we can't communicate with you by the last working day by 6 pm, your event will not proceed, and QCCA will NOT be held liable for any 3rd party fee that you may have incurred
- On-Going bookings require four weeks hire fees paid in advance
- If the function extends beyond the booking period, additional charges will be applied in 30 minute increments at the hourly rate, if charges exceed the amount of the deposit, you will be invoiced for the difference.
- **Failure to leave on time** will incur you an a **fine of £150** which will be taken from your deposit
- All bookings at QCCC and the Dome must end at **10pm** and all bookings at PJC must end at **6pm**
- All fees are on a hourly basis
- Payments are taken using SquareUp, payments can be taken by credit card, debit card, BAC's or cash (as a last resort)

- It is your responsibility to make yourself known to the caretaker.
- The caretaker is an external company contracted by QCCA Ltd. They do not possess the authority to extend any bookings; unauthorised extension of bookings beyond the initial period lies entirely with you and the fine that occurs with it. It is your duty to monitor the timing to ensure that the event does not go beyond the reserved booking duration.

4. Refunds and Deposit

Are processed the following week after we receive a satisfactory report from the Duty Officer supervising your event.

Credit or debit card deposit

- It takes 2-7 business days to process a refund with SquareUp. Once the refund is processed and sent to the customer's card issuing bank, it can take another 2-7 working days (depending on the bank's processing speeds) for the refund to post to your account. In total it can take 9-14 working days for you to receive your refund.

Cash deposit

- Please make an appointment to obtain your cash deposit
- Bring with you your receipt

BAC's deposit

- Please provide your account number and sort code on your booking form

5. Cancellation

- Written notification must be received confirming that you wish to cancel the booking.
- On-going bookings require one month notice that the hire is to be cancelled.
- If the booking is cancelled **more than 30 days** prior to the hire date, all deposits and fees will be refunded minus a £50 cancellation fee. If the booking is cancelled **within 30 days** of the hire date the £300 deposit will be retained.
- Transfer of a confirmed booking to an alternate date will be considered as a separate new booking and you will remain liable for all charges due on the original booking.

6. We hold the right to cancel any event under these circumstances

- The premises being required for use as a Polling Station for a Parliamentary or Local Government election or by-election
- The premises becoming unfit for the use intended by the hirer
- An emergency requiring use of the premises as a shelter for the victims of flooding, snowstorm, fire, explosion or those at risk of these or similar disasters.
- An emergency meeting that is held by the community

7. Hire General

- The time required for setting up and tidying, including all cleaning, must be included within the hire period.
- On arrival you are required to liaise with the Duty Officer. A member of our staff will be on duty at all times during the hire period. The Hirer must adhere to any instructions given by the Duty Officer.
- Guests attending the hire will not exceed the pre-agreed number.
- We reserve the right of entry at all times to any of the hired facilities. Only Staff employed by QCCA have the authority to allow entry.
- Any equipment, furniture made available by us for you to use should be returned in the condition they are given at the start of the hire.
- You will not affix or hang any object to any part of the hired facilities without our prior consent.
- You are responsible for any damage to the building or property in the areas under hire. If any damage occurs the Hirer undertakes to compensate us promptly upon request.
- Where applicable you will need to clean the Hired Facilities before the end of the hire.

8. Equipment

- To use the Equipment in a proper manner and with all reasonable care and to operate the Equipment in accordance with any instructions issued for it.
- Not to use the Equipment for any purpose for which it was not designed or intended and not to interfere or tamper with it nor allow any other person to do so unless previously agreed in writing by QCCA Ltd
- Not to make any alterations, modifications or technical adjustments or make or attempt to make any repairs to the Equipment without the prior written consent of QCCA Ltd
- Not to obliterate, move or to deface or cover up any identification plates or marks affixed to the Equipment by the hirer/organiser
- Any damages to the Equipment will result in forfeit of deposit plus additional cost
- QCCA Ltd cannot be held responsible for any personal injury as a result of the use of the equipment.
- All equipment remaining the property of QCCA Ltd.

9. Alterations

- No alterations or additions may be made to the premises, nor may any fixtures be installed or placards, decorations or other articles be attached in any way to any part of the premises without the prior written approval by us.

10. Health & Safety

- It is your responsibility that the Hired Facilities' fire exits, and escape routes are kept clear and unobstructed. You are responsible for the health & safety of your guests.
- A first aid box is located in the reception area at Queen's Crescent Community Centre, A first aid box is located in the manager's office in the Dome, and A first aid box is located in the kitchen at the Peggy Jay Centre in the event of any accidents .
- No changes to the structure or fixtures & fittings may be made to the Hired Facilities.
- The use of special effects, including smoke and dry ice machines, fireworks, and live ammunition, is prohibited in all areas of the hired facilities at all times.
- No flammable liquids or other dangerous substances shall be brought onto the premises.

11. Fire

- All Hirers must make themselves, and any individuals using the premises as part of their Hire, aware of emergency escape routes and fire alarm procedures.

12. Kitchen

- No persons under the age of 18 years of age may enter the Kitchen at any time.
- We will not be responsible or liable for any loss or damage, including any loss or damage in connection with food-related illnesses, arising in relation to or as a result of any catering arranged or carried out by the Hirer at the event.
- That the sink and kitchen work surfaces are wiped down.
- That the microwave, stove and oven, if used, are wiped clean.
- That any perishable food and drink items belonging to Hirer are removed from the fridge/freezer.
- That the oven, stove and extractor fan are turned off, both on the units and at the wall switches
- That all small electrical items, e.g. the kettle and microwave are switched off.
- No food to be left behind in fridge/freezer, worktop or the sink it will be removed without any notice.

13. Deliveries, Storage & Removal

- You must advise us of any deliveries in advance and mark all deliveries with the name, date and venue of the function.
- All your items must be removed at the end of the function.
- We will not accept any responsibility for the damage or loss of goods left on the premises prior to, during, or after the function.

14. Publicity & Insurance

- The use of our name or logo on any promotional material is strictly forbidden
- The use of any displays, posters or free-standing banners must have prior approval
- You are not allowed to conduct any trading activity on the premises
- You are responsible for insurance to cover the hire period. This includes all equipment and any other liability, including Public Liability
- You must immediately notify us in writing of any occurrence or accident likely to give rise to a claim under an insurance policy
- Any public events the organiser/hirer must have a valid public liability insurance in place and a copy must be given to us 2 weeks before the event.
- Any public events the organiser/hirer where Children and/or Vulnerable Adults are involved in must have a valid DBS certificate in place and a copy of this must be provided to us 2 weeks before the event.

15. Contact details

Duty Officer for Peggy Jay Centre – 0778 229 9570

Duty Officer for QCCC Hall –

16. Indemnity

Queen's Crescent Community Association will not be held liable for the accident to person(s) or loss of property by any person or organisation during or in connection with bookings at any of the facilities at Queen's Crescent Community Association/the Dome or Peggy Jay Centre. Anyone entering or using the facility does so at his or her own risk, and the Management accepts no liability in respect of any loss, damage, or injury, howsoever caused. It is the hirer's responsibility to undertake a risk assessment of their activities and provide it to the Management. Any accidents that do occur should be noted in the facility accident book. It is the hirer's responsibility to provide copies of this agreement to all parties (individuals) and that they agree with the terms and conditions of this hire agreement.

17. Supervision

If you organise a child's events (Under 16) please ensure parents or responsible adults accompany their children into the venue and are responsible for their safety before and after the booking.

18. Policies

All users must be familiar with and observe the policies of QCCA Ltd relating amongst other things to Health and Safety; Equal Opportunities; Environment; and Protection of Children and Vulnerable Adults. Copies of these are available on request.

For any public events, the hirer/organiser or user of the hired facilities where Children and/or Vulnerable Adults are involved must have appropriate policies/procedures in place and must ensure that these are observed when using the hired facilities.

19. Compliance with Status, Licensing and Regulations

You will be required to have the appropriate licence/s from licensing authorities or the local council. For example Music licences (PPL and PRS) if recorded music or live music is played. We will not be liable for any fees payable for licences or any costs incurred by the hirer if a license is not obtained.

Signing or signifying agreement to the Booking Confirmation Form certifies that the hirer is aware of these terms and conditions will abide by them and will ensure that those who use the hired facilities in conjunction with their booking act in accordance with them.

QCCA Ltd will assume that anyone signing on behalf of an organisation is duly authorised to do so. In the event of someone using the hired facilities without signing or specifically agreeing to the Booking Confirmation Form, then it will be deemed that they are aware of these terms and conditions, will abide by them and will ensure that those who use the hired facilities in conjunction with their booking act in accordance with them.

Please tick if you have read the teams and conditions.

FullName:

Sign:

Date: