



Room Booking Terms and Conditions

1. Booking a room

To book a room at Castle Hill Community Centre please observe the following procedure:

- Contact us by telephone on 01473 747053 or by email at chbookings@outlook.com to check room availability. Or alternatively please check availability and book your room on our online booking service via our website www.castlehillcommunitycentre.co.uk.
- Castle Hill Community Centre Trust reserves the right to withhold a percentage of any booking fee that has to be cancelled as outlined in the timescales below:
 - a) Cancellation within one week of the actual date of room use – 50%
 - b) Cancellation of a booking less than 24 hours before actual date of room use – 100%

2. Longer Term Rental Agreements

Castle Hill Community Centre Trust also has a few rooms available for rent in the short and medium term. If you would like to discuss longer term rental agreements, please contact us on 01473 747053.

3. Public Liability Insurance

All users of rooms must have a current PLI policy with a level of £5m or more to cover the booking. If the hirer or group does not have this level of cover, please speak to the bookings administrator who will advise you further.

4. Health & Safety

Users are reminded that under health and safety law, *'they are responsible for their own health and safety and that of others'* and that whilst on site they should make themselves familiar with the following procedures:

- **The Fire Evacuation Procedure** and location of fire exits and firefighting appliances. The procedure and fire evacuation building plans are located in every room. As part of risk assessment procedures an individual evacuation plan must be completed for each and every user with a disability within the hiring party prior to the booking taking place.
- **First Aid Procedures** and location of first aid kits. Please note that outside of normal office hours (9am to 5pm) users are responsible for providing their own first aid cover if needed. The location of the nearest First Aid kit relevant to the room being hired is shown in every room.
- **Accident and Incident Reporting.** Users are required by law to record all accidents (including near misses) and incidents that occur while on site. Accident and incident books are in the main office.

- Users are required to familiarise themselves with the most current copies of Castle Hill Community Centre **Risk Assessments** prior to using the facilities, however each user is also responsible for risk assessing their own usage of the building and reporting any health and safety issues they note to a member of staff at the very earliest opportunity.

5. Payment terms

If you are a Statutory Organisation, you will be invoiced at the end of the month of your booking.

If you are a Private/Commercial group, your payment will be required before the booking date either by cheque or via BACS unless it has been agreed to be invoiced at the end of the month of your booking. (Private Parties)

Payment by cheque made **Payable to Castle Hill Community Centre Trust** but to be posted to **Castle Hill Community Centre, Castle Hill Community Centre Trust**. This must reach us 5 days before your booking.

For groups able to use the **BACS payment system**, please send payment to:

Account Number: 96310471
Castle Hill Community Centre
Account Name: Trust
Sort Code: 09-01-28

Please send a remittance advice stating our invoice number if you pay by BACS to Castle Hill Community Centre, for the attention of the Bookings Team. Many thanks.

6. General notes on room use

- Castle Hill Community Centre Trust provide cleaning services for the building. Users have a right when hiring rooms to arrive and find their room in a useable state so please aim to leave rooms as you found them.
- If on arrival your room is in an unacceptable state, please let a staff member know as soon as possible. If your hire is outside of normal office hours, please leave a note in reception or email us: chbookings@outlook.com
- If you require rooms to be set out in specific formats, please let us know at the time of your booking detailing your requirements and we can add this to your booking form.
- We do supply IT equipment, overhead projectors, projection screens, and extension cables, also an Urn or refreshments are available at an extra charge, please ask for prices and availability.
- CHCC does NOT have a TV licence / Music Licence so user groups must not access live terrestrial TV / Radio etc on any device at any time whilst on the premises.
- Castle Hill Community Centre does NOT allow alcohol on the premises.
- Castle Hill Community Centre does NOT allow any naked flames on the premises e.g. birthday candles sparklers etc.

For further information contact:
Facilities/Bookings Administrator on 01473 747053
Or via email: chbookings@outlook.com