

THE REDMOND COMMUNITY CENTRE

Standard Conditions of Hire



1. Use of centre

Phone: 0208 802 7580 - Info email: info@mhdt.org.uk

- 1.1 Use of the community centre and its facilities is subject to the following rules and, in the case of the hirer, to the conditions incorporated in the hiring agreement.
- 1.2 Parents who drop off their children for activities encouraged to leave the centre upon drop off and return for the pickup time. **Centre staff reserve the right to ask parents to leave.**
- 1.3 Hirers encourage parents where applicable to prepare their kids in appropriate clothing prior to arriving at the centre.
- 1.4 The hirer shall not use the premises for any purpose other than that described in the Hiring Agreement. They shall not sub-let or use the premises for any unlawful purposes. The hirer should not do or bring anything into the premises which may endanger and/or invalidate the insurance policies with respect to the consumption of alcohol without written permission.
- 1.5 **Your booking is restricted only to the room paid for, if any other areas of the centre are used without prior consent you will be charged x2 the room hire charge, and your deposit will be retained.**
- 1.6 Children must not be left unattended in any rooms/garden at any point.
- 1.7 All Hirers who wish to book the centre on the weekend must hire any room for a minimum of 4 hours for private or public hire. During the week, the minimum hire is 2 hours after 5.00pm.
- 1.8 Hirers must gain permission from the centre management team if they wish to bring or arrange for a bouncy castle to be set up in the main hall. Any hirer bringing a bouncy castle must sign insurance disclaimer/waiver form and operate the bouncy castle at their own risk and must check the size suitability for the venue. There is a running charge to have a bouncy castle in the premise which is for **up to 4 hours £20 and over 4 hours £30.**
- 1.9 Due to special flooring in the Main Hall, stiletto shoes are not permitted since it damages the floor.
- 1.10 No food consumption in Room 1 and 2 because of carpeted flooring.
- 1.11 Please note, there are **NO PARKING** facilities onsite, hirers are to make their own arrangements.
- 1.12 Please note, no animals permitted onsite except for guide dogs.
- 1.13 Please ensure no paper towels, nappies or sanitary disposables flushed down any of our toilets, please use bins provided.

2. Age

The Hirer, not being a person under 18 years of age, hereby accepts responsibility for always overseeing the premises when the public are present and for ensuring that all conditions, under this Agreement, relating to management and supervision of the premises are met.

3. Maximum Capacity

Redmond Community Centre Terms and Conditions

ROOM	MAXIMUM CAPACITY	
	SEATED	STANDING
*MAIN HALL	100	120
**ROOM 1	15	17
**ROOM 2	20	23
*ROOM 1 & 2 COMBINED	35	40
KITCHEN 1	NA	5
SOCIAL AREA	16	20

*Dependent upon how seats arranged.

**Dependent upon how seats are arranged, capacity is 13 and 18 if seated in a circle.

4. Centre Opening Hours

- 4.1 The Centre Office opening hours are from 9am to 5pm on weekdays. Outside these hours, a centre worker will be onsite. Please check timings with reception before making your booking.
- 4.2 The Centre is unavailable to hire on Public Holidays. Hirers will be informed of availability before making their booking.
- 4.3 The Centre will be open and closed for private/public events as per the agreed booking times of the hire agreement on the booking form completed by the hirer.
- 4.4 The Centre must be by the terms of its lease and in consideration of Insurance closed no later than 11pm Monday to Saturday and 9pm on Sunday. **If a hirer stays beyond this time, they will lose their deposit as per the centre managers' discretion.**

5. Security Procedure

- 5.1 A centre worker will be responsible for opening and closing the centre for hirers outside of normal office hours. The Hirer not permitted to enter their hired room outside of their allocated hours. Any breach of these conditions may lead to further charges to the Hirer and may cause the end of their right to use the centre.
- 5.2 Hirers using the centre outside normal office hours must ensure that no unauthorised persons admitted into the centre during the event date and times.
- 5.3 CCTV will operate at the centre and in the immediate external areas.
- 5.4 Visitors to the centre must leave promptly at the end of their event, no waiting permitted on the premises.

6. Booking start and finish times

- 6.1 The Hirer must be aware of start and finish times of their booking and must not exceed it. If you arrive late for your booking, you will still finish at your initial agreed time.
- 6.2 **The Hirer must include the time needed for set up and clear down in their booking time.**
- 6.3 All music must be switched off one hour before the event finish time to ensure the packing and vacating can be done on time.
- 6.4 **If the Hirer has not vacated the building by the agreed time, this will result in a loss of their deposit.**

7. Applying for private use of the centre

- 7.1 All bookings within the centre must be made to the Centre Management staff, by filling out and signing the appropriate booking forms. All bookings are at the discretion of LDT (London Development Trust).
- 7.2 The Hirer, having signed the form, undertakes to comply with the Hire Agreement. Completion of the application does not necessarily lead to a granted approval. Once the Centre Management staff has accepted a deposit, they will confirm the booking and the email of the confirmation sent to the hirer.
- 7.3 We advise all Hirers to book as far in advance as possible to maximise the chance of the Centre being available for hire.
- 7.4 The Hirer will only be able to use the Centre at the agreed time and must arrive no earlier than 15 minutes beforehand. If their hire time needs to change, they must notify Centre Management staff who will update their fees accordingly if the facility is still available.
- 7.5 LDT (London Development Trust) reserves the right to refuse an application where the centre cannot accommodate the requirements of the Hirer; or the activities are considered a risk to the public order; or the Hirer's use would risk alienating existing users or the local community.
- 7.6 Until the appropriate booking form has been signed and deposit given, bookings cannot be guaranteed.

8. Applying for regular use of the centre

- 8.1 Regular use is defined as booking at least ten dates at regular intervals which is called 'Regular Hirer' in this document.
- 8.2 All regular hirers can block book dates for a maximum of 3-month periods. 3 weeks before the last booked date, the regular hire user must get in contact should they wish to block book a further 3 months. They must send a completed booking form along with any other documents that are necessary via email. We will confirm in writing via email should we accept the next set of blocked booked dates.
- 8.3 Please note that regular hirers are required to pay a deposit and one month rent in advance.
- 8.4 Please note that a monthly cleaning charge will be added to your invoice, this will be calculated depending upon the frequency of your regular bookings.
- 8.5 The centre offers storage facilities with monthly cost, but items will be stored at owner's risk.
- 8.6 From time to time, centre management staff will review regular hirer's activities and reserve the right to stop the bookings immediately where either the Hire Agreement has been broken, or the activities of the groups no longer relate to the aims and priorities of the centre. Full reasons for a decision will be provided to the hirer who will have an opportunity to appeal the decision with the LDT (London Development Trust) CEO whose decision is final.
- 8.7 Hirers must wipe tables, chairs and any equipment used after their sessions.

9. Cancellations

- 9.1 LDT reserves the right to cancel bookings when required for use as a Polling Station, or when the facility is not safe or it is unfit for the intended use. In this event, the hirer will not be charged, and fees paid in advance will be refunded.
- 9.2 LDT reserves the right to cancel any booking made when the same is required for reasons of national or district emergency. In the event of this occurring, any hire charge will be returned in full, but the Centre will not be liable for any loss incurred by the Hirer.
- 9.3 The Hirer hereby agrees to accept the decision of the centre and to have consented to the cancellation and to have no claim at law or equity for any loss or damage caused by the cancellation.

10. Payments

- 10.1 To guarantee their booking, the Hirer must pay a deposit (see section 11).
- 10.2 Hirers undertake to pay in advance for all bookings made by them or on their behalf. Hirers will receive written notice to pay the full fee of their booking within 14 days or 30 days as agreed after receiving the deposit to confirm your booking. This must be paid before the due date of the invoice. LDT reserves the right to cancel a group's use of the Centre if fees are not paid within this timeframe.
- 10.3 We accept BACS transfers for payments.
- 10.4 Unfortunately we are not able to accept any payments made by cheque, cash or card.
- 10.5 Prices are correct at time of print but may be subject to change. We do not charge VAT.
- 10.6 Regular Hirers will be invoiced monthly, unless agreed otherwise with Centre Management staff.

11. Deposit

- 11.1 The purpose of a deposit is to cover unexpected damage. The deposit values can be found below.

ROOM	DEPOSIT
MAIN HALL	£200
ROOM 1	£100
ROOM 2	£100
ROOM 1 & 2 COMBINED	£200
KITCHEN	£100
SOCIAL AREA	£100

- 11.2 A booking is not confirmed until the deposit is paid in full for any Hirer using the Centre. Arrangements will be made for the refund of the deposit on receipt of advice that the Hirer no longer needs the space and providing the terms of this Agreement have been upheld.
- 11.3 **Deposits refund:** The deposit will be refunded within 30 days after the hirer provides their bank details, this will be dealt by the accounts departments of LDT.

12. Cancellation Fees

- 12.1 Hirers must advise Centre Management staff in writing no less than 1 month prior to any cancellations to their bookings. Less than 1 months' notice will result in full or partial loss of the total booking fee. This will be calculated by the length of time between the event date and the cancellation notification, as follows:
- A. If less than one month (30 days), 25% of the total cost of the function
 - B. If less than two weeks (14 days), 50% of the total cost of the function
 - C. If less than one week (7 days), 100% of the total cost of the function
- 12.2 **Enforcing the cancellation fees is up to the discretion of Centre Management**

13. Hire Charges

13.1 The charges for the use of the Centre are subject to change. A table of charges can be found below.

Redmond Community Centre Hire Charges		
Hourly rates	Private Events - Closed To Public (private parties, company events/conferences, meetings, closed training/workshops)	
	Mon – Fri	Sat / Sun
Main Hall *	£80.00	£85.00
Room 1*	£30.00	£36.00
Room 2*	£36.00	£41.00
Room 1 & 2 combined	£58.00	£63.00
Social Area	£30.00	£36.00
Kitchen	£52.00	£58.00
<p>Please note the use of kitchen is included free of charge when booking the Main Hall which is not applicable for complimentary bookings.</p>		
<p>*Charity organisation can apply for 10% discount on private events *Woodberry Down residents receives 10% discount *Please note discounts cannot be combined. There is no further discounts on Regular bookings. *Deposit is £200 for the Main Hall and £100 for other rooms</p>		
Cleaning charge	<ul style="list-style-type: none"> ▪ Main hall: £55.00 standard charge ▪ Room 1 or Room 2: £15.00 each ▪ Room 1 & 2 combined: £25.00 ▪ Kitchen £25 ▪ Social Area £20 ▪ This charge is also applicable to complimentary bookings 	
Party Kit	<ul style="list-style-type: none"> ▪ Cost: £15 per day with a £15 deposit which is refundable, however if there are any damages or any lost equipment, we will not be able to refund your deposit. ▪ The party kit includes 30 pieces of plastic plates, spoons, knives, cups and forks with 3 small bowls, 2 serving platters, 3 plastic jugs, 1 cooler bag and a tablecloth. 	

Bouncy Castle

- 4 hours is £20 (Please note it is for use of the centre Electricity only we do not provide the Bouncy Castle)
- More than 4 hours is £30

13.2 Hire charges are calculated on an hourly basis. The pay scale determines hire charges per hour according to weekday/weekend bookings and the type of Hirer using the Centre.

13.3 The booking link require information which will ascertain the type of Hirer booking the Centre. This includes (not exclusively) the most recent turnover of an organisation. Centre Management staff reserve the right to request additional information.

14. Additional Services

14.1 The use of chairs and tables is inclusive of hourly hire rates. We do not provide cutlery.

14.2 The charges for the use of additional services are subject to change.

14.3 A table of charges can be found on your booking application including coffees and teas provided for the event which can be bought at the centre.

15. Discounts

15.1 Discounts are subject to change.

15.2 10% Woodberry Down Resident Discount and 10% Charity Discount.

15.3 Any additional discounts or negotiation of hire charges are up to the discretion of Centre Management staff.

15.4 Discounts cannot be combined with each other.

16. Operating Procedures

16.1 LDT is not liable for damages or loss of equipment or belongings of the Hirer.

16.2 The Hirer must ensure that :

16.2.1 No lights or lighting fixtures are interfered with in any way.

16.2.2 All decorations including flowers and all equipment other than equipment provided by the centre must be removed by the end of the event unless an arrangement has been made with Centre Management Staff prior to the booking.

16.2.3 No damage is caused to the building, or any property, equipment, fixtures, fittings and artwork contained within the building.

16.3 The Hirer must treat other Centre users with respect including other's equipment and belongings.

16.4 The Hirer must promptly report all damages to the Centre Management Staff so that repairs/replacements can be made.

16.5 Compensation for damage caused by a Hirer will be required.

16.6 Children must always be supervised by an adult while in the facility.

16.7 The Hirer is responsible for dealing with any spillages during the time of the hire.

16.8 **The use of highly flammable materials, including candles, tea lights, and gas catering gel lighter hobs is prohibited.**

16.9 All emergency exit doors and passageways MUST be left clear at **ALL** times.

- 16.10 No drugs or illegal substances are to be consumed or brought onto the premises. Anyone found to be using such substances or conducting illicit activities will be removed from the facilities, lose their deposit and booking fees, and be reported to the Police.
- 16.11 No food or drink may be taken out of the premises to consume outside, since the space outside of the centre does not belong to the centre. It is a public space.

17. Set up and Cleaning

- 17.1 Hirers are required to set up for their event, however, we offer a set up service at the following costs: Main hall - £45, Room1 &2 combined - £30, Room 1 or 2 - £25
- 17.2 Please refer to section 13 for details of hire charges and cleaning charges.
- 17.3 Hirer is responsible for setting up their own equipment and where necessary to set up equipment owned by the centre. It may be possible to negotiate assistance from Centre Management staff where needed. Hirers should indicate their specific equipment, furniture and set up requirements on their booking form.
- 17.4 The Hirer is responsible for leaving the space they use in a clean and tidy state which includes:
- 17.4.1 Placing all rubbish in the bins provided.
- 17.4.2 Putting all tables and chairs away into the storage area in a clean and tidy state as it shows in the picture on the storage cupboard door.
- 17.4.3 Taking away any food items left in the kitchen.
- 17.5 Any equipment belonging to the Centre must be safely returned to Centre Management staff.
- 17.6 Only Blue Tack and Sellotape are permitted for decoration, no pins, no staples, or nails may be used.

18. Supply of Alcohol

- 18.1 Alcohol may not be provided or consumed at the Centre without prior written permission of Centre Management staff.
- 18.2 Our alcohol policy states only **Beer and Wine** may be consumed on the premises, this means that no spirits, liquors or cocktails consumed on site. An alcohol waiver will need to be signed during the booking process. Please note that if spirits are found to be served at the Centre, we will forfeit the deposit.
- 18.3 The Hirer must not allow the sale of alcohol under any circumstance in the Centre. This includes transactions of any sort using coupons, vouchers, or entry tickets.
- 18.4 The Hirer is fully responsible for their guests if they are supplying alcohol on the premises.
- 18.5 No drinks, glasses or food should be taken out of the premises at any time.

19. Music and Noise

- 19.1 Noise must be kept to a reasonable level.
- 19.2 The Hirer is responsible for noise levels when guests are entering and leaving the building.
- 19.3 Centre Management staff reserve the right to request hirers to turn the music down if they believe it is above a reasonable level.
- 19.4 **If the Centre receives complaint about the noise, the Hirer concerned will be liable to lose their deposit and be prevented from hiring the Centre again in the future.**
- 19.5 We prefer the hirers to use the centres own sound system which must be placed at the top end of the Main Hall to direct sound downwards and not in the line of the doors.

- 19.6 If hirers are using the services of a DJ, entertainer or any persons who wish to use their own equipment they must be informed by the hirer that we only permit the use of the Centres sound system. They may bring along their own mixer or cables to connect with.
- 19.7 The doors to the Main Hall must remain closed and not wedged open throughout your event to prevent sound travelling outside.

20. Kitchen usage

- 20.1 Please note the kitchen may be used for free when booking the Main Hall. This is not applicable for complimentary bookings.
- 20.2 All Hirers who are booking the kitchen and not the Main Hall must pay full kitchen rates.
- 20.3 Hirers who intend to book the kitchen must read the LDT Food Safety Policy. This is available from Centre Management staff or the LDT website. Please ensure that you understand this and communicate it to your other kitchen users.
- 20.4 Distributing food to members of the public is done by the Hirer at their own risk.
- 20.5 Ensure that no fats, oils or grease is poured down the kitchen sink.

21. Health and safety

- 21.1 We advise that all Hirers to read the LDT Health and Safety Policy which is available from the Centre Management staff.
- 21.2 The main points for the Hirer to be aware of are:
- 21.2.1 A Fire Marshal will be always onsite in the building.
- 21.2.2 A Risk Assessment Summary for the building can be found in Schedule 2.
- 21.2.3 As part of their booking all Hirers are responsible for their guests to be aware of these.
- 21.3 Regular Hirers must provide Centre Management staff with a risk assessment for their specific activity.

22. Safeguarding children and vulnerable adults

- 22.1 Any Hirer using the Centre for activities with children, young people or vulnerable adults must provide Centre Management staff with evidence of their suitability to work with such groups. This includes DBS checked staff and relevant policies.
- 22.2 Our Safeguarding children and vulnerable adults policy is available from the LDT website.
- 22.3 Children must always be supervised by adults and must not be left unaccompanied while waiting for activities to begin.

23. Smoking policy

- 23.1 All inside facilities at the centre are **NO SMOKING** areas which also includes the garden.
- 23.2 All Hirers are advised that smokers should limit their time outside the building and keep noise to a minimum while the event is taking place.
- 23.3 Please use cigarette bins to dispose of cigarettes.
- 23.4 Non-compliance with this policy may result in a loss of deposit and the person or organisation being refused for future use of the centre.

24. Insurance

- 24.1 The Centre is insured against any claims arising out of its own negligence.
- 24.2 All Hirers are responsible for making arrangements to insure any third-party claims which may be taken against them or their organisation while using the facilities.
- 24.3 Regular Hirers will be required to show proof of necessary insurance cover before hire is approved.
- 24.4 Any hirers wishing to provide a bouncy castle for their event must sign a public liability form from LDT.

25. Storage

- 25.1 The Centre can provide limited storage with the agreement of Centre Management staff.
- 25.2 Items are left at the user's own risk.
- 25.3 Items not cleared within two weeks of a request to move them will automatically be removed. There will be a charge for this.
- 25.4 Hirers may store small amounts of non-perishable goods within kitchen cupboards in agreement with Centre Management staff. They do so at their own risk.

26. Loss or damage to Property

- 26.1 The Centre does not accept responsibility for the loss or damage to Hirer's property.
- 26.2 Loss or damage to the centre's property including any artwork, caused by the Hirer must be paid for by the person or organisation concerned.

27. Complaints

- 27.1 A complaint form is available from Centre Management staff.
- 27.2 Any complaint should be addressed to the Centre Management staff in the first instance, who will provide a response within one week.
- 27.3 If not satisfied with the response, the complainant should refer to the LDT Complaints Procedure Policy which is available on the LDT website or from Centre Management staff.

28. Photo permission

- 28.1 The Hirer agrees to allow LDT to take photos of the activities within the building unless prior exemption from this clause has been requested.
- 28.2 Photos will be used to advertise specific activities taking place to the local community, or services offered by the Redmond Community Centre. These photos may be used on the website, newsletter, emails, and other social media platforms.
- 28.3 Photos will only be taken by the centre staff where prior consent has been gained from the hirer.
- 28.4 It is the responsibility of the Hirer to seek permission from their event and let them know photos may be taken.
- 28.5 We will ensure that signage is displayed around the building to raise awareness of this.

Schedule 2:

Centre Risk Assessment Summary

Slips & Trips

- Clear fire exit route is maintained at all times

- Any damage to flooring to be reported to Centre Management staff immediately
- Regular cleaning of the floor
- Appropriate lighting levels including stairs

Fire

- Fire Risk Assessment for the building
- Smoke detection throughout the building
- Fire evacuation procedures carried out by staff
- No flammable materials used or stored
- Regular fire drills carried out
- Fire alarm tested weekly
- Fire escape routes kept clear at all times and exits clearly marked
- No smoking policy maintained throughout the premise
- Fire extinguishers provided and accessible at all times
- Portable heaters and fans switched off at night

Electric shock; Scalds/burns; Food poisoning; Rodents/vermin

- Kitchen equipment tested to Council approved frequencies
- Regular cleaning of kitchen areas, fridges, etc
- Daily disposal of food waste and food kept in appropriate cupboards or fridges
- HACCP which outlines how food risk is managed in the Centre

Falling materials from insecure stacking or storage

- Adequate storage space/shelving provided including low level storage

Electric shock or faults

- All equipment purchased meets EC standards
- Portable appliance testing carried out at Council approved frequencies and by approved contractors
- Items labelled with last test date
- Staff not to attempt any electrical repairs themselves but to report problems
- Extension leads must not be plugged into other extension leads

Unauthorised entry

- Members of the public not allowed in staff areas unless they are invited
- Visitors to be accompanied at all times

29. Agreement and Signature

I hereby confirm that I agree to adhere to all of Redmond Community Centre's terms and conditions as detailed in this document.

Name:

Signature:

Date: