



# St Andrews Community Centre – Room Hire Terms & Conditions

These Terms and Conditions apply to all hires of St Andrews Community Centre. Additional clauses apply depending on whether the booking is a Single (One-Off) Hire or a Regular (Long-Term) Hire. Where differences apply, these are clearly stated.

By making a booking, the hirer agrees to comply with these Terms and Conditions.

All policies and documents identified within these Terms and Conditions are available on the Parish Council website.

## **1. Use of the Community Centre**

The Community Centre is available for community, private and commercial use subject to these Terms and Conditions. Hirers must ensure that their activity is suitable for the space and complies with all relevant legislation, policies and licensing requirements.

## **2. Hire Fees and Insurance**

Hire fees are set from 1 April annually and are published in the [Fees and Charges](#) document available on the Parish Council website. All bookings will be charged at the rate in force at the time of the hire, regardless of when the booking was made.

### **Single Hire**

- Hire is charged per booking.
- Hirers' indemnity insurance is held by the Parish Council and is included within the booking fee.

### **Regular Hire**

- Regular hire rates apply where bookings meet the Council's definition of regular hire.
- Hire is paid as a series (normally invoiced monthly).
- Regular hirers must hold their own public liability/indemnity insurance appropriate to their activity.

## **3. Definition of Regular Hire**

A booking will be classed as a regular hire where multiple sessions are booked at the same time and:

- Each session is for the same purpose;
- Sessions are between 1 and 30 days apart;
- Hire is paid as a series (e.g. monthly invoicing);
- The hirer holds their own appropriate public liability insurance;
- The hirer provides a risk assessment for their hire sessions.

Where a regular hirer books additional ad-hoc sessions, these will be charged at the regular hire rate unless otherwise agreed in advance by the Council.

## **4. Equality, Conduct and Data Protection**

- The Community Centre is open to all and operates in accordance with the [Equality Act 2010](#).
- Personal information is processed in line with data protection legislation. Further details are set out in the Council's [Data Protection Policy](#).
- Information may be shared where necessary to deliver services or for the prevention and detection of crime or fraud.

- All hirers and users must comply with the Council's [Sexual Harassment Policy](#), [Dignity at Work Policy](#), [Civility and Respect Pledge](#), and [Bullying and Harassment Statement](#).

The Council is committed to promoting a culture of civility, courtesy and respect, and expects all hirers and users of the Community Centre to behave in a manner consistent with this commitment. All users must treat councillors, staff, volunteers, contractors and other users with civility, courtesy and respect at all times.

The Council operates a zero-tolerance approach to bullying, harassment, abuse and intimidation towards councillors, staff, volunteers and representatives. The Council reserves the right to:

- Refuse or terminate a booking immediately;
- Require individuals to leave the premises;
- Refuse future bookings;
- Involve the police or other agencies where appropriate.

Where a booking is terminated due to breach of these Terms and Conditions or unacceptable conduct, the Council reserves the right to retain all or part of any fees paid.

## **5. Making a Booking**

- All booking requests must be made through the St Andrews Community Centre HallMaster online portal.
- The council reserves the right to refuse any booking.
- The council may cancel bookings where the premises are required for council use or become unsuitable. Where possible, notice will be given.
- Local community groups are normally given priority, although confirmed bookings will be honoured unless cancelled for the reasons above.
- The council reserves the right to terminate a hire, with immediate effect if necessary, where these Terms and Conditions are breached, or where behaviour is unsafe, unlawful or disruptive.
- Bookings may not be transferred or sub-let to another person or organisation without the prior written consent of the council.
- Only bookings confirmed in writing by the council and paid in accordance with these Terms and Conditions shall be considered valid.

### **Booking Requests, Confirmation and Processing Times**

- A booking request does not constitute a confirmed booking until it has been formally approved and confirmed in writing by the council.
- Single hires will only be confirmed once full payment has been received.
- All bookings are subject to availability of the premises, staffing (including caretaker cover) and compliance with these Terms and Conditions.
- The council will aim to process booking requests as promptly as possible; however, hirers must not assume a booking is confirmed until written confirmation has been issued.

### **Late Booking Requests**

Booking requests received within **three working days** of the proposed hire date may not be accepted or processed. The council reserves the right to decline late requests where there is insufficient time to arrange staffing, access, or necessary checks.

### **Unconfirmed Bookings**

Where a booking has not been confirmed in writing, hirers must not proceed on the assumption that access will be granted. The council will not accept responsibility for any inconvenience or loss arising from reliance on an unconfirmed booking request.

Hirers should not chase, escalate, or rely upon unconfirmed booking requests within **48 hours** of the proposed hire date. Any booking not confirmed by that point should be treated as declined.

## **6. Opening Hours and Bank Holidays**

The Community Centre is normally available between 9.00am and 10.00pm, subject to the type of hire.

- Extended hours may be agreed in advance at the discretion of the Parish Office.

For the purposes of these Terms and Conditions, bank holidays shall mean all public holidays in England and Wales as designated by the UK Government, including any substitute days where a bank holiday falls on a weekend.

- The Community Centre is closed on Easter Sunday and Christmas day.
- The Community Centre is normally closed for bank holidays; however, hires may be permitted by prior agreement, subject to availability and staffing.
- Bookings made for recognised bank holiday occasions (including boxing day and new year's day), and any substitute bank holidays appointed where these fall on a weekend, will be charged at the applicable bank holiday rate.

## **7. Caretaker Availability and Unforeseen Disruption**

- All hires are subject to the availability of a suitably trained caretaker to open, secure, and supervise the premises where required.
- In the event that a caretaker is unable to attend a scheduled shift due to illness, emergency, travel disruption, or other unforeseen circumstances, the council will make reasonable efforts to arrange alternative cover.
- Where alternative cover cannot be arranged, the council reserves the right to:
  - Delay access to the premises; or
  - Cancel the booking in whole or in part
- In such circumstances, the council shall not be liable for any consequential loss, costs, or inconvenience incurred by the hirer. Where a booking cannot proceed due to lack of caretaker cover, any hire charges already paid for the affected period will be refunded or credited, but no further compensation will be payable.
- Hirers must not place pressure on caretaking staff to commence duties outside agreed arrangements or before formal access has been granted.

## **8. Capacity Limits**

The maximum capacity is 120 people per floor. This must not be exceeded under any circumstances. Capacity limits may be reduced to comply with safety requirements or government guidance. Capacity includes staff, performers and organisers.

## **9. Health, Safety and Fire Regulations**

All hirers must comply with the centre's Premises Licence and Fire Safety Procedures. In particular:

- Emergency exits and walkways must be kept clear.
- Emergency lighting must be switched on while the premises are occupied.
- Fire-fighting equipment must remain in place and only be used in an emergency.
- The fire brigade must be called immediately in the event of a fire.
- Dangerous activities, flammable substances and unauthorised heating appliances are not permitted.
- Smoke machines must not be used.
- All electrical equipment brought onto the premises must be PAT tested and compliant with current regulations.
- CCTV operates inside and outside the premises for safety and crime prevention.

First Aid kits are available in the bar kitchen, Function Room and Youth Room. Any items used must be reported to the duty caretaker.

## **10. Supervision and Safeguarding**

- The named hirer or event organiser must be 18 years or over and present for the full duration of the hire.
- For public events, a minimum of two adults (18+) must be present at all times.
- Where children or young people under 17 are present, a minimum supervision ratio of 1 adult to 8 children applies. Additional supervision may be required for younger children or higher-risk activities.
- Where activities involve children or vulnerable adults, the hirer is responsible for ensuring appropriate safeguarding arrangements in place, including suitable supervision and relevant checks where required.

## **11. Storage**

No items may be stored on the premises without prior written permission from the clerk.

- **Single hires:** storage is normally temporary and event-specific.
- **Regular hires:** ongoing storage may be agreed under a separate written arrangement.

## **12. Loss, Damage and Hirer's Property**

- The council does not accept responsibility for loss, theft or damage to personal property or equipment.
- Hirers are responsible for their own equipment and activities.
- **Regular hirers** are responsible for maintaining appropriate insurance cover.
- The council does not accept responsibility for any personal items left at the community centre. Any items found will be handled in accordance with the council's [Lost Property Policy](#), which is available on the parish council website.

## **13. Car Parking**

Car parking is available at St Andrews Community Centre. Vehicles are parked at the owner's risk.

## **14. Noise and Nuisance**

- Hirers must ensure noise levels are reasonable and do not disturb other users or nearby residents.
- Litter must not be left in or around the building or grounds.

## **15. Cleaning, Security and Care of the Building**

- Hirers must leave the premises clean, tidy and secure.
- Furniture and equipment must be returned to their original positions.
- All rubbish must be taken away at the end of the hire.
- Any damage must be reported immediately. The hirer will be liable for the cost of repairs.
- Decorations must not be fixed to walls, ceilings, doors or fixtures using nails, screws, tape or adhesives. Confetti, glitter and similar materials are not permitted unless agreed in advance.

## **16. Payment, Deposits and Cancellations**

### **Single Hire**

- Full payment, including any refundable damage deposit, must be received at least 7 days before the hire date.
- A damage deposit may be required depending on the nature of the event.
- Bookings may be cancelled if payment is not received on time.
- Cancellations made by the hirer:
  - 14 days or more before the hire date will receive a full refund of the hire fee and damage deposit.
  - 7-13 days before the hire date will receive a refund of the damage deposit only. The hire fee will not be refunded.
  - Less than 7 days before the hire date will not be refunded.
  - In exceptional circumstances, the council may, at its discretion, offer a partial refund or credit towards a future booking.
- Cancellations made by the council (except cancellations caused by non-payment) will be refunded in full. The council will not be liable for any additional costs or losses incurred by the hirer.
- The council will not be liable for any failure to provide the hire where this is due to events beyond its reasonable control, including but not limited to severe weather, power failure, emergency closure, or public safety requirements. In such circumstances, any fees paid to the council will be refunded, but no further compensation will be payable.

### **Regular Hire**

- Regular hirers will be invoiced monthly and invoices must be paid by the due date.
- Failure to pay may result in suspension of the hire.
- A minimum of 48 hours' notice is required to cancel a session; otherwise the full charge will remain payable. In exceptional circumstances, the council may, at its discretion, offer a partial refund or credit towards future payments.

**For all hires:**

- Bank charges incurred due to failed payments will be recharged to the hirer.
- Bank transfer is the preferred payment method.

**Late payment charges**

Payments not received by the due date will incur a late payment fee in accordance with the current [Fees and Charges](#) document.

**17. Risk Assessments and Additional Safety**

- Hirers must read and comply with the Fire Safety Procedures.
- Candles with a naked flame are not permitted within the Community Centre (except on cakes). Battery-operated (LED) candles are permitted.
- Hirers are responsible for the safety of all attendees.
- Large or higher-risk events must provide a written risk assessment in advance.

**Bouncy Castles**

- Permitted in the Youth Room only.
- Hirers must ensure the supplier provides valid Public Liability Insurance and safety certification.
- Copies must be supplied to the parish office in advance.

**18. Licensing, Alcohol and Bar Provision**

The Community Centre is a licensed premises under the [Licensing Act 2003](#).

- No alcohol may be sold or supplied without the prior written approval of the parish council.
- Hirers and guests must comply with licensing law and the council's [Alcohol Sale Policy](#).
- Staff may refuse the sale of alcohol or require individuals to leave the premises.
- Failure to leave when requested is a criminal offence.

**Bar Service Provision**

- Pavilion bar servery hires must use the Saxilby Sports Hub as the bar service provider.
- Upstairs Function Room bar hires may use any permitted bar service provider, subject to licensing.
- Hirers are responsible for ensuring all necessary permissions and licences (including TENs) are in place.
- External bar providers are engaged by the hirer as a private arrangement. No council service fee applies.

**19. PRS and PPL Licensing**

St Andrews Community Centre is covered under the following PRS licences:

- PRS Tariff LA – Background Music
- PRS Tariff F&D
- PRS Tariff N

Any music or film use outside these licenses, included PPL-licensed recorded music, is the responsibility of the hirer.

**Additional Charges**

If your booking involves any of the following:

- Live music performances
- Events with featured recorded music, including karaoke, DJ events, or music quizzes
- Film showings, including short educational or training films

It is the hirer's responsibility to notify the parish council at the time of booking. The council reserves the right to apply an additional charge at the discretion of the clerk to cover any necessary licensing or administrative costs.

## **20. Room Sizes**

- Youth Room: 2.72m high × 9.16m wide × 13.5m long
- Function Room: 9.14m wide × 15.3m long
- Meeting Room: 3.7m wide × 4.9m long
- Bar Area: 9.14m wide × 15.3m long

*These Terms and Conditions may be updated from time to time. The version in force at the time of booking will apply.*