



Room & Hall Hire

Booking Terms and Conditions

Greenwood Community Centre is managed and staffed by Hampton & Hampton Hill Voluntary Care (H&HHVC) and operates a **NO SMOKING/VAPING** and **NO NAKED FLAME** policy – including Oak Room balcony and car park areas. Dogs are only allowed if a guide or support dog.

The individual/organisation named on the Room Hire Booking shall be responsible for ensuring that these conditions are met in ALL respects. If you are not present at the event, you must ensure that a named representative reads and understands these Terms and Conditions. Please advise of their contact name/details in case of an emergency.

Your Booking

All hirers must not arrive before their booked time, they must leave by the end of the booked period and only use the room that has been allocated. The Centre closes at 22.00, as we are in a residential area. Tidying and cleaning up is to be completed by this time and within the booked period. Please follow Covid-19 requirements for using the Centre.

Payment of Fees

One-Off Bookings - all hire charges need to be paid in full prior to your booking to ensure the space is held for you. Regular Bookings - we require payment at the end of each calendar month and will invoice you accordingly.

Cancellations

Regular Sessions – we operate a 48-hour cancellation policy. It is important to recognise that staff at Greenwood Community Centre are part-time, and their direct emails are not always monitored. To cancel a session either:

- Email to roomhire@greenwoodcommunity.org.uk and copy it to enquiries@greenwoodcommunity.org.uk
- Call the offices from M-F, 9am to 3pm on 020 8979 9662
- Outside office times call our direct room hire line on 020 8941 1611.
- If we have not confirmed receipt of your message please assume we have not received it.

Failure to comply with adequate cancellation notice may incur charges. This will be decided on a case-by-case basis and will aim to recover any expenses incurred by H&HHVC.

Centre Access

We will liaise with you with regards to access the building prior to your booking. We usually provide an onsite member of staff during all bookings, but alternative arrangements can be made for regular room and hall hire.

Damages

You will be held personally responsible for any damage caused to the premises and the costs for any such repairs will be charged in full to the hirer in question.

Due to previous experiences with damages, we do not permit the use of:

- Smoke Machines
- Glitter Party Poppers or confetti
- Foam Machines
- Window/wall crawler toys

Responsibilities

You are responsible for your clients during your period of hire and must take proper and reasonable steps to ensure that:

- only those invited to attend gain access to the premises and its facilities and that there is no intrusion or hindrance to any other Centre user
- all users leave the Centre following the event
- all users leave the premises in the same condition as they were found
- all users take reasonable steps to limit noise when arriving and departing from the Centre so as not to cause nuisance or inconvenience to residents in neighbouring properties and other users of the Centre
- you have read and understood our Safeguarding policy/COVID Checklist and taken any action necessary to ensure that you are compliant with their contents.

Permitted Use

Greenwood Community Centre is typically used for receptions, parties, fitness groups, dance classes, social and sports clubs, counselling and meditation, self-help groups and children's parties and other functions.

Due to our residential setting, we rarely accept bookings that generate high levels of noise during unsociable hours, such as weddings, 18th /21st birthday parties or large music events.

Alcohol

The premises are not licensed for the sale of alcohol, but event licences can be obtained. You are responsible for making sure that any event licences for the sale of alcohol are obtained and that proof of such licence is provided to Hampton & Hampton Hill Voluntary Care at least 7 days prior to the event taking place. There is no restriction on serving alcohol responsibly at a private function.

Health and Safety

Fire Regulations

IF THERE IS A FIRE or the ALARMS SOUND:

- CALL 999
- ADDRESS: Greenwood Community Centre, 1a School Road, Hampton Hill. TW12 1QL
- Evacuate the Centre following the Evacuation Procedure and the instructions of any FIRE MARSHALL.

The Fire Assembly Point is opposite the Centre in the car park of the flats, the recommended safe distance from a fire is 15 metres (50 ft). In the event of a suspect package or bomb alert we recommend moving further to the Holly Road Recreation Ground, the recommended safe distance for such alerts is between 200 and 500m (approx. 650ft to 1640ft).

Each room has a fire evacuation plan, please ensure your groups/clients are aware of the exit routes.

- All users must ensure that the fire apparatus on the premises is not interfered with in any way.
- You must ensure that NO emergency exits are LOCKED, OBSTRUCTED, OR LEFT OPEN.
- You must ensure that all persons using the premises are fully aware of the FIRE PROCEDURES and FIRE EXITS

First aid box location - Ground Floor main office, under sink.

Accident book – H&HHVC Ground floor Office. Ask staff or caretaker on duty.

Safeguarding

H&HHVC takes safeguarding seriously, please review our separate safeguarding policies

- Adults at Risk
- Child Protection

which can be viewed at <https://greenwoodcommunity.org.uk/policies/> or you can request a copy.

Any new hirer of children's or vulnerable adult's activities must supply us with a copy of an up-to-date safeguarding policy. This will be kept on file and issued upon request to anyone who asks for it.

Documentation

H&HHVC requires proof of the following where relevant to your activity; DBS check, liability insurance and/or qualification certificates before a booking can be accepted.

Lone Working

H&HHVC support all bookings with the presence of H&HHVC staff or caretaker, but specific arrangements may include allowing an organisation/individual sole access without H&HHVC staff present.

All users must be aware of their responsibilities when working one-to-one at Greenwood Community Centre and the need to protect themselves and their client, at all times. We would specifically remind all users that there may be times when they have sole use of the building, they must ensure a policy that reflects this is in place and a copy given to H&HHVC to keep on file.

Privacy Policy

H&HHVC takes your privacy seriously and are committed to protecting your personal information. We will not share your contact details with any other organisation unless we have your permission, or under special circumstances, such as when we believe the law requires it. If you are advertising a group or activity through our website, then you have given us permission to share your details.

Greenwood Community Centre has CCTV cameras on the premises. Please see our separate Data Protection Policy for further details which can be viewed at <https://greenwoodcommunity.org.uk/policies/> or you can request a copy.

Housekeeping

Cleaning/Refuse

The premises must be left clean, tidy and safe from trips, slips, falls and hazards. Please follow guidance from the staff or caretaking teams.

Please remove as much waste as possible at the end of your event and recycle where possible. There are recycling centres based in Hampton Hill Junior School and at the far end of Windmill Road which are accessible to all.

It is the responsibility of you as the hirer to ensure the kitchen areas are left clean and tidy and all crockery/cutlery is washed and put away if you use this facility with the support of the caretaking team if pre-arranged.

Wi-Fi

Free Wi-Fi is available at H&HHVC's discretion. H&HHVC does not accept any liability for illegal downloads or misuse.

Parking

Parking is extremely restricted at the Centre. We have three bays available at weekends and after 5pm weekdays. Please discuss any special arrangements for parking you may require prior to booking. Please ensure all cars parked are registered at reception.

There is sufficient "on-street" parking for most events, but we ask all Centre users to respect our neighbours and avoid parking in areas that could cause problems.

We encourage regular users to consider using a bicycle to attend the Centre where possible, and we have cycle stands on the premises and additional racks located on the opposite side of the road.

Music

You will need to organise a copyright licence for the use of music at private bookings.

The hall is not licensed for public performances of music and dancing, so tickets for music and dance cannot be sold at the door. You must ensure that all appropriate licences are obtained for any public performance of music or other media.

You must also ensure that noise levels during an event are kept within accepted levels as set out by the Environmental Health Authority.

Please be aware of other Centre users and any noise that may impact on their activity especially when leaving the building or congregating on the stair landing or lobby.

PLEASE DO NOT LEAVE THE EXTERNAL DOORS OPEN at any time. This poses a breach of our insurance and a safety/security hazard to the building and other centre users. All members of your group or organisation must be greeted at the door to reduce any risk to the other Centre users.

HAMPTON & HAMPTON HILL VOLUNTARY CARE:

WILL NOT be responsible for any loss or damage to any personal property of the hirer or users of the premises.

RESERVES THE RIGHT to refuse or cancel a booking without giving a reason, but especially where they consider that the use may cause damage or nuisance to others, or that there may be an activity incongruous with our primary function as a Community Centre.

RESERVES THE RIGHT to cancel a confirmed booking in exceptional circumstances. Should these arise, as much notice as possible will be given, it is H&HHVC's liability to return any booking fee.

BY ACCEPTING TO THESE TERMS, YOU HAVE AGREED THAT YOU HAVE READ AND UNDERSTOOD OUR TERMS AND CONDITIONS, DATA PROTECTION AND SAFEGUARDING POLICIES.

Updated: September 2024

Next review: September 2024