

# Alraham and Calveley Village Hall

Administered by Alraham and Calveley Reading Room Trustees - Registered Charity 1186105

Website [www.acvillagehall.co.uk](http://www.acvillagehall.co.uk)

Email [acvh.info@aol.com](mailto:acvh.info@aol.com)

## Hire Terms and Conditions

If English is not your first language, please ask for assistance about anything you do not understand

By accepting these Terms and Conditions you are entering into a legally-binding contract. It is in your interest to read and understand them before accepting.

### ACCEPTANCE OF HIRE TERMS AND CONDITIONS

The use of Alraham and Calveley Village Hall is subject to these Terms and Conditions. The person making the booking must do the following

- Agree to these Terms and Conditions
- Enforce these terms and conditions for all attendees
- Be responsible for ensuring that the hall is adequate and suitable for the intended use

### HIRER RESPONSIBILITIES

During the times of the booking, the hirer is responsible for the following

- Act as a point of contact for the Trustees to resolve any issues during the booking
- Supervision of attendees
- Care of the fabric and contents of the premises
- Damage
- Ensuring good behaviour of all persons using the premises indoors and outdoors
- Proper use of the car parks
- Ensuring no obstruction on the A51 main road
- Ensuring no obstruction on the access road used by local residents
- Ensuring full access for Emergency Services is maintained at all times for both the hall and local residents
- Ensuring no disruption or inconvenience for neighbours and the public

### DESCRIPTION OF THE PREMISES

The purpose-built village hall includes the following facilities

- A main function/events space capable of accommodating up to 120 people
- A kitchen with electrical equipment
- A meeting room capable of accommodating up to 20 people
- Furniture e.g. tables and chairs
- Toilet facilities, baby changing facilities
- Two car parks
- Accessibility for disabled users
- Access to external grassed and paved areas

The main hall and the meeting room can be booked individually or together. When rooms are booked individually, hirers share the kitchen, toilets and car parks. If exclusive use of the kitchen, toilets or car parks is required, the entire premises must be hired

## **TO BOOK THE HALL**

Booking requests can be made in a number of ways

- The preferred method is using the on-line form on the 'Booking & Prices' page on the website. A request cannot be made if the hall is already booked. You will be asked to confirm acceptance of these Terms and Conditions before the request will be accepted
- Using the email address on the 'Booking & Prices' page on the website
- Using the form on the 'Contact Us' page of the website

Requests via email or the Contact form will be required to confirm in writing that the Terms and Conditions are accepted

Online booking via the website displays a calendar of existing bookings. Single and multiple booking requests can be made this way. Special requests can be included using all booking methods.

Bookings may be refused at the discretion of the Trustees without giving a reason.

## **EVENT INFORMATION**

An accurate description of the proposed event must be provided when booking and must include the following

Details of any music

- Bands
- DJs
- Other music

The details of any commercial organisations providing services to the event must be provided when booking. E.g. caterers, bouncy castles etc.

Bookings for the following will be subject to additional review and may be refused at the discretion of the trustees

- 18<sup>th</sup> Birthday Parties
- 21<sup>st</sup> Birthday Parties
- Stag/Hen Parties
- Other parties

## **EVENT LIMITS**

Parties in the evening are only permitted on Fridays and Saturdays and are subject to approval

Parties must finish by 6pm on Sundays to Thursdays

Bookings must include time for setup, clearing away and cleaning. Clearing away and cleaning must not extend beyond 11pm

Bookings for clearing away and cleaning the following day can be requested. The normal fees will apply and must not clash with other bookings. The Trustees reserve the right to refuse this without giving a reason

## **PRICING & PAYMENT**

A full price list can be viewed or downloaded from the 'Bookings & Prices' page on the website. The hire fee must be paid before the hire date.

Payment is by Bank Transfer unless agreed otherwise. The Trustees may refuse a booking if a suitable payment method cannot be agreed

A payment invoice will be sent 14 days before the date or immediately if booking less than fourteen days in advance. Payment is required before the access details are provided

Refunds will be processed within 7 days from the customer supplying their bank details. Refunds may be credited against any unpaid charges.

## **DEPOSITS**

One or more deposits may be required. If deposits are required, they will be requested and must be paid before a booking will be confirmed by the Trustees

A Security Deposit will be requested for large parties. This is separate from the hire fee. It will be refunded in full if the premises is clean, tidy and ready for use following the event.

Any additional cleanup required by the Trustees will be charged and deducted from the Security Deposit. The Trustees decision on this is final.

If any additional cleanup prevents a subsequent event from happening, the loss of subsequent fees will also be charged

A deposit will be requested for large bookings more than three months in advance. This will be credited against the final payment invoice sent 14 days before the event

## **ACCESS INFORMATION**

Following receipt of payment, the following will be provided

- The PIN code to open the car park locks and building key box. This must not be shared with anyone else
- An electronic copy of the latest version of the Welcome Book. As this is updated frequently, the supplied copy should be used and not a copy previously downloaded from the website

A printed copy of the latest Welcome Book is also located on the table in the lobby

Access can be given to caterers etc for the delivery of equipment prior to the event and after. This must be approved by the Trustees so that other bookings are not affected. This equipment will not be covered by our insurance. Equipment must be placed according to Trustee instructions so as not to block fire exits etc

## **CHANGES TO BOOKINGS**

The Trustees will always try to be flexible and accommodate any changes in plans

The following changes can be accommodated before the payment invoice has been issued if there is no clash with other bookings

- Changes to the start/finish times
- Changes to the date of the booking

If a change involves extending or reducing the time of a booking, the change in cost will be reflected in the payment invoice issued 14 days before the event

Once the payment invoice has been issued, the Trustees will endeavour to make any requested changes. This will be decided on a case-by-case basis and may involve additional payments/refunds as deemed appropriate by the Trustees

## **CANCELLATION**

The Trustees understand that plans change and we aim to accommodate cancellations in a fair and transparent manner. Please note the following cancellation policies

- More than 28 days before the booking date. A full refund of any deposit or fees paid will be given. You may choose not to have a refund if the event is likely to be booked again in the future. The full amount paid will be transferred to the new booking(s). If prices change, the new booking will be charged at the new rates. If the event is eventually cancelled then a full refund will still apply
- Less than 28 days before the booking date but before the payment invoice has been issued. A refund of 50% of any payment will be given.
- Cancellations after the payment invoice has been issued. If payment has been made, a 50% refund will be given. If payment has not been made, a new invoice will be issued for 50% of the fee to cover the administration costs.
- Force Majeur. In the event of unforeseen circumstances outside the control of either party (e.g., extreme weather conditions, government restrictions, public health emergencies), we reserve the right to cancel or amend your booking. In such cases, we will offer a rescheduling option or a full refund.
- No-Show. Failure to attend the booked event without prior notice of cancellation will result in the full fee being charged.

The Trustees reserve the right to cancel any booking at any time at their discretion. This may be done without giving a reason. Any fees paid will be refunded in full by bank transfer.

## **SUPERVISION**

A responsible person over the age of 18 years must be present at all times during the period of the booking. This supervision includes the use of the external area around the hall. The grassed area is not fenced off and children must be supervised at all times when outside the hall

If the responsible person is not the person who made the booking, their contact details must be supplied to the trustees before the event

## **EMERGENCIES**

- The hirer and responsible person must acquaint themselves with the location of the fire exits and fire extinguishers at the very beginning of the hire. All fire exits must be kept clear at all times.
- In the event of fire, medical emergency or power cut, the instructions in the Welcome Book must be followed. If the emergency requires that the building be evacuated, this must be done with care to ensure the safety of everyone
- A defibrillator is located off site, inside the blue telephone box on the main road, opposite the Tollemache Arms
- A first aid kit is available and is located in the kitchen. Please let us know if any of the first aid materials have been used
- There is no telephone in the hall. There is no public telephone in Alraham or Calveley

## **DAMAGE AND BREAKAGES**

- Please report any damage or breakages. There is a dustpan/brush and mop/bucket available in the kitchen. Please clean up any spills
- The hirer shall make good or pay for all damage (including accidental damage) to the premises, fittings or contents. This includes loss or theft of contents.
- Decorations, posters etc. must not be attached to the walls or ceilings. All decorations, banners and paraphernalia used for the event must be cleared away by the hirer

## **RESPECT AND CONSIDERATION**

- The hirer must be courteous and reasonable towards other hirers when sharing the kitchen, toilets and parking. This applies both during the hire period and during handovers.
- The hirer must be courteous and reasonable towards members of the public who may be using the area
- The hall serves as the location for the village War Memorial to remember local residents killed in World Wars. The hirer and all attendees must be mindful of the significance of this to the community in both villages. The hirer must not obscure, decorate or utilise the memorial in any way during events. All activities must ensure the memorial is available to visit and view at all times.
- The hirer must allow the Trustees to visit the hall at any time during the period of hire. If requested by the visiting Trustee, the hirer must stop any activity which is deemed to be causing inconvenience or distress to neighbours.
- The Trustees reserve the right to end an event immediately if the hirer does not agree to act with courtesy, consideration and respect towards the Trustees or the neighbours.

## **USE OF THE PREMISES**

- Hirers are sent an electronic copy of our 'Welcome Book'. Please follow the additional instructions in that document. In particular opening the barriers and doors

- The Trustees and the Community Council accept no responsibility for any loss or damage caused to any person or personal property during the hire of the hall. The hirer will be responsible for arranging and providing any insurances that the hirer considers necessary
- Operating hours are 8am to 11pm and bookings are only accepted between these hours. Care must be taken to avoid any nuisance to neighbours living nearby
- The hirer will ensure that all equipment and materials brought into the hall including external spaces that may be required for the event comply with all safety requirements and are appropriate for their use. Electrical equipment must have been PAT tested during the previous twelve months
- All areas of the hall are strictly no-smoking and no-vaping
- The heating is normally set to 18 degrees. Warmer or cooler temperatures can be requested during the booking process
- The hirer must observe all relevant food health and hygiene regulations if preparing and serving food
- The hall does not have a TV licence. Amazon Firesticks or equivalent devices must not be used in the hall. iPlayer or equivalent services must not be used in the hall
- The WiFi must not be used for any downloads or streaming as this impacts the performance for other users. The WiFi must not be used to access, view or download inappropriate or illegal material under any circumstances.
- The hall is not licenced for the sale of alcohol. Alcohol may be served but not for sale in the Hall.
- The hall does not have an events licence. The hirer must ensure that any entertainment is covered by suitable licences
- The hirer must ensure that no activity contravenes the laws relating to gaming, betting and lotteries
- When moving chairs the trolleys provided may be used. No more than seven chairs at a time may be carried on a trolley
- The round tables must be rolled into position before extending the legs, one at a time
- Hirers should wear work gloves when moving furniture to avoid injuries
- The use of Smoke or Haze Machines are not allowed as they activate the fire alarm
- Fires of any description are not permitted on the patio and grassed areas outside the hall. This includes BBQs and fire pits even if gas fired.
- If the kitchen is to be used then it must be left clean and tidy. Any used crockery, kitchenware, glassware and cutlery must be placed in the dishwasher and switched on. Dishwasher tablets are provided
- Hirers must bring their own supplies for making hot drinks. Kettles are provided plus a boiler for hot water
- Unsupervised children are not allowed in the kitchen
- General waste and recycling bins are provided in the kitchen. Other bins are provided in the meeting room and toilets. All rubbish must be taken away, bags are provided
- All areas of the hall including external spaces must be left clean and tidy ready for the next hirer. The main hall and kitchen must be swept and mopped if necessary
- The hirer is responsible for the conduct of all persons attending the event. All statutory fire, security, health and safety requirements must be met

- The hirer will ensure that no drugs or illegal substances are brought into the hall or are consumed on the premises. This includes all external spaces
- The Hall must not be used for any illegal purpose or any purpose that may bring the Hall into disrepute
- The Trustees reserve the right to access all areas of the hall during the period of the hire
- Dogs are not allowed unless Assistance Dogs

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