

Strouden Park Community Association

Charity Number: 1003737

31 Vanguard Road, Bournemouth, BH8 9NU

Tel: **01202 980161** • Email: stroudenparkcc@gmail.com

Room Hire Terms & Conditions • Last updated June 2025

The Community Centre is strictly a non-smoking building. Smoking or vaping is not permitted anywhere in the building. Failure to comply with these terms may result in the immediate cancellation of bookings.

1. Hiring the rooms

- All individuals hiring any of the rooms must adhere to the following terms and conditions of hire.
- The Hirer agrees to ensure that they understand the Terms and Conditions of Hire and will comply with them entirely at all times while in the Centre.

2. Supervision by the Hirer

- The Hirer must ensure sufficient adult supervision throughout the hire, complying with these Terms & Conditions of Hire and any licenses.
- The Hirer will be responsible for any loss, damage, or breakage to Strouden Park Community Association's property.
- The hire must not disrupt others using the premises or cause a nuisance in the Centre's vicinity.
- The person in charge must be at least 18 years old, present during the entire hire, and able to supervise.
- The Hirer must maintain proper child supervision and control in all areas, including toilets.

3. Booking

- Only individuals aged 18 and over are eligible to be a hirer at the Centre.
- Unless otherwise agreed, hirers supervise the group and maintain the property throughout the hire period.
- The Hirer shall not sub-hire the premises.
- The Hirer shall not use the Centre for any unlawful purpose, bring anything onto the premises that may endanger the property or the individuals using it, or bring disrepute to the name of Strouden Park Community Association (SPCA).
- All hire requests must be submitted via email, telephone, or in person at the Community Centre Office.

4. One-Off Hirers - Refundable (default) Room Hire Deposit Fee,

In addition to the hourly rate fee, a refundable security deposit of £50 is required for all bookings within two working days of the booking being confirmed by the Centre.

This fee ensures the reservation of the room.

The deposit will be returned to the hirer within four working days after the hire, provided that there are no breaches of the hire conditions (reported or discovered after the hire), including those enumerated below:

- The end-of-event checklist has not been completed and returned.
- Damage or loss to the premises and/or contents.
- Breaches of any of the hire conditions
- Extra cleaning is required at the end of the hire period
- The Centre receives complaints about noise or any other disturbances during the hiring period, and as a result of the hiring.
- The Centre, including the kitchen and toilet areas, is not left clean and tidy, and the hirer has not removed all rubbish generated by the event from the Centre.
- The event overruns the agreed booking time by more than 15 minutes.
- The refundable deposit is not received within two working days of the event being provisionally booked. If another party wants to book rooms on that date, the Strouden Park Community Association (SPCA) may give them the booking.
- The full cost of the hire has not been paid within 14 days before the booking is due to take place.

5. Booking and confirmation

- A booking is confirmed only once the refundable deposit has been paid.
- The one-off-hire booking form must be completed and returned promptly.
- The Centre's Terms and Conditions must be signed and returned on time.

6. Arrival and Departure Times

- The hire period must include any time required for setup and cleanup. During this time, an additional five minutes on either side of the hire period will be permitted to enter and exit the Centre.
- If the Hirer has arranged to set up a bouncy castle, an extra half hour should be added to the booking form. This will ensure that the bouncy castle company can access the area and that the keyholder is informed of the extended time required.
- The full cost of the hire is due 14 days before the event.

7. Cancellation of Booking

In the event a booking is cancelled, the following refunds will apply:

- **15 days** before the event, the deposit and room fees (if paid in advance) will be fully refunded.
- **13 - 7 days** before the event, a 60% refund of hire fees.
- **Less than 7 days** before the event, no refund will be given.

8. Insurance and indemnity

SPCA holds public liability insurance.

The Hirer shall be liable for the following:

- The cost of repairing any damage (including accidental and malicious damage) done to any part of the premises
- The hirer is responsible for any claims, losses, damage, and costs that may arise due to any nuisance caused to a third party resulting from using the premises by its users.
- Indemnifying Strouden Park Community Centre, its employees, volunteers, agents, or invitees against any of the above
- If the hirer is a commercial business, such as a fitness studio or martial arts school that charges an entrance fee or offers expert advice, they must have adequate public and employer liability insurance coverage.

9. Fire Evacuation

A copy of the Centre's Emergency Evacuation Plan will accompany these terms and conditions.

- The Hirer must familiarise themselves and attendees with the statutory fire safety procedures, including:
 - > Location of fire alarms, emergency exits, fire safety equipment and evacuation meeting place.
- In the event of a fire, the Hirer must:
 - > Raise the alarm immediately by operating the nearest fire alarm, and then call the fire brigade on 999 and give this address: Strouden Park Community Centre, 31 Vanguard Road, Bournemouth, BH8 9NU
 - > Call the Centre's out-of-hours/emergency mobile phone on **07858 954909** as soon as possible to report the fire.
- Fire alarm call points are coloured red and are located next to exit doors.
- The evacuation meeting place is the corner of Vanguard Road and Bradpole Road.
- No person may re-enter the Centre without the permission of the Fire Brigade.
- Outside normal office hours, the person responsible for the safety of the group or class must instruct all attendees present to leave the building immediately, without stopping to collect belongings, using the nearest available exits.
- Emergency safety exits must always be clearly marked and used only in the event of an emergency.
- The main hallway and lobby must always be kept clear.
- No chairs, tables, children's pushchairs or clothes rails are permitted to be left in the hallway.

10. Times

- No parties shall extend past 10:00 p.m. Monday to Friday or 8 p.m. on Saturday or Sunday.
- If an extension of these times is required, the hirer should advise when booking, as SPCA will need permission.

11. License

- The Community Centre is not licensed to sell alcohol.

12. Responsibility

- Please remember that the Centre is in a residential area and give due consideration when using and leaving the Centre, particularly after an evening function.
- Please leave the rooms and toilet areas clean and tidy after each session and remove all the rubbish.
- You are expected to clean up any spillages (liquid or otherwise). Brooms, a mop and a bucket are available and generally stored in the kitchen storeroom.
- Please ensure that all windows and doors (including fire doors) are closed at the end of each class or event.
- Please turn off the lights and overhead fans.
- Return the heating control wall thermostat to its standard setting if it has been adjusted.

13. Kitchen, Kitchen Health & Hygiene

- No Hirer is guaranteed exclusive use of the kitchen, unless the whole Centre has been hired.
- If the kitchen is used, please leave it clean and tidy; the refundable deposit may be forfeited if this condition is not met.
- The use of freestanding items, such as urns and griddles, is not permitted in our meeting rooms due to safety and hygiene concerns.
- The Hirer must ensure that any food prepared or taken onto the premises has been prepared, stored, and served in accordance with Health and Safety regulations and guidelines.
- On request, Hirers must produce a certificate proving the person responsible for the kitchen has a current Level 2 Food Safety Certificate.
- The Centre, its staff, trustees & volunteers are not liable for the death or illness of any person consuming food on the premises caused otherwise than a defective standard of hygiene in the Centre's appropriate food preparation area.
- No equipment is to be fixed to the cupboards or work surfaces in the kitchen.
- The Community Centre provides cutlery and crockery.
- No equipment, cutlery or crockery will be removed from the premises for any reason.
- Children under the age of 14 years are not permitted in the kitchen. This is because of the terms of our Public Liability Insurance.
- If you allow children under 14 years into the kitchen, it is at your own risk.
- The dishwasher is the property of the weekly lunch club and is not to be used by anyone.
- Particular care must be used to ensure that the cooker and other kitchen equipment are not left on.

14. Tables and Chairs

- Small tables, large tables, and chairs are available and included in the room hire charge.
- Please ensure that all tables and chairs are cleaned and returned to their designated places, as stated on the notice inside the room door.

15. Ball Games

- No football or hardball games are allowed in the Centre, including in the Centre's lobby.

16. Bicycles

- No bicycles are allowed in the Centre. There is a place outside for you to secure your bicycle.

17. Posters and Notices

- No posters or notices will be fixed to any walls or sound boards within the hallway or rooms without permission from the SPCA Trustees or the Community Centre Manager.
- Notice boards are provided for this purpose.
- Similarly, no posters, etc., are to be fixed to the exterior of the building other than on available noticeboards without permission from the Community Centre Manager.

18. Accidental Damage

- If you or your group causes accidental damage, please report it as soon as possible by emailing the Centre at stroudenparkcc@gmail.com. Otherwise, the damage will be charged to the last known user of the room.

19. Electrical Appliances Safety

- The Hirer shall ensure that any electrical appliances brought by them to the premises and used there shall be safe, in good working order, and used safely in accordance with the latest regulations.
- Applicable equipment must show (labelled) that it has undergone an annual Portable Appliance Test (PAT testing).
- Date stamps will be checked periodically by the Community Centre Manager.

20. Health and Safety (Accidents and dangerous occurrences)

- The hirer must keep a register of attendees for their event for fire safety purposes.
- The Hirer is responsible for providing First Aid for themselves and their delegates/attendees. A First Aid box is in the lobby next to the visitors' register.
- The Hirer must report all accidents and incidents in the Accident Book located in the holder on the bookcase in the lobby. Once completed, the report should be placed in an envelope and posted in the internal mailbox attached to the Office door, and an email sent to **stroudenparkcc@gmail.com**
- The Hirer must report any failure of equipment (belonging to SPCA) or maintenance issue immediately to the Centre by emailing **stroudenparkcc@gmail.com**
- The Hirer must ensure that gangways and fire exit doors remain clear and accessible.
- The Hirer must not exceed the maximum room occupancy numbers specified on the Centre's website.
- The Hirer must ensure that no animals (including birds), except assistance dogs, are brought into the building without prior permission from the Community Centre Manager.

21. Safeguarding children, young people, and adults at risk

- You must ensure that activities for at-risk children, young people, and adults are only provided by fit and proper persons, as per the Children Act 1989 and 2004, the Safeguarding Vulnerable Groups Act 2006, and any subsequent legislation.
- When requested, you must provide Strouden Park Community Association (SPCA) with a copy of your Safeguarding Policy and evidence that you have carried out relevant checks through the Disclosure and Barring Service (DBS).
- **Note: DBS checks are not required for events organised for family or friends.**
- All reasonable steps must be taken to prevent harm and to respond appropriately when harm does occur. Relevant concerns must be reported to the Centre's Safeguarding Lead and the Community Centre Manager.

22. Betting, gaming, and lotteries

- Nothing shall be done on or in relation to the premises in contravention of the law relating to betting, gaming, and lotteries, and the persons or committees responsible for functions held on the Centre premises shall ensure that the requirements of the relevant legislation are strictly observed.

23. Complaints

- Any issues or complaints related to using the Centre, its facilities, or terms and conditions must be submitted in writing. Please follow the Centre's complaint procedure, which can be obtained from the Community Centre Manager or found on the Centre's website.

24. Cancellation by SPCA

SPCA reserves the right to cancel a hiring by providing written notice to the Hirer if the Premises are required for use as a polling station for a parliamentary or local government election, by-election, or referendum or if the Community Centre reasonably believes that:

- Such a hiring may result in a breach of legal or statutory requirements.
- Unlawful or unsuitable activities may occur.
- The premises become unfit for the use intended by the Hirer.
- The Centre is unavailable for reasons beyond SPCA's control, including, but not limited to, fire, flood, power failure, heating failure, industrial action, and severe weather.

SPCA will notify hirers of any cancellations with as much advance notice as possible. In such cases, the hirer shall be entitled to a refund of any deposits or hire fees already paid; however, SPCA shall not be liable for any resulting direct or indirect loss or damages.

25. CCTV

- Strouden Park Community Centre operates a private CCTV system. The Centre owns and manages the system on the premises.
- The system covers the Centre's central corridor and external areas, including the Centre's entrance and the building's parameters. While some footage of persons passing by the front of such buildings may be captured, this CCTV is considered private.
- The primary reason for the CCTV is to:
 - > Protecting the buildings and assets at all times.
 - > Promotes the health and safety of staff, visitors, and customers.
 - > Prevention of bullying.
 - > Reducing the incidence of crime and anti-social behaviours (including theft and vandalism)
 - > Supporting the Police in a bid to deter and detect crime.

26. Lost Property

- Any lost or unclaimed property will be disposed of **three** months after the booking date.

27. Car Parking

- There is one disabled space and one regular space to the left of the building's front entrance. Two spaces are at the rear of the building, marked "CC"; access is via Vanguard Road.
- When parking on nearby roads, please do so with consideration and leave driveways clear for emergency vehicle access.
- Please refrain from parking vehicles on grass verges, paved walkways, or near the corner of a junction.

28. Regular Hirers' Bookings, Payment and Cancellation

- The length of the hire must include any time needed for setting up and clearing away.
- All **regular** hirers must sign the visitor register upon arrival at the Centre and when leaving to ensure the accuracy of the monthly invoices issued.
- Hirers should aim to give the Centre at least 24 hours' notice if a group or class is cancelled, including any dates over the school holiday period when classes/groups are not running.
- The hirer will be invoiced for the previous month's hire on the 1st day of the new month.
- The Centre's payment terms are strictly **28 days** from the invoice date.
- The Trustees will review the hall hire charges annually, subject to change.
- The Centre is typically closed on Bank Holidays and Christmas, and this information will be communicated in advance.

Note: These conditions are subject to revision at any time.

Reviewed annually - Updated June 2025.

Signed:

Name of Group/Hirer.....

Signature.....

Date signed.....

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