



Terms & Conditions

AD-HOC / REGULAR HIRERS

All applications for the hire of the Community Centre must be via our online booking system and is at the discretion of the Centre Manager.

The person by whom this application form is agreed, shall be considered the hirer and must be 21 years or over. Where a promoting organisation is named, that organisation shall be considered the hirer and shall be jointly and severally liable hereon with the person who signs this form.

The Hirer must be present in the premises during the period of hire and is primarily responsible for ensuring that these terms and conditions are complied with.

AD-HOC HIRERS

1. **Deposit** – A deposit must be paid to the details provided on the invoice given, to confirm the booking. If payment has not been made and another client wishes to book and pay the deposit for that time slot, we work on a first come first served basis and you will lose your booking.
2. **Supplement** – The supplement must be paid at the same time as the deposit. This is non-refundable and covers costs we incur for bookings / events. This is only refundable should the booking be cancelled within the terms.
3. **Payment for the hire** – Full payment of the invoice for the hire, must be made one week prior to the hiring and before collection of the key. At the discretion of the Centre Manager for all payments that are made after the event, and are not paid at the agreed time, the hirer will be responsible for all third-party collection costs


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- and administration fees together with contractual interest of a minimum of 2% per month.
4. Expectation of hirers – All hirers are expected to leave the building in the Centre it is given to them in! This includes, but is not limited to:
 - sweeping all floors
 - mopping up all spillages and mess
 - cleaning all surfaces
 - flushing all toilets and leaving the area neat
 - removing all rubbish and personal items
 - putting all HGCC items back as they were found
 - switching off all lights
 - locking all doors and windows
 5. Return of deposit – Once the booking has ended, the account details and account name should be given in writing to the Manager in order to return the deposit. HGCA aims to make this payment within 2 weeks of this information and is subject to the key being returned and checks that the building is left as per this agreement. If you cancel a booking, the deposit will not be refunded.
 6. Cancelling a booking – If you no longer wish to keep your booking you must inform the Manager in writing with a minimum of 48 hrs notice unless agreed otherwise with the Manager. After this you may still be liable for the full cost of the event. Deposits will be retained by the centre.
 7. Keys to the premises can be obtained from the Centre the week of the event. The Centre Manager will call the week of the event to arrange a time for this to happen. A walk around will also be given at this time if required. You will be required to sign for a door key, and the deposit will be retained if the key is not returned for any reason. Arrangements for the refund of your deposit cannot be commenced until your key has been returned. Please note: non-collection of the key will result in a £10 fee for rearrangement.
 8. The hire of a hall/room does not entitle the hirer to use or to enter the premises at any time other than the specific hours for which the hall/room is hired unless prior arrangements have been made with the Manager.

9. If either the Main Hall or Harling Room is hired on its own, use of other areas within the premises is not permitted. If additional rooms are used but not stated and agreed beforehand, the appropriate additional fee will be taken from the hirer's deposit and any damage or losses incurred in said hall/room or the other areas will be held to be the full responsibility of the hirer. Minimum hire charge is 1 hour.
10. The Association will appoint an authorised person to ensure the premises are left as given out, after your event.
11. The right of entry to the Community Centre, is reserved to the Manager, any other authorised agent of the Association or Licensing Authority, and any emergency services at any time during the hiring.
12. Cars may be parked in the centre's car park for the duration of the hire. Please encourage all drivers to park responsibly, leaving maximum space for others, and check that access to any neighbouring properties has not been impeded in any way by your users. We do not hold any responsibility for damage, theft or loss of vehicles left in the car park.
13. The Association reserves the right to put a stop to any function not being properly conducted.
14. An evening function must cease by 11.30 pm. Noise to be off by 11.00 pm and all windows and doors must be closed after this time and the premises vacated by 12.00 midnight (except for New Year where it must be vacated by 1am). Please be considerate of neighbours when leaving.
15. The hirer is responsible for ensuring that there is no unnecessary noise either inside or outside the building or in the car park, especially late at night, and the licence requires that the noise level of any music, including music electronically amplified, shall not exceed a maximum output of 90 decibels (Scale "A") at the centre of the main hall.
16. The hirer shall be responsible that good order is kept in the Community Centre and its grounds during the hiring and the owner/Manager shall reserve the right to charge the hirer for any extra expenses such as cleaning or engaging police constables to preserve order prior to, during, or after any function.

17. Public entertainments and meetings are subject to Tandridge District Council Conditions which are displayed on the notice boards. The number of persons admitted shall not exceed 220 standing with no items such as tables and chairs etc. Please check with the Manager for the sliding scale of capacity.
18. Licences may be required for stage plays or entertainments to which the public are admitted.
 - No dramatic or musical works which are subject to copyright shall be performed or sung without the licence of the owner of the copyright and all such licences shall be produced to the Manager before the commencement of the hiring but not before 9am.
 - The hirer, by signing the booking form shall indemnify the Association against any infringement of copyright which may occur during the hiring.
19. TV Licensing – The Community Centre does NOT have a TV licence. It is the responsibility of the hirer to ensure that there is NO streaming of Live TV from any device connected to the mains electricity supply.
20. No additional lights or extensions from the existing electric light fittings shall be used without the consent of the Manager. All electrical equipment brought to the hall by hirers is the responsibility of the hirer. The equipment must be PAT tested in accordance with the required legislation and agreeing to the terms and conditions shall indemnify the hall in respect of all liability arising from failures to have done so or failure of equipment. No open flames, indoor or outdoor fireworks, smoke machines or bubbles / bubble machines.
21. No alcohol shall be sold on the premises unless a Temporary Events Notice for the hall has been obtained from Tandridge District Council. The hirer shall produce such a licence to the Manager prior to the hire and display it on the day of the booking. This restriction also applies when a door charge is made which includes the supply of alcohol.
22. The hirer shall be responsible for ensuring that no illegal drugs are brought onto the premises or are supplied or attempted to be supplied in or about the premises. Prescription drugs are strictly to be used for the named person on the item and should be stored away from other people's access. The hirer is responsible for Health and Safety and the policy is in the Kitchen in the folder.

23. No tape, bolts, nails, tacks, screws, pins or other like objects shall be driven into any part of the hall nor shall any placards or other objects be so affixed. White and blue tac, may be used and removed, and hooks are available under sidings on the wall in Main Hall.
24. Tap shoes only to be worn in Main Hall, no tapping or tap shoes allowed in Harling Room or other tiled floors in the Centre. Please note that you will be charged for damage caused by tap shoes.
25. Only indoor, soft balls are allowed in the Main Hall. Balls such as footballs, cricket balls, are strictly prohibited within the Centre. All fireworks, bubble machines and smoke machines are prohibited.
26. Smoking or the use of e-cigarettes is strictly prohibited in any area within the Centre. Smoking is only accepted outside, directly in front of the cigarette bin on the wall.
27. No exits may be blocked, chairs or obstructions placed in corridors or fire appliances removed or tampered with.
28. Fire exits are clearly marked. The hirer must ensure that all emergency doors or exits are not obstructed and make themselves familiar with the location of the fire extinguishers and fire alarm instructions (positioned with the operating key below the control box in the entrance lobby.) The Hirer is responsible to allocate one person per room / area, to clear that area in the event of a fire.
29. Hirers should provide their own glasses, tea towels, washing up liquid and cutlery. A small amount of crockery is provided which must, after use, be left clean and put back in the cupboards.
30. The hirer must ensure that after the function, the premises, including the chairs and tables in the storeroom are left as found. Any spilled liquids must be mopped up quickly with the mop provided in the storage room and the floor swept. The premises, including the toilets, must be left flushed and in a clean state for the next user. All rubbish must be taken away, and placed in the bin outside in the car park. All kitchen worktops, including the hatch should be wiped down and left clean. No items (including food and equipment) are to be left behind.
31. No responsibility is accepted by the centre for lost property, however any small items left behind may be kept for 1 month and then disposed of.

32. Before the premises are left, the lights must be switched off and all doors and windows must be securely closed and locked.
33. The hirer is responsible for all damage to the Community Centre and to any property within the premises during the period of hiring or whilst persons are entering or leaving the hall. Any damage, including any damage noticed on arrival, must be reported promptly to the Manager. Failure to report damage noticed on arrival may result in the hirer being held responsible for that damage.
34. To prevent any unwanted guests or intruders to your hire, please ensure that all exterior doors be either monitored or closed during the period of hire but the front door cannot be locked from the inside (except by Little Oaks Pre-School). Any damage or losses resulting from lack of adherence to this advice may be held to be the responsibility of the hirer. Failure to secure the entrances to the hall may result in damage inside the building which the hirer will be responsible for.
35. Hurst Green Community Centre shall not be responsible for any loss or damage to any property arising out of the hiring, nor for any loss, damage or injury which may be incurred by or done or happen to any person or persons resorting to the premises during the hiring from any cause whatsoever including the use of the Association's equipment or for any loss due to any breakdown of machinery, failure of supply of electricity or gas, leakage of water or gas, fire, Government restriction, or Act of God which may cause the hall to be temporary closed or the hiring to be interrupted or cancelled and the hirer shall indemnify the Association against any claims which may arise out of the hiring or which may be made by any person resorting to the premises during the hiring in respect of any such loss, damage or injury.
36. In the event of cancellation of the booking by the Hirer, the Association may at its absolute discretion remit the whole or part of the fee, if the premises are re-let for the period of the hiring or if the Manager is informed 48 hours prior to the event.
37. The Association shall not be held responsible if any hiring has to be cancelled by the Committee for reasons beyond its control. All money paid will be refunded with agreement of the manager.
38. Please note that, due to HGCC being run predominantly by volunteers, the premises are NOT inspected immediately before and after every hiring. We



therefore request that you please adhere to the Terms and Conditions of Letting at all times and report any damage noticed promptly.

39. It is recommended that a first aid trained person be present during the hire.
40. Hirers are expected to obtain their own insurances, and to complete a risk assessment.

IN AN EMERGENCY:

CALL 999 quoting location "HURST GREEN COMMUNITY CENTRE, RH8 0BA"

- Hirers should appoint an appropriate person to take all necessary action in the event of a fire or other emergency. This person / people should be aware of the Fire evacuation procedure located next to fire exits.
- The appointed person / people should be familiar with the position of all fire extinguishers and ensure that all fire exit doors are not obstructed.
- The nearest telephone to call the emergency services on, is located at Abbeyfield, Gresham House. This is the adjacent building in the road leading from Pollards Oak Road to the Community Centre. Its car park is the designated fire assembly point.

General information on Centre usage:

Lighting


Initial light switches are on the right hand side of the entrance area, immediately opposite the cupboards.

Heating

Instructions are available in the kitchen next to the heating control. The unit is to the right of the hatch and **MUST NOT BE PUSHED MORE THAN 3 TIMES!** This WILL break the system.

First Aid box, accident book and policies info

A first aid box is affixed to the wall in the kitchen next to the hatch. Policies can be found in the folder here.



All accidents must be reported to the Manager and an accident form filled in. The accident book must be signed and is situated next to the first aid box.

Kitchen

Hirers should provide their own glasses, washing up liquid and tea towels. A small amount of cutlery is provided. Please ensure these are all left clean and returned to cupboards.

Fridge

Permanently "ON".

Boiling Water

Instant boiling water is located from the tap and instructions are on the wall.

General hot water

Permanently "ON".

Fire Alarm / Code

Instructions, together with the operating key, are attached to the alarm controller above the disabled toilet. The code to the back gate lock is 5199.

Payment

Must be by electronic transfer. We DO NOT accept cash or cheques.

Emergency Contacts

- Kelly Kent (Manager), Tel: 07732 952227
- Carmen Lambert Singer (Trustee), Tel: 07815 074236

* For non-emergencies: Normal hours of availability are Monday to Saturday, 9am - 3pm. We do our best to get back to you ASAP.

* For all queries, please call / message / Whatsapp the Manager on 07504104084 or email kelly@hgcc-surrey.org.uk

Thank you for your cooperation.

REGULAR HIRERS

All the above conditions apply (unless otherwise stated) plus these additional points:

1. Regular hirers are allowed 15 minutes to set up and 15 minutes to pack away, free of charge.
2. All Terms and Conditions shall apply equally to each hire covering a sequence of multiple dates.
3. Deposit – unless agreed otherwise in writing, regular hirers must pay the deposit, to the details given on the invoice. This must be prior to their first session, and collection of the key. Only one deposit is required for the duration of the regular hire dates unless it is used due to damage or conditions are not met and we need to top up, or get a new deposit.
4. Supplement – the supplement must be paid at the same time as the deposit or as invoiced. This is non-refundable and covers costs we incur for bookings/events.
5. Payment for the Hire – the full payment of the hire, must be paid 48hrs in advance of the booking / set of bookings for the following month. The hirer is responsible for any 3rd party and admin costs incurred due to not meeting this condition.
6. Ending a regular hire – once the hirer decides to end their sessions, the manager must be notified in writing with 48hrs notice.
7. Return of deposit – once the sessions are terminated, the account details and account name should be given in writing to the Manager in order to return the deposit. HGCA aims to make this payment within 2 weeks of this information.
8. Expectation of hire – All hirers are expected to leave the building in the condition it is given to them in! Unless agreed in writing otherwise, this includes, but is not limited to:
 - a. sweeping all floors
 - b. mopping up all spillages and mess
 - c. cleaning all surfaces
 - d. flushing all toilets and leaving the area neat
 - e. removing all rubbish and items
 - f. putting all items back as they were found
 - g. switching off all lights
 - h. locking all doors and windows

Updated: 16/11/2023