

# OPERATIONS MANUAL AND CONDITIONS OF USE



## The Organisation

The Hope Centre is operated by Living Hope Church. (We operate under Christ Church Birmingham Charity 1198783). We are a Christian charity which has been working in the town since 2024. Hirers should be aware of and acknowledge the Christian ethos of the organisation. Applications for venue hire will be accepted only if the nature of the event is considerate and not in contrast to the ethos of Living Hope Church. We reserve the right to refuse a booking.

## Audio Visual Production

There is only PA and AV available in the Main Worship Hall. The Hope Centre does not have its own in-house AV system for any of the other rooms available to hire. We do allow external suppliers on-site providing the relevant documents and forms are signed in advance of your event (please see External Contractors / Suppliers below).

## Catering

The Hope Centre has a small kitchen with kettles and microwave available. If you require use of the kitchen, please specify this in your booking. We can suggest local caterers for your event. If you are using external catering, please include their details within your booking so we can ensure rules are adhered to.

## Access Times

Access to the venue is permitted from the hours of 0800 through to 2200. Please refer to your event contract for specific instructions regarding access and clear time for your event.

## Children

The hirer will ensure that when children, young people or adults at risk are present on the premises the appropriate legislation and best practice in connection with their supervision and safety is observed.

The Hirer will ensure that children, young people and adults are protected at all times by taking all reasonable steps and by having any necessary insurance in place.

The hirer must respond without delay to any complaint which suggests that a child, young person or adult at risk has been harmed or is at risk of harm and cooperate with the police and Children's and Adult Services in any investigation.

The Hirer must abide by and implement their own Safeguarding Policy if they have one or if they do not have one, the Hirer acknowledges that it has read and understood the Church's Safeguarding Policy and will abide by and implement it.

## Alcohol

We normally do not allow alcohol to be on the premises. If you wish to discuss this, please mention this at the time of booking.

## Insurances and Liability

Copies of insurance and liability documents are available on request. In summary, the Hope Centre have the following arrangements in place:

- Employers Liability
- Public and Products Liability

Hirers must obtain any other insurance necessary for the activity for which they are hiring the premises. It is the hirer's sole responsibility to ensure that their insurance is suitable and adequate for the purpose of the hire.

## Event Capacities

It is the responsibility of the hirer to monitor the number of attendees at any event and numbers may not exceed the maximum capacities found below for each room or the maximum number specified on the Temporary Event Notice.

Room	Capacity
Main Worship Hall	65
Community Hall	80
Classroom	15
Lounge	15

## Health and Safety

Copies of Food Hygiene Certificates, Health and Safety documentation, Risk Assessments are available on request to the Building Manager. If your event has a Hope Centre steward present, they will be a trained first aider. For events where you are providing your own stewards, a first aider must be present. All accidents should be reported to the Building Manager.

## Fire

In the event of a fire, evacuate the building and call 999. The address is The Hope Centre, 22 Witton Lane, B71 2AU. Please contact the Duty Manager. Copies of our fire risk assessment and fire evacuation plan are available on request.

## Haze Machines

Haze and mist machines are not permitted to use within The Hope Centre.

## Noise

There can be no amplified music after 2200 and hirers are asked to make sure they are mindful of residents and businesses in the local area especially late at night.

## Cleaning

The venue will be provided in a clean state for the operational hours of your event.

## Rubbish

You will have access to a general waste bin and a general recycling bin which you are able to use to dispose of rubbish generated as a result of your booking. If your event requires additional waste collection, you will need to make your own arrangements for the appropriate disposal.

## Smoking and Vaping

Smoking and vaping is not permitted anywhere inside the venue. Guests may smoke outside via the side entrance only. In this case, please ensure noise is kept to a minimum outside to avoid disruption to local businesses and residents.

## Loading

Load in and load out – this is through The Hope Centre's car park on Witton Lane. When vans are unloading, this should be done as quickly as possible and then removed unless an arrangement for parking has been agreed as part of your event contract. Loading in or out may only take place between the hours of 0800 and 2200. Please be aware of pedestrians in the car park and local area whilst loading and unloading. In addition, should the vehicle cause any internal or external damage, the cost of the repair to the area is to be met by the hirer. The Hope Centre will not enter into any negotiations with a third party on this matter and the responsibility lies directly with the hirer.

## On-site Operations

On arrival you will be introduced to the Duty Manager who will be your point of contact during your event. An emergency contact number will be provided to you if needed.

## External Contractors / Suppliers and Indemnity Form

The Hope Centre allows external suppliers and contractors to work at the venue providing the relevant documents are submitted along with a signed Indemnity Form to the Building Manager in advance. Documents include: site specific risk assessments, work associated procedures, the layout, plans and construction of any displays, staging or sets.

## Supervision

The hirer must have someone responsible for the booking on-site at all times during the event and must not engage in any duties which prevent them from supervising their activity and must be contactable by the Duty Manager at all times.

## Ticket Office

Hirers wishing to sell their own tickets on the door must ensure they have necessary insurance in place and The Hope Centre takes no responsibility for money left on site during or after the event.

## Stewards

Stewards may be required at your event to ensure the safety of your guests. This will be discussed at the time of booking.

## Hire Fee

All funds must be paid in full prior to the commencement of your event and details of payment can be found on your invoice.

## Photography

We shall have the right to take photographs before and during your event for our own publicity purposes and shall generally have the opportunity of publicising the venue name in connection with the event, depending on the nature of the event. Details of how we use any information collected can be found on our Privacy Notice which is available on request from the Building Manager.

## Complaints and fault reports

Any serious complaints or problems encountered whilst using the site should be put in writing and addressed to The Building Manager, The Hope Centre, 22 Witton Lane, West Bromwich, B71 2AU. Minor issues may be dealt with by completing a Safety Observation Card which will be given to you on arrival by the Duty Manager and returning to the Duty Manager as soon as possible so issues can be dealt with.

## Damage

The Hirer shall reimburse The Hope Centre for the cost of any repair or renewal of goods or damage done to any part of the property or its contents during or as a result of the booking.

## Property

No property should be left or stored on site without prior permission. The Hope Centre cannot be held liable for any damage, loss or theft of any property. With this in mind, clients, contractors or hirers should note nothing may be affixed to the walls, ceilings, floors or pillars using nails, screws, drawing pins, tape or by any other means. Rigging is not permitted in the venue unless it is stand alone.

Should any property be found unattended, it should be brought to the attention of a staff member who will put it in the lost property box. If the property is not claimed after a period of time, we reserve the right to dispose of the property at the management's discretion. Perishable goods, such as food and drink, must not be stored on site, except with permission in the refrigerator or freezer. All perishable goods left otherwise will be disposed of.

# TERMS AND CONDITIONS

## 1. GENERAL

1.1 No variation to these Terms and Conditions of Hire shall be permitted unless agreed in writing by the management.

1.2 Rooms must not be occupied prior to the agreed commencement of hire time, and they must be vacated by the agreed termination of hire time.

1.3 The hirer shall not allow any activities that would conflict with the aims and objectives of the The Hope Centre. Full details of the activities are to be provided at the time of booking.

1.4 Displays or notices of any description must not be fixed to the walls.

1.5 The hirer undertakes to comply with The Hope Centre Health and Safety Policy.

1.6 The management reserves the right to withhold permission for material to be performed or persons to perform.

1.7 The hirer shall not rehire, sub-let or lease any room booked.

1.8 Limited vehicle parking is available. If this facility is made available, then under no circumstances will we accept any responsibility for the loss or damage to cars or other vehicles in our car park or the surrounding area of the premises.

1.9 Hirers shall familiarize themselves with the fire instructions prior to first use and take responsibility for all those attending their event.

## 3. TERMS OF PAYMENT

3.1 Verbal bookings will remain provisional for 5 working days. Receipt of the completed booking form and payment of the deposit will confirm the booking.

3.2 Full payment is required 7 days in advance for all 'one off' bookings or as agreed.

3.3 For regular bookings Full payment of the first weeks hire, 7 days after confirmation of acceptance of booking.

3.4 Balance of payment will be invoiced immediately following the hire and payment is due within 14 days as appropriate.

3.5 Individual payment arrangements may be agreed and will be confirmed in writing; otherwise, 3.2, 3.3 and 3.4 apply for every booking.

3.6 Deposit payments will normally be 25% of the hire charge and non – refundable unless the booking is cancelled by The Hope Centre or one of its agents.

## 4. CANCELLATION BY HIRER

4.1 The following fees are payable immediately in respect of cancellation by the hirer.

- Cancellation within 7 days of the event – full hire charge payable;
- Cancellation between 7 and 30 days – half the total hire charge payable;
- Cancellation at any other time – deposit.

## 5. CANCELLATION BY THE HOPE CENTRE

5.1 If, for whatever reason, it is necessary to cancel a confirmed booking, then the limit of liability of The Hope Centre will be the return of the payment received by the date of cancellation.