

Ferryhill Community Centre Venue Hire Terms and Conditions

These terms and conditions regulate hiring a space at Ferryhill Community Centre.

By submitting a booking for hiring a space the customer will be deemed to have accepted the terms and conditions.

Ferryhill Community Centre reserves the right to decline any booking request at its discretion.

1. Definitions

1.1 In the Terms and Conditions (including the foregoing preamble) the following expressions have the following meanings:

FCC: Ferryhill Community Centre

Building Manager: The Manager with responsibility for the operation of the building, or their nominated representatives.

Community Programme: A programme of activities which is planned to be delivered by or on behalf of a community centre, for the direct benefit of the local community and to meet agreed community priorities.

External Customer: Any member of the public who submits a booking for a hiring a space which is to be used for any activity not connected to the direct delivery of ACC services.

Event Leader: The person who is leading, coordinating or is in charge of any event or activity for which a hire has been booked, and who is present while the hire is taking place.

Group Leader: The person who is leading, coordinating or is in charge of any activity for which a hire has been booked, and who is present for the hire of the space.

Group Participant: Any person attending and/or taking part in an activity.

Hire: The short term use of a defined space within Ferryhill Community Centre.

Premises: The building or external grounds in which a hire is to take place.

Equipment: Any item of equipment included within a space which has been clearly designated as available for use by group participants while a hire is taking place.

Space: A room, sports pitch, or other designated area within a premises which has been made available for hires.

PAT (Portable Appliance Testing): Routine testing of electrical equipment for safety.

Priority Booker: An external customer who requires to hire a space to run regular activities which are deemed to have significant community benefit, and who has been given access to make online bookings during the priority booking window.

2. Let bookings and payment

2.1 Customers wishing to apply for a hire will be required to complete a booking form via the Ferryhill Community Centre website.

2.2 Our team of centre assistants are happy to provide digital support for customers who do not have access to the internet or are less experienced with online systems so that they are supported with their bookings.

2.3 All applications for hires should be submitted via the online booking form. Bookings must be submitted at least 28 days in advance, however applications submitted less than 28 days in advance may also be considered subject to availability, but this cannot be guaranteed.

2.4 For occasional hires deposit payments are required in advance. Confirmation of the booking will be sent to the customer following receipt of deposit payment. The invoice for the balance due will be generated immediately after the meeting in order for catering or additional charges accrued during the hire can be added.

2.5 For birthday party bookings deposit payments are required in to secure the booking. The invoice for the balance due will be generated on the week of the party. Any additional charges are payable on the day of the party.

2.6 For priority bookers who require space to run regular activities invoices are generated monthly in advance.

2.7 All payments are subject to the terms as detailed on the invoice.

2.8 Depending on the type of booking being made, customers may be required to provide additional documentation or evidence of eligibility to support their application. In these cases the booking will be held as provisional, pending checks being carried out. Documentation should be provided at the time of booking, and where this is not possible at least 7 days in advance of the session taking place, to allow time for this to be checked. Following successful completion of the checks and payment received (if applicable), confirmation of the booking will be sent to the customer.

2.7 Where no charge is required for a hire and no additional documentation or evidence is required, bookings will be confirmed immediately at the time of booking, subject to venue availability.

2.8 Where payment has not been made for provisional bookings, or where required documents have not been uploaded, at least 7 days prior to the let being due to take place, the provisional booking will be cancelled, and the customer will be notified.

3. Hire Fees

Peak Hours - Monday to Friday 4pm - 8pm and Saturday and Sunday.

Off Peak Hours - Monday to Friday 9:30am - 4pm

Room	Standard / Commercial	Standard	Third Sector and Education	Health & Fitness	Health & Fitness	Partnership
Prices per hour	Peak	Off-Peak		Peak	Off-Peak	
Duthie	20	15	15	n/a	n/a	By arrangement
Polmuir	20	15	15	n/a	n/a	
Devanha	25	20	20	20	15	
Hall	30	25	25	20	10	

3.1 The appropriate charging category will be applied based on information supplied by the customer at the time of booking. Staff on site at the time of the hire will check that the activity meets the criteria for the charging category which has been applied. Where there is evidence that the criteria have not been met and a higher rate charging category is considered to be more appropriate, the customer will be informed of this and charged the additional amount required for the hire, which must be paid by the customer before any further hires can take place.

3.2 Partnership rates are agreed on a case-by-case basis as proposed by The Manager and agreed by Ferryhill Community Centre's Board of Trustees.

5. Set Up Time and Clear Up Time

5.1 Charges for hires apply to any setting up and clearing away time required by group leaders and/or group participants, as well as for the activity itself. When determining the start and end time for their booking, customers must therefore allow time for any required setting up and clearing away of resources and equipment, before and after their activity.

5.2 Group leaders must ensure that hired spaces are left as they are found – and should therefore also allow time at the end of the booking to carry out any tidying up / cleaning required in order to return the room or space back to the condition it was in at the start of the booking. This includes returning furniture to its original location and layout, the removal from site of any excess litter or waste materials, wiping down surfaces, and sweeping/mopping floors etc, as required. The exception to this children's birthday party packages where we work staff time for cleaning into the hire fees.

5.3 Customers may be required to pay an additional charge for any extra cleaning undertaken by staff on site after the hire has ended, if this is necessary to return the hired space(s) to the

condition they were in at the start of the booking. Payment for this will be required to be made prior to any further hires taking place.

5.4 Group participants and group leaders must not enter the hire premises before the start time shown on the let booking confirmation, and all group participants and group leaders must leave the hire premises by the end time shown on the let booking confirmation.

5.5 Customers will be required to pay an additional hire charge for time spent within the hire premises out with the agreed times of the hire shown on the booking confirmation, and payment for this will be required prior to any further hires taking place.

6. Cancellation of bookings

6.1 Should customers wish to cancel a hire application after it has been submitted, this must be done via email.

6.2 Where a customer cancellation for a booking is submitted at least 14 days before the hire is due to take place, and where payments for the booking have already been made, the customer will be refunded the full amount paid.

6.3 Where customer cancellations their hire less than 7 days before the hire is due to take place, no refunds will be provided.

6.4 For Priority bookings and regular hires (those hires who are invoiced on a monthly basis, in advance) 28 days notice of cancellation is required.

7. Use of Equipment and Furniture

7.1 All electrical equipment brought onto and used within the hire premises by group leaders or group participants must have been PAT tested within the last 12 months, by a competent and certified PAT Testing professional, and must display a safety label showing the date of the last successful PAT test. At Ferryhill Community Centre Aberdeen City Council PAT tests our equipment for us on a yearly basis.

7.2 All equipment must be suitable for the environment within which it is to be used. No electrical equipment is permitted on poolside unless it is specifically designed for use in wet areas and is suitably protected against water ingress.

7.3 Standard furniture within hired spaces (chairs and tables) is considered to be included within the hire and can be used by customers, unless otherwise advised.

7.4 Sporting and electronic equipment within hired spaces which can be used by customers, such as goals, nets, screens, whiteboards etc can be requested on the booking form and will be agreed on the booking confirmation.

7.5 Equipment stored within hired spaces but which is not listed agreed within the booking confirmation must not be used at any time during the hire.

7.6 Use of all furniture and equipment is authorised on the basis that it will be used for the purpose for which it was intended, and that it will be treated with care. Customers will be charged for the replacement or repair of any equipment, fixtures, fittings or building fabric which becomes damaged during the hire due to misuse.

7.7 Ferryhill Community Centre reserves the right to withdraw permission to use any equipment or furniture or to cancel let bookings should reports be received that due care is not being exercised by the group concerned. Any items found to be damaged prior to the start of a let, or items which are damaged during the let, should be immediately reported to the staff member on site.

7.8 Helium balloons are not permitted within the hall.

8 Health, Safety and Wellbeing

8.1 Lead bookers and group leaders are responsible for the activities undertaken, with regards to health and safety upon the premises. This includes the provision of adequate supervision and the relaying and implementation of emergency procedures, including building evacuation procedures, to and by their group whilst on the premises. It is the responsibility of group leaders to ensure that the ratio of participants to group leaders in an activity is sufficient and meets any applicable guidelines covering that activity.

8.2 Group participants must be met at the establishment entrance by the group leader/ lead booker and accompanied to the relevant hired space/area. The group leader/lead booker is responsible for ensuring that group participants access only those areas included within the hire.

8.3 Staff on site are responsible for health and safety whilst a hire is taking place. Detailed information and guidance on local health and safety arrangements will be available from a member of staff on site, and/or via relevant notices and signage posted within the premises.

8.4 Health and safety information relating to the building, including a copy of the emergency fire evacuation plan, will be provided by Ferryhill Community Centre staff to the applicant and/or group leaders, prior to the first hire taking place, or in person on the day of the first hire prior to group participants arriving. This procedure will be followed for each new or renewed hire. If the group leader changes, then the information provided previously should be passed to the new leader, or this can be requested again from Ferryhill Community Centre Staff.

8.5 In the event of a fire alarm activation during the period of the hire, all group participants and group leaders must follow the emergency fire evacuation plan for the building, and evacuate immediately. Nobody should re-enter the building until it has been confirmed that it is safe to do so by a member of the emergency services or by the responsible Ferryhill Community Centre representative on site.

8.6 Hires involving the use of bouncy castles or other inflatable equipment will only be permitted where all inflatable equipment is Pertexa Inflatable Play Accreditation (PIPA) registered and operated by a competent person.

8.7 Hires involving the use of barbecues or other outdoor cooking equipment will only be permitted where a suitable risk assessment has been carried out, and where appropriate measures have been identified to reduce any risk of injury to group leaders or group participants. Completed risk assessments must be submitted for review, prior to the booking being confirmed. The use of candles and any forms of naked flames, smoke machines and deep fat fryers are prohibited.

8.8 For all events involving the sale of alcohol, group leaders/lead bookers must arrange (at their expense) for appropriate professional and licensed security personnel to be present on the

premises throughout the event, to undertake front of house duties and ensure the safety of participants and of the building.

8.9 Ferryhill Community Centre operates a smoke and vape free grounds policy. No smoking (including the use of e-cigarettes) is permitted anywhere within the building or grounds.

8.10 No animals other than assistance dogs are allowed in the buildings.

8. 11 All customers are to adhere to the code of conduct for the community centre.

8. 12 The Centre does not permit bookings of a party-political nature or those primarily intended for religious purposes.