



Customer Information

A) BOOKING and PAYMENT INFORMATION FOR ONE-OFF & REGULAR USERS

- A1. When the hirer has returned the booking form, the hire fee will be confirmed by the Facilities Team.
- A2. The balance of the hire fee must be paid in full (including the damage deposit) no later than 14 days before the event, or in exceptional cases at the Manager's discretion. Failure to pay in full 21 days prior to the event, could result in your booking being cancelled.
- A3. In the case of multiple bookings by a new customer, an invoice will be sent for the first booking to be paid in advance no later than 21 days before the first booking date, or in exceptional cases at the Manager's discretion. Failure to pay in full 21 days prior to the event, could result in your booking(s) being cancelled.
- A4. All one-off bookings will require a damage deposit of £150 to be paid in addition to the cost of a hire or another amount at the manager's discretion. This amount is refundable after the event providing all Terms and Conditions (as set out below) have been met.
- A5. The full hire fee of a booking will only be refunded if cancellation occurs no later than 48 hours before the date of booking, or in exceptional cases at the Manager's discretion. This applies to both commercial and community bookings. Cancellation **MUST** be communicated to the Facilities Office via telephone, email or in-person to a member of the facilities team. Any damage deposit taken **WILL** be refunded in full.
- A6. Extra security will be put in place for any parties taking place past 18:00, this is non-negotiable. Extra security measures may be required, at the manager's discretion, and charged for at the time of booking.
- A7. Please advise us of your room set-up requirements 14 days before the booking date.
- A8. Payments can be made in cash, card, or cheque payable to Duston Parish Council or by BACS transfer to Duston Parish Council, **Unity Bank Sort code: 60-83-01 Account number: 20456870 Reference: Invoice number and name**. The damage bond will be ready for collection on notification by a Facilities team member following your booking. Bonds paid in cash will be available for immediate collection.

B) HIRE INFORMATION

- B1. Hirers at Duston Community Centre, must present themselves to the front office when they arrive.
- B2. Use of the kitchen at St Luke's Centre does not include tea towels, glassware, crockery or cutlery.
- B3. Please notify the on-duty caretaker of any breakages or defects relating to equipment available for use.
- B4. Decorations may be put up with Facilities Team permission. If permitted, please keep to plastic and wooden areas using white tack only. Please ensure all helium balloons are properly weighted.
- B5. Any equipment, bouncy castles, speakers etc., must not touch the ceiling.
- B6. All associated decorations and waste must be removed by the hirer unless pre-arranged with The Council. Failure to do so will result in a £30 charge for waste disposal.

- B7. All attendees may enter from the start time allocated and must leave by the end time allocated. Any alterations to this must be agreed and additional hours paid for in advance. Failure to do so will result in a charge equivalent to booking an extra hour for the premise.
- B8. The Hirer must ensure all persons, equipment, goods and personal effects have left the building by no later than the agreed hire time.
- B9. Access to rooms within the Centres will only be available from the agreed hire time and this should include setting up and clearing away of at least 30 minutes each way.
- B10. The hirer is responsible for the safety of persons in the hall during the period of hire and must inform those persons of positions of fire extinguishers, fire exits and of the evacuation procedure, which will be shown to the hirer upon arrival. All hirers must also conform to the Health and Safety Legislation and the Council's Health and Safety Policy. The hirer must also ensure that all reasonable precautions for the safety of children are taken. The Council shall be entitled to specify any other precautions which it considers necessary for the safety of persons or property.
- B11. The hirer must not cause or permit the obstructions by persons or property of any gangway or passage
- B12. The hirer must insure themselves against loss, theft or damage of property belonging to themselves or any other party within the hall during the hire. It is the responsibility of the hirer to ensure that public liability is in place.
- B13. In the event of loss or damage to the premises or the furniture arising from the hire, the hirer will be responsible for the cost of replacement or repair.
- B14. Cars parked in the Centres' car parks are at the owner's own risk.
- B15. The hirer is responsible for maintaining respectable order throughout the function at all times. The hirer shall observe and undertake any instruction displayed by notice or expressed by the Facilities Team Staff. The hirer shall comply immediately with the instructions of Facilities Team Staff whether written or verbal.
- B16. Ensure attendees keep to the area(s) booked. The wooded area at St Luke's Centre is not for public use.
- B17. All corridors must be kept clear. Hirers are not permitted to set up anything in these areas.
- B18. The hirer must leave the premises in a clean and tidy condition and remove all rubbish, all to the satisfaction of the Council. Any spillages during the event should be cleaned up immediately. Failure to adhere to these conditions will result in a £30 charge. Please leave all tables and chairs as you found them, these will be removed by DPC staff.
- B19. Please keep all fire exits clear. These MUST remain closed during the booking.
- B20. The hirer must ensure that any electrical appliances brought onto the premises and used are in safe, working order and used in a safe manner in accordance with the Electricity at Work Regulations 1989. Where a residual circuit breaker is provided, you must make use of it in interest of public safety.
- B21. At Duston Community Centre, all electronic equipment brought in by the hirer will be PAT Tested for a fee of £5 per item. Use of equipment, not PAT Tested will result in a charge of £30.
- B22. All equipment brought in by external contractors, such as DJ Decks, Speakers, and Bouncy Castles must provide up-to-date copies of Public Liability Insurance and Portable Appliance Testing (PAT).
- B23. Smoking is Prohibited in and in front of the Community Centres. At St Lukes Community Centre, please smoke in the designated area.
- B24. The hirer shall ensure that their guests vacate the premises quietly, paying respect to our neighbours.

C) TERMS AND CONDITIONS RELATING TO THE HIRE OF DUSTON COMMUNITY CENTRE AND ST LUKE'S CENTRE (THE PREMISES)

- C1. Duston Parish Council (The Council), Duston Parish Councillors and Officers acting on behalf of the Council have the right to refuse hirings, also to refuse admission of any particular individual to the premises, and may require any person to leave the premises at any time.
- C2. The Council reserves the right to impose any additional condition(s) with regard to any matter in relation to the hire of the premises.

- C3. The Council will not be liable for any loss of property, or damage to equipment hired in conjunction with the booking, or for any accident, injury or death to any person arising out of the hiring. The use of the premises and its amenities is entirely at the hirer's own risk.
- C4. The Hirer is responsible to the Council for the cost of repair or replacement of any property belonging to the Council which is damaged or destroyed or removed during or in connection with the hiring. The Premises shall only be occupied by the Hirer for the use and the period agreed on the Booking Form/Hire Agreement and shall be left in a clean and tidy condition.
- C5. **The Council will require a Damage Deposit of £150, refundable to the hirer after the event providing the premises have been left in a satisfactory condition. Any damage, mess or overrun of times booked will be chargeable at an amount agreed by the council.** The Council reserves the right to retain all or part of the bond paid by the Hirer and to recover the full costs of any damage to the premises, grounds or in respect of the Council's costs arising from any breach of the above regulations by the Hirer.
- C6. Food and Entertainment may be brought onto the premises with the management's approval.
- C7. Special authorisation must be obtained from the Council if any of the following are to be brought onto the premises: Alcoholic Drinks, Live Animals (except dogs related to a disability)
- C8. Permission must be obtained to sell goods, advertise any event, put up notices or decorations or use electrical equipment which must be PAT tested.
- C9. **The use of any of the following is STRICTLY PROHIBITED; DRY ICE OR SMOKE MACHINES, CANDLES, PROPANE OR GAS CYLINDERS, FIREWORKS, CHINESE LANTERNS AND NAKED FLAMES.**
- C10. The Council take no responsibility for any issues resulting from the preparation or reheating of food that you are serving via your catering arrangements.
- C11. Parish Council representatives shall, at all times, have the right of access to the Premises in their official capacity.
- C12. Only the area(s) of the Premises and equipment specified on the Booking Form/Hire Agreement may be used by the Hirer. Charges may be incurred for unauthorised use of other areas. Children must be supervised at all times.
- C13. All property owned by the Hirer must be removed at the end of the hired period unless consent to leave it has been obtained from the Council. Failure to do so may result in a further charge.
- C14. In the event of any breach of regulations, the Council reserves the right to require Hirers to leave the Premises on the request of a Council representative and forfeit the charge paid, but without prejudice, to any claim, the Council may have against the hirers.
- C15. The Hirer shall indemnify the Council against all claims, demands, actions and proceedings in respect of any infringement of copyright or any unauthorised performance or use of record apparatus or contrivance at the premises by him/herself or his/her agents.
- C16. The Council, through its Clerk, reserves the right to cancel bookings without notice.
- C17. In the event of an emergency at the Premises, the Duty Caretaker has the right to evacuate the whole building. If the Centre is not staffed the Fire Action procedure (as displayed within the Premises) must be followed.
- C18. Information is handled in accordance with Data Protection and Data Breach Policy.

**ANY QUERIES ON THE DAY PLEASE CONTACT THE FACILITIES TEAM:
DUTY MANAGER MOBILE: 07938 998404
DUTY LANDLINE: 01604 583626
OFFICE OPENING HOURS: 9:00-16:00, MONDAY TO FRIDAY**