



PICKENHAM HUB
South Pickenham Road, North Pickenham
SWAFFHAM, PE37 8DA

CONDITIONS OF HIRE

1. Generally

- a. The hirer shall not use the premises, or permit the premises to be used, for any other purpose other than for the purpose or purposes specified in the hiring & booking form.
- b. The hirer will be responsible for the conduct and behaviour of all people attending their event.
- c. The hirer shall be liable for and shall indemnify the Pickenham Hub against all actions, proceedings, claims, damages, charges, costs and expenses whatsoever brought or made against the Pickenham Hub in respect of any damage, theft or loss of property, goods, articles or things placed, deposited, brought into or left upon the premises or other part of the building of which the premises forms a part either by the hirer for his/her use or by any other person using the premises by reason of his/her hire unless due to the negligence of the Pickenham Hub, their servants or agents.

2. Payment

- a. Payment of a refundable damage deposit (payable in cash only) and 50% deposit on hire fee is required for all one-off bookings.
- b. The booking will not be confirmed until the deposit payments have been received
- c. Payments for balance of hire fees must be received by us:
 - i. No later than 14 days before the date of the event if paid in cash or by BACS transfer, or
 - ii. No later than 21 days before the date of the event if paid by cheque.
- d. If your booking is made at short notice (within 14 days of the event) we may require the damage deposit and the whole amount of the hire fee to be made in cash.

3. Retention of Deposits

We may retain all or part of your deposit if we suffer losses or damage for which you are responsible. If our losses exceed the amount of your deposit, we may demand additional compensation.

4. Cancellation

- a. Cancellations should be notified to us at least 28 days in advance. If less than 28 days' notice of cancellation is given, any refund is entirely at the discretion of the management committee.
- b. We reserve the right to cancel any booking in order to carry out essential repairs or maintenance; in this event any payments will be refunded.

5. Liability for Loss or Damage

- a. You are responsible for any loss or damage suffered by the Pickenham Hub as a consequence of your activities as a hirer. This includes (but is not restricted to) damage to the premises, garden, fixtures, fittings, furniture and equipment, call-out fees for false fire alarms, and loss of income.
- b. You are responsible for the actions of people you admit to the centre as part of your booking, or who gain access to the centre because you fail to control access properly.
- c. **Stiletto heels, studs etc. may not be worn in the Hall, as these may damage the flooring.**

6. Fire Precautions

- a. You must read and comply with the fire notices posted throughout the building. A copy of the standard notice will be supplied to you on request. You should familiarise yourself with the fire alarm points in each room, the location of extinguishers and the available escape routes.
- b. You must not prop any fire doors open, obstruct any fire doors or escape routes, damage any fire safety equipment, cause any dangerous accumulations of combustible materials to occur, or do anything likely to cause a fire risk.
- c. In the event of a fire, your primary responsibility is to ensure the rapid and safe evacuation of the building by your group.
- d. You must contact us using one of the emergency numbers on the fire notices if there has been a fire alarm, even if it was a false alarm (the building may not be properly protected until we have completely re-set the system).
- e. You must inform the office of any of the fire extinguishers has been used, whether deliberately or accidentally.

7. Security

- a. When you leave, you must check that all members of your group have left the building and close all doors behind you.

8. Alcohol

- a. You must tell us if you intend to provide alcohol on the premises. We will not permit the sale or provision of alcohol if it is not properly licensed, or breaches our licence, or if in our view it would not be desirable.

9. Illegal Drugs

- a. You must not allow illegal drugs on the premises.

10. Noise

- a. All bookings must end by 11pm (Mondays to Thursdays), 11.30pm (Fridays and Saturdays) or 10.30pm (Sundays). You must ensure that members of your group leave the premises quietly in the evening.
- b. You must ensure that the fire escape doors are not left open or opened frequently if there is a noisy activity going on in the hall. Animated conversation can be loud enough to cause a nuisance to neighbours in the evening if doors are open.

11. Heating

- a. Heating of the premises is automatically controlled. The Hirer shall ensure that no supplementary heating appliances shall be used on the premises

without the prior consent in writing of the management committee. Portable Liquefied Propane Gas (LPG) heating appliances shall not be used.

12. Outside Spaces

- a. The garden is an escape route from the building. You must not obstruct any fire escape routes with vehicles or any other obstructions.
- b. The hire may include use of the grounds but this will be only after a careful risk assessment and guarantees that you will enforce any additional conditions we require as a consequence of the assessment.
- c. You must not let off fireworks or operate a barbeque in the grounds.

13. Parking and Vehicle Access

- a. You are required to park cars within the designated areas. If additional parking is required, parking on South Pickenham Road is available but limited. No parking is permitted in Brecklands Green as this is a Private Road.
- b. We do not accept responsibility for any damage to vehicles or the contents that are parked on or near the premises.

14. Smoking

- a. It is illegal to smoke in the building. It is a condition of hire that members of your group do not smoke in the garden. Smokers must go to the smoking area provided.

15. Your Equipment and Decorations

- a. You must obtain our agreement in advance if you intend to introduce any materials or equipment into the premises that might introduce a safety hazard, cleaning problems or inconvenience to other users; for example straw, hay, sawdust, flammable drapes, glues, paints or cooking equipment. We may refuse permission to introduce these items or impose additional conditions on your hire to mitigate hazards.
- b. Smoke machines may trigger our fire alarm system. You must not use smoke machines in the premises.
- c. If you intend to introduce decorations or signs into the premises, you must tell us about this.
- d. Any decorations must use temporary fittings; for example 'BluTack', and you must remove them at the end of your booking.
- e. You must not use permanent or semi-permanent fittings ON WALLS, for example nails, screws and staples. You must not use drawing pins for any purposes.
- f. Notices, posters etc may be attached to noticeboards using staples or Bluetac.
- g. You must not attach anything to electrical wires, gas or water pipes, or electric, gas or water fittings.

16. Insurance

- a. The centre is insured for the Pickenham Hub's public liabilities. Our certificate of insurance will be on display on the notice boards.
- b. We do not insure our users against risks resulting from the activities they undertake – it is your responsibility to insure against these risks
- c. For commercial lettings we will ask you to provide a copy of your public liability insurance certificate.

17. Health & Safety

- a. You must ensure that your activities, levels of supervision, working practices and equipment comply with current health and safety legislation and guidance.
- b. You must take reasonable care at all times for the safety of yourself and all others who might be affected by your actions.

18. Accidents

- a. All accidents or near-accidents must be notified to the office so that we can try to prevent any re-occurrence.
- b. There is a first-aid box in the kitchen and the reception area. You must notify the office if you use any supplies so that we can re-stock.
- c. If there is no member of staff available, you should post a note of the accident and/or use of first-aid supplies through the box in the reception area.

19. After Use

- a. Furniture
 - i. After use, furniture must be returned to its proper place. If you have used furniture from another room, it must be returned to its proper place in that room.
 - ii. You must observe any notices regarding the placement of furniture and how it should be stacked.
- b. Cleaning and Tidying
 - i. Although we clean the building, you must ensure that the rooms you have used are left clean enough for the next hirer.
 - ii. Floors should be swept (and mopped if there were any spillages). Brooms, mops, buckets, dustpans, etc are kept in the cleaner's cupboard.
 - iii. All rubbish must be taken away. Recyclables may be put in the appropriate bin if there is room. You must not pile any material up by the bins.
 - iv. You must check the toilets and clean them if necessary.
 - v. If we have allowed you to store equipment on the premises, whether in a store room or elsewhere, you must ensure that it is stored safely and tidily so that it does not constitute a fire risk or any other hazard to anyone. You must remove stored equipment promptly when required to do so.

20. Legal Requirements

The hirer must comply with all relevant English Law.

21. Animals

The Hirer shall ensure that no animals (including birds) except assistance dogs are brought into the premises, other than for a special event agreed to by the management. No animals whatsoever are to enter the kitchen at any time.