

## **How to make a Booking**

Hirers are required to accept the full **Standard Terms and Conditions** as part of the Hire Agreement which can be viewed during the booking process on Hallmaster or via [www.seendcommunitycentre.com](http://www.seendcommunitycentre.com). Copies are available on request. In placing a booking, Hirers confirm that they accept and will abide by all of these Terms and Conditions.

### **Booking Process:**

#### **One-off Booking (e.g. a function)**

Hirer creates booking request either online via our website

[www.seendcommunitycentre.com](http://www.seendcommunitycentre.com)

or by making an enquiry via email to [seendcommunitycentre@gmail.com](mailto:seendcommunitycentre@gmail.com)

1. Centre Management will review booking and create provisional booking. The Hirer will then be invoiced for a reservation deposit.

*Please make sure the booking period includes sufficient time to set up before the event and clear up after. Please also indicate when you expect the event to start and any required bar opening times where applicable.*

2. Hirer pays booking deposit and Centre Management will mark booking as confirmed.
3. The remainder of the hire fee, including any additional fees, is then due the day following the booking. This will be invoiced separately as detailed below.

Organisations wishing to pay the full balance as a single payment - please indicate this at the time of booking. To do this, select the deposit option as 'Full Hire Balance'. Please note that this payment is due within 7 days, or at least one calendar month in advance of the booking. Once received, the booking will be confirmed.

Members are entitled to discounted rates of hire. Please note that it is the responsibility of the Hirer to inform us of membership entitlement in order to receive the discounted rate of hire. Ensure this is included on the booking request.

#### **Regular Booking (e.g. fitness class)**

1. Hirer makes contact with the Centre Management to discuss intended booking.
2. Hirer creates an account with Hallmaster.
3. Hirer makes a booking request. This should include all dates within the intended billing period.
4. Centre Management will review booking and confirm as appropriate.
5. The hire fee can be paid at any reasonable time within the billing period and can either be invoiced in a lump sum or in regular instalments. Please indicate which

invoice is being paid, whether the payment is in full or part settlement, to help us reconcile the payment against any particular booking.

If the preferred date and time is not available, please contact us directly. In some circumstances, regular activities can be reorganised. This is especially applicable to anyone looking to book our facilities for a wake.

For any queries, please contact us by e-mail using [seendcommunitycentre@gmail.com](mailto:seendcommunitycentre@gmail.com)

### **Rates of Hire**

Standard Rates of Hire are available to view on our website [www.seendcommunitycentre.com](http://www.seendcommunitycentre.com)

The appropriate rate of hire for your booking will be selected by the Centre Management using the information provided in the booking request submitted by the Hirer e.g. whether membership discount applies.

The Centre Management reserve the right to include supplementary fees for the use of additional facilities or services where deemed necessary.

### **Additional Facilities**

Hirers may request additional facilities such as a Projector and Screen. These are available as 'Extra Items.' Some of these may incur additional fees. Details of such items can be viewed during the Booking Process or provided on request.

Should Hirers require specific assistance with setting up or clearing away after their booking, a fee can be paid to a member of staff to assist by way of a private arrangement. For example, such assistance could include putting out chairs and tables to a required layout, technical assistance or sweeping up confetti.

### **Invoicing, Deposit & Payments**

The Reservation Deposit (where applicable) will be 50% of the total hire, excluding any fees for the use of additional facilities, calculated using the information given at the time of booking. It may be possible to make changes to the number of hours required at a later stage and the final balance can be recalculated accordingly.

The Reservation Deposit is non-refundable other than in exceptional circumstances. However, it can be transferred to another booking on an alternative date at the discretion of the Centre Management.

The Hirer agrees to pay the hire charges in full before or within 24 hours after the event date.

Where possible, we ask that payments be made by BACS with the invoice number as the reference. It is also useful to let us know by email of any payments made, including details of which booking/invoice the payment is for. Payment may also be made using PayPal by selecting the icon on the right when on the 'Invoicing' page of the Hallmaster bookings system (this functionality is under review). In some circumstances, we can also accept cash payments.

For all payment related correspondence, contact [seendcommunitycentre@gmail.com](mailto:seendcommunitycentre@gmail.com)

### **Cancellation**

The Community Centre reserves the right to cancel a hiring by written notice to the Hirer in the event of:

- the premises being required for use as a Polling Station for a Parliamentary or Local Government election or by-election
- the Community Centre Management Committee reasonably considering that (i) such hiring will lead to a breach of licensing conditions, or other legal or statutory requirements, or (ii) unlawful activities will take place at the premises as a result of the hiring, or (iii) the hiring will be in any way detrimental to the Community Centre
- the premises becoming unfit for the use intended by the Hirer
- an emergency requiring use of the premises as a shelter for the victims of flooding, snowstorm, fire, explosion or those at risk of these or similar disasters.

In any such case the Hirer shall be entitled to a refund of any deposit already paid, but the Community Centre shall not be liable to the Hirer for any resulting direct or indirect loss or damages whatsoever.

Refund of fees following cancellation by the Hirer shall be at the discretion of the Community Centre Management Committee. A 50% deposit is required at time of booking and is not refundable (where applicable). Cancellation of the booking by the hirer less than one calendar week prior to the event will incur the full booking fee, unless due to exceptional circumstances, as agreed by the Community Centre Management Committee.

### **Expectations and Etiquette**

#### **Use of the bar**

The Community Centre holds a Premises Licence and operates a professionally managed bar. All drinks consumed on the premises must be purchased from the bar. We may be able to cater for specific requirements by prior arrangement.

Please note that dispensation for hot drinks and soft drinks for children is often given by prior arrangement for events when the kitchen has been hired.

Under some circumstances, we may allow Hirers to pay corkage on their own wine as agreed on a case-by-case basis.

### **Clearing up**

The Community Centre's glasses will be cleared by the bar staff. As this is a community facility, the premises should be left as you found them; i.e. all decorations removed, tables or work surfaces cleaned, washing-up done, the floor swept and any wet or sticky patches removed with a mop if necessary. Unless otherwise agreed, tables and chairs should be returned to the positions in which you found them. We reserve the right to charge a cleaning fee should the premises be left in an unacceptable condition.

The Hirer shall make good or pay for all damage (including accidental damage) to the premises or to the fixtures, fittings or contents and for loss of contents.

No more than **two** standard-size black bin bags of rubbish should be left behind.

Under no circumstances should anything hazardous or items unsuitable for general waste, such as gas canisters or batteries, be left at the Community Centre.

Seend Community Centre - [seendcommunitycentre@gmail.com](mailto:seendcommunitycentre@gmail.com)

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