

## TERMS AND CONDITIONS FOR THE HIRE OF THE VILLAGE HALL IN MAPLEBECK

These Terms and Conditions govern the provision and use of The Village Hall in Maplebeck.

### 1. Terms

In these Terms and Conditions, certain words and phrases have the following meanings:

“The Hall” means The Village Hall in Maplebeck.

“The Committee” means The Village Hall in Maplebeck, Management Committee.

“The Hirer” means the person signing the [Booking Form](#)

### 2. Conditions of Hire

2.1 The Hall is available for hire for social, recreational, educational and sporting activities.

2.2 The use of the Hall by any person/organisation is at the sole discretion of the Committee, which reserves the right to refuse any booking at any time.

2.3 The Hall is a registered charity and is the responsibility of the Management Committee as Trustees. It consists of a main room (12m x 7m), a kitchen, toilets and changing facilities. The Hall is fully accessible.

2.4 The Hall has a seating capacity of 80 and a maximum capacity of 110 for dances, parties and similar functions. The use of chairs, tables and kitchen is included in the standard hire charge.

2.5 The Hall will have a raised stage area and the benefit of high quality sound equipment. These facilities are not included in the standard hire and an additional charge may be made for their use.

2.6 The Hall shall be hired to one responsible adult who shall be responsible for all payments, the conduct and safety of the event and any damage, loss or breakages to the Hall and its contents.

2.7 Nobody is to hold any public meeting, demonstration or rally in the Hall nor display and material expressing social, political or religious views without the express permission of the Committee.

2.8 Permission to hold charitable collections in the Hall should be obtained from the Committee prior to the event.

2.9 The Committee reserves the right to cancel or terminate any booking they feel to be contrary to the interests of the community. Deposits may be forfeited and payment of the full charge may be sought if the Committee considers it has been misled as to the nature of the event proposed

### 3. Conduct

3.1 Unsupervised children are not allowed in the kitchen.

3.2 Owing to the proximity of domestic residences, noise should be kept to a reasonable level at all times, particularly when leaving the building, and parking should not be allowed to obstruct or damage any of the village residents land or driveways. The Village Green to be used for overflow parking.

3.3 Causing a disturbance or fighting, the use of violent or obscene language or the bringing of any weapon into the Hall is not allowed.

3.4 Nobody is to behave in an obscene or indecent manner whilst on the premises.

3.5 Nobody is to enter the Hall under the unreasonable influence of alcohol, nor under the influence of any other substance. Refusal can cause unnecessary embarrassment to either side.

3.6 Smoking is not allowed on the premises.

3.7 Animals are not allowed in the Hall without the permission of the Committee. Guide/Hearing dogs are the exception.

3.8 Footwear: The wearing of shoes with stiletto heels and trainers with black soles is prohibited

#### **4. Insurance and Safety**

4.1 The Hirer is responsible for any damage to the Hall or its contents, for their property and the property of others brought to the Hall and associated with their booking. The Hirer shall indemnify the Committee against any such loss. It will be reported to the Committee member who is the hirer's point of contact.

4.2 It is the responsibility of the Hirer to ensure that all electrical equipment brought to the Hall is in a proper state and safe to use. The Hirer will indemnify the Committee from any claims resulting from their failure to comply with this requirement.

4.3 The Hall complies fully with all relevant Fire Regulations. An Emergency Procedures Document is displayed on the Hall notice board and a copy is available to download from our website. It is the Hirer's responsibility to familiarise themselves with these procedures.

#### **5. Licenced Activities**

5.1 Alcohol: The Hall is not licensed for the sale of alcohol. Temporary licensing can be discussed when making a booking. It is the Hirer's responsibility to arrange the appropriate Temporary Events Notice (TENS) with [Newark and Sherwood District Council](#).

5.2 Music and Drama: The Hall is licensed under the Licensing Act 2003 for entertainment. It is the Hirer's responsibility to obtain the necessary approvals and licences for the public performance of any music, video, film, broadcast material or similar.

#### **6. Heating and Lighting**

6.1 Heating and lighting costs are included in the hire charges. The heating may be adjusted for the duration of the hire but should be reset after use.

6.2 The Hirer is responsible for ensuring all windows and doors are secured and all internal lights switched off when leaving the premises at the end of the hire period.

#### **7. Cleaning**

7.1 Every effort is made to ensure the Hall is in a clean and tidy state before each booking. Hirer's are required to leave the Hall in a similar state including the removal of all rubbish bags. Cleaning materials are provided. An additional charge may be made if special cleaning is required after the Hirer's use of the Hall.

7.2 No cleaning products whatsoever are to be used on the main Hall floor.

7.3 Chairs and tables must be returned to their original positions. Care should be exercised when moving the furniture to avoid damage to the floor.

7.4 The kitchen and its equipment must be cleaned after use. Materials for washing and drying are provided

#### **8. Storage**

8.1 No equipment, materials, food or drink is to be stored in the Hall without the prior permission of the Committee. Owners permitted to store items in the Hall are responsible for ensuring that items are fully insured and stored safely and that no hazardous or noxious materials are stored.

8.2 Owners of play equipment stored in the Hall must maintain it in a safe condition and must ensure that it is put away at the end of any session.

8.3 The Committee reserves the right to remove/dispose of any equipment/materials stored in the Hall where they consider them a danger to others, where they believe them to be abandoned or where ownership is uncertain.

## **9. Hire Charges, Bookings and Payment**

9.1 Use of the Hall is charged by the hour or part hour in accordance with the specified rate with minimum charges applying to parties, dances and similar events. The Hall is normally available for use between 0800 hrs and 2400 hrs daily.

9.2 All current rates deposits and charges are displayed on the Hall notice board and are available on the website.

9.3 Provisional enquiries may be made by using the Contact Form on our Contacts page. Provisional bookings will be held for 10 days within which time a fully completed [Booking Form](#) (together with the deposit) must be returned. No booking will be deemed to be confirmed until the completed booking form has been completed.

9.4 The deposit is required at the time of a firm booking being made and is only refundable in exceptional circumstances at the discretion of the Committee.

9.5 For bookings exceeding one day's duration a deposit of 25% of the hire fee is required at the time of the booking confirmation. In the event of a cancellation, beyond two weeks of the booking, 50% of the deposit will be non-refundable. (up to two weeks the deposit will be fully refundable). Payment in full is required before the event.

9.6 All charges must be paid in full in advance no later than 7 days prior to the event taking place. The payment in advance does not limit the Committee's right to charge for additional hours of use, cleaning and breakages if appropriate.

# **The Village Hall in Maplebeck**

## **Complaints Procedure**

### **Introduction**

The Village Hall in Maplebeck Management Committee (VHMC) aims to maintain a strong partnership with members of the local community and users of the hall. This document seeks to help you understand our complaints procedure. We welcome both positive and negative feedback and comments about our work, which may provide us with helpful information about our effectiveness in meeting our aims.

### **What you can complain about?**

If any user of the hall, or member of the community, believes that we have failed to provide a satisfactory standard of service, or quality of the facilities within the hall, or for the safety of users, or the handling of a particular issue or situation, or any other related matter, the VHMC welcomes constructive complaints and comments and, where appropriate, will work to rectify this.

### **Who will deal with your complaint?**

Complaints or comments regarding matters needing attention should be discussed with any member of the VHMC. We will take all complaints seriously and will treat every complainant with respect and courtesy.

### **When will you hear from us?**

We believe that complaints can be resolved satisfactorily by a telephone discussion or a meeting, with the key people involved. We will aim to arrange this within 5 working days of receiving the complaint. However, if this does not resolve the matter, the Chair will get involved in order to attempt to reach a resolution within two weeks.

If your complaint directly concerns the Chair, you should contact the Secretary who will consult with other VHMC members before inviting you to address your complaint to them.

Safety complaints or concerns that could endanger a user of the hall will be dealt with on an urgent basis.

### **Contact Information**

Chair	Derek Sayer	01636 636421
Secretary	Jenny Bladon	01636 636692
Website	<a href="http://www.maplebeckvillagehall.org">www.maplebeckvillagehall.org</a>	

Date: 31.10.2019