

Warwickspace General Terms and Conditions:

1 Responsibilities

- 1.1. Hirers will ensure that there is always a responsible adult in attendance
- 1.2. Warwickspace will not insure Hirers for Public Liability claims. The Hirer shall indemnify Warwickspace against all actions, costs, claims and losses in respect of damage or injury to a person, animal or property which may arise out of the activities of the Hirer or their users and give notice immediately of any event that might affect insurance policies relating to the premises. and any claim by a third party arising out of or in connection with the operation of the Centre.
- 1.3. It is the hirer's responsibility to keep a register of people in their groups for emergency evacuation purposes and public health considerations.
- 1.4. All persons in or at the Centre will pay heed to notices displayed at the Centre by Warwickspace, for example Health & Safety notices, out of use notices, Public Health notices.
- 1.5. Warwickspace has a no smoking policy; it is illegal to smoke anywhere within the building and forbidden to smoke in the immediate vicinity of the main entrance, outside the fire doors or in the rear garden area
- 1.6. No smoke machines or other devices likely to set off the fire alarm/smoke detectors are permitted in the building.
- 1.7. If hirers use a bouncy castle or other children's play equipment or sports equipment, the hirer is responsible for the safe use of all such equipment. The hirer must inform Warwickspace at the time of booking if such equipment is to be used.
- 1.8. Hirers will not sub-hire/sub-let.
- 1.9. The hirer will not use or permit the centre to be used for any immoral or illegal purpose, for instance the use or display of illegal drugs, offensive or obscene material. Any evidence of the use of drugs, etc will result in groups/individuals being refused future bookings.
- 1.10. Hirers must check with Warwickspace if intending heavy use of electrical equipment.
- 1.11. Warwickspace cannot accept any liability for equipment not supplied by it.
- 1.12. Warwickspace reserves the right to refuse room hire bookings and to close the centre if there are safety concerns.
- 1.13. Hirers can only use the rooms agreed. Use of other rooms is not allowed.

2 Health & Safety

- 2.1. All hirers must take full responsibility for running their activities safely in accordance with legislation, including complying with Health and Safety and fire regulations and consider their impact on other users of the centre.
- 2.2. There is a first aid kit in the entrance area.
- 2.3. In the event of an accident, injury, or similar event, hirers should notify Warwickspace and enter the detail of the event in the Accident Book.

3 Fire precautions – see also Fire Precautions notice displayed in the centre

- 3.1. Fire exits, passageways and routes through common areas should be kept clear. Fire doors must not be restricted, blocked or propped open. Fire extinguishers/blankets must not be moved.
- 3.2. As advised by Fire Service lifts are not to be used to escape from the upper floor in the event of fire. The hirer must familiarise themselves with the emergency exits and take responsibility for the safe evacuation of his/her party and any guests, helpers or carers.
- 3.3. Hirers are advised to prepare personal evacuation plans (PEEPS) for regular disabled and vulnerable users and consider how they will assist anyone unfamiliar with the premises to escape.
- 3.4. No-one is to bring onto the premise anything of a specially combustible, inflammable or explosive nature.

4 Cleanliness & security – please leave things as you expect to find them

- 4.1. Hirers should ensure that the front door is not left open. The door's bells and intercom allow the presence of latecomers to be made known to the hirer.
- 4.2. Hirers are responsible for setting up the rooms and putting away/returning furniture at the end of their session. Rooms and common areas must be left in a clean and tidy state. The Hirer will be held responsible for any damage or additional cleaning needed, and Warwickspace reserve the right to recover the cost of additional cleaning and/or repairs and/or replacements from the Hirer.
- 4.3. Warwickspace has limited refuse facilities. Please take any event rubbish away with you.
- 4.4. No hazardous material or waste should be brought to the Centre, or disposed of at the Centre. Oil, grease or deleterious substances must not be put down the drains, toilets, or sinks or put in bins. Sanitary waste must not be flushed down the toilets.
- 4.5. There is cleaning equipment in the centre to enable the hirer to leave the room(s) and facilities used in a clean and tidy state for the next user.
- 4.6. If the hirer becomes aware of anything in the building that requires the attention of the Warwickspace they should report this in the comments book located in the main entrance lobby. Any risks you could reasonably foresee and cannot adequately deal with should be brought to Warwickspace's attention.
- 4.7. Hirers should not affix any signs, notices, balloons or decorations on the walls, doors or windows of the building as this causes damage. Use of the notice boards is by agreement with Warwickspace. Freestanding temporary signage should be risk assessed by the hirer
- 4.8. If any heating/ventilation equipment is used they must be switched off at the end of the session/event.
- 4.9. Before leaving the premises all hirers shall check all the rooms they have used to ensure windows and doors are securely closed, and all taps, sockets plugs, lights etc. are turned off, as all services are metered. Please check landing lights and toilet lights on leaving. Please remember Warwickspace is a volunteer run, not for profit social enterprise.

5 Noise & Nuisance

- 5.1. Warwickspace may be used by a number of groups at one time. Hirers should have consideration for other users of the building particularly in terms of noise and obstruction of common areas of the building. Abuse, annoyance, damage or disturbance to other users or neighbours is not acceptable.
- 5.2. Booking Times: Rooms at Warwickspace are available for booking from 8am-10pm. All evening events should finish by 10pm and the building vacated no later than 10.30pm, unless otherwise agreed with Warwickspace.
- 5.3. Outside noise must be kept to a minimum due to the close proximity of residential housing. The use of amplification that disturbs others users or neighbours will not be allowed.
- 5.4. Please be aware that opening of the hall fire exits for ventilation also allows escape of noise to the local residential community. Please be considerate when opening these doors.

6 Protection of Children and Vulnerable Adults

- 6.1. The hirer is responsible, where appropriate for the Safeguarding of his/her party, and therefore for any DBS check or equivalent or other regulatory requirement of his/her staff, volunteers, helpers etc. Where DBS or equivalent are required, Warwickspace will reserve the right to request evidence of compliance at any time during the term of the booking.

7 Licences

- 7.1. Alcohol must not be consumed on the premises without prior consent. Warwickspace is not licensed for the sale of alcohol. If you wish to sell alcohol at a function, the necessary licence must be discussed with, and agreed to by the Warwickspace booking administrator and obtained by the hirer at their own expense.

7.2. Warwickspace does not hold an Entertainments Licence or a Licence to stage live or recorded music in public (PRS for Music/PPL). If your hiring involves live or recorded music or the performance of a play etc. the necessary licence must be obtained by the hirer at their own expense, and confirmed to Warwickspace in advance.

7.3. Warwickspace does not have a television licence.

8. Use of Kitchen facilities

8.1. The Kitchen equipment, crockery, utensils are available for use by arrangement, or you may bring your own. People preparing food must have a basic Food Hygiene certificate and are responsible for the safety of the food they are preparing. All surfaces and equipment must be left clean and tidy after use.

9. Charges

9.1. The booking time must include all setup and clean-up time and this will be included in the charge. Please note that arriving early/running late can impact on other users. Where a hirer exceeds the time booked, Warwickspace may charge for the inconvenience and extra time, at the appropriate rate.

9.2. Occasional Hirers: Bookings are not secure until 50% of the booking fee has been paid. The remainder of the fee will be payable at least 2 weeks in advance of the date of hire. Bookings made less than 2 weeks in advance are payable in full immediately.

9.3. Regular Hirers: Bookings will be invoiced on a regular basis in advance. Please notify us of any changes 4 weeks in advance.

9.4. Missed sessions and cancellations will not be refunded unless we have at least 2 weeks' notice by email to cotenendcentre@gmail.com.

9.5. Late payment may incur interest of 2% over Bank of England base rate and may include the costs of recovering payment.

10. Access to the building

10.1. Access to the building is by arrangement with a keyholder and will be agreed at the time of booking.

10.2. Parking: The limited parking in front of the building is for disabled users, key staff and servicing only. The central pedestrian access/escape route to the front door must be kept clear at all times. Street parking is available locally. Hirers and their groups are asked **not** to use the 'Black Pug' Car Park without the landlord's permission.

11. Equality Policy

11.1. Warwickspace's equality policy is to work in a non-sexist, non-racist way and to challenge any practices that discriminate against people on the basis of class, race, colour, disability, nationality, age, gender, marital status or sexuality

11.2. We expect that hirers and users of our facilities will respect this aim.

12. Complaints and Feedback

12.1. An informal approach to Warwickspace Directors or volunteer hosts should help to resolve any issues. Comments and praise will also be welcome as feedback. Formal written complaints should promptly explain the issue as clearly as possible together with any action to date and identify a remedy. Please allow Warwickspace's volunteer Directors a reasonable time to deal with the matter and recognise that some circumstances may be beyond Warwickspace's control. Warwickspace undertakes to acknowledge and respond within 10 working days. Warwickspace will attempt to deal reasonably and sensitively with issues and take action where appropriate. Warwickspace will investigate anonymous complaints at our discretion. If you are not satisfied you should write to the Chair and ask for your complaint and the response to be reviewed. Warwickspace will answer within 20 working days.