

# TERMS AND CONDITIONS OF ROOM BOOKING

**All centre users will be expected to:**

- Adhere to our code of contact
- Take reasonable care for the health and safety of herself and of others who may be affected by her acts or omissions
- Co-operate with CWRC representatives, on matters of health & safety
- Not interfere with anything provided to safeguard health & safety
- Take appropriate action in event of a fire, according to Fire Action notices
- Report all health & safety concerns to an appropriate person
- Contravention of any of the conditions set out in these notes will result in the automatic cancellation of this and any future booking

## **1. Booking**

- 1.1** Any advertisement for the meeting must not indicate any purpose different from that specified in the booking.
- 1.2** We are a women's only centre, so please ensure all room users are women.
- 1.3** Room users is responsible for conducting the meeting in an orderly manner, ensuring that other centre users and staff are not inconvenienced.
- 1.4** 100% of the booking charge is payable in advance. We will contact the named person on the form to make the payment, which is non-refundable if the booking is cancelled with less than 24 hours' notice.
- 1.5** Cancellations made with at least 24 hours' notice will be cancelled free of charge and a refund will be processed. Please give us as much notice as possible if you wish to cancel your booking.
- 1.6** The booking must include time to set up prior to the event and clearing out after the event.

## **2. Payment**

- 2.1** CWRC will send the hirer an invoice prior to the event, for full payment within 7 days. Failure to pay without prior agreement with CWRC will result in the cancellation of the booking.
- 2.2** Any additional invoice sent to the hirer by CWRC in order to cover extra costs directly incurred by the hirer's activities and/or guests needs to be paid within 7 days following the date of the invoice. Failure to pay will result in all the hirer's future bookings cancelled

### **3. Insurance**

- 3.1** The hirer is responsible for insuring their activity and holding all additional relevant paperwork (Licences, Professional Qualifications if registered activity, specific Health & Safety Policies, First Aid and Food Hygiene Certificates if applicable etc.). CWRC reserves the right to require a copy of the hirer's documents mentioned above.
- 3.2** Failure to produce all the necessary paperwork, or proof of the application to acquire them in a reasonable timeframe, will result in the immediate cancellation of the current and any subsequent bookings until such documents are provided.

### **4. Health and safety**

- 4.1** All damages and breakages to CWRC or the property of CWRC including the loss, removal or theft of property, shall be charged to the user at replacement cost.
- 4.2** Should any incident happen at the centre, and after all the necessary immediate actions have been taken care of, the hirer must notify CWRC at the first opportunity by sending an email to [info@cwrc.org.uk](mailto:info@cwrc.org.uk), with a description of the incident, the contact details of the victim and witnesses, any action taken, any reference number relating to the incident (emergency services, insurance etc.) and other relevant information.
- 4.3** Hirers shall be responsible for assessing their activities and for supplying evidence that their personnel are DBS checked, where appropriate, and fully briefed on safeguarding procedures for vulnerable adults
- 4.4** Any incident justifying the use of a First Aid kit must be recorded and a copy of this record sent to CWRC.
- 4.5** The hirer shall ensure that all fire and safety regulations are observed while using the building, that fire exits are unlocked and kept clear at all times and that all fire doors remain closed. The hirer shall ensure that they are familiar with the Fire Escape routes and the Fire Assembly Point and communicate this information to their guests at the beginning of the booking.
- 4.6** Under no circumstances the hirer shall use or allow or cause any items to be used on the premises which involve a naked flame such as candles or any other items lit with a naked flame, including, but not limited to: incense sticks, sparklers, gel or gas-powered food heaters etc.
- 4.7** Smoking is prohibited in CWRC's premises. This applies to all visitors.
- 4.8** Hirers shall be responsible for all personal portable appliances they use on CWRC premises.
- 4.9** In case of a Fire Emergency, the hirer is responsible for the safe evacuation of their group and to report their numbers to the person in charge.

- 4.10** All people entering the building must adhere to Covid-19 guidelines including social distancing, wearing masks and regular hand washing/sanitising where appropriate.

## **5. Use of the building**

- 5.1** Care should be taken when using the room(s) and furniture. Care should be taken with liquids and drawing items on tables, chairs and floors. No pins, nails, screws etc. are to be used on the walls, flooring or doors. Any additional cost of cleaning or for loss or damage over what might reasonably be expected will be charged for.
- 5.2** When vacating the room please ensure that it is left as you found it, including the layout of chairs and tables.
- 5.3** If it has been necessary to use chairs / equipment from another room please return them to that room.
- 5.4** Noise levels should be kept to a reasonable level when using the rooms or travelling to them.
- 5.5** Please note that car parking is not guaranteed with room bookings.
- 5.6** The hirer shall enter the building for the purpose of their booking only at times agreed with CWRC (including preparation visits).
- 5.7** The hirer needs to book time prior to and after the booking for setting up and clearing up. Any time that the hirer spends on the premises in excess of their booking time shall be subject to the full hourly rate.
- 5.8** The hirer is responsible for leaving the room and equipment provided in a clean and tidy state. CWRC will provide cleaning equipment available in every room, ensuring that a reasonable level of cleaning is possible after every booking. Please notify CWRC if any cleaning equipment is missing.

## **6. Use of kitchen and crockery**

- 6.1** Hirers must bring their own tea/coffee/sugar/milk, and leave the premises as tidy and clean as they found it (dishes done and back in the cupboards, worktops clean).
- 6.2** The use of CWRC crockery and cutlery are free of charge, as long as the hirer washes them and returns them where they found them. The hirer will be invoiced for any missing or broken item.
- 6.3** Leave the kitchen in a clean and tidy state, make sure that all surfaces are washed and disinfected, all utensils, crockery and cutlery have been washed, the appropriate items have been placed in the recycle bin and that rubbish containers in the kitchen have been emptied into the bins.

**Please feel free to contact us should you have any queries or questions, on [info@cwrc.org.uk](mailto:info@cwrc.org.uk)**

Last updated: October 2021  
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