

HAMDON YOUTH & FAMILY CENTRE

BOOKING POLICY

INTRODUCTION

Hamdon Youth & Family Centre Trust will ensure that the Centre is utilized effectively as set out in its Constitution. i.e. that the Centre is available for hire exclusively by youth organisations based in Stoke sub Hamdon or surrounding areas for recreation, meetings, and youth work with the object of improving life skills and building social responsibility.

BOOKINGS

The Hirer signing the booking form must be over 18 years of age, and either a leader of a youth organization or a parent/carer and must be present at the hire session to supervise. At no time will bookings be accepted from unsupervised young people as this would infringe the Centre's Health & Safety and Safeguarding policies.

Bookings for non-Stoke youth organisations will be accepted if the Centre is free at the relevant time and will be charged at the applicable hiring rate for non-residents.

Details of firm and provisional bookings, together with original Booking Forms are retained by the Treasurer. Contact details are displayed on the noticeboard outside the Centre and on the Centre's Facebook page and website.

The Management Committee reserves the right to refuse bookings or to cancel a hire session if it considers unlawful or unsuitable activities will take place at the premises as a result of this hiring or will cause disruption to the community.

METHODS OF BOOKING

- By telephoning the Treasurer on the advertised telephone number
- By emailing the Treasurer at bookings@hamdonyouthcentre.co.uk

BOOKING DEFINITIONS

A **Provisional Booking** for a One-off Hire is one where a proposed date has been entered into the calendar, awaiting the return of a completed Booking Form. Provisional bookings will be held for a maximum of two weeks. No more than two dates per person can be reserved at any one time in the interests of other residents wishing to book.

A **Confirmed Booking** for a One-off Hire is one where a Booking Form has been completed and returned to the Bookings Secretary, and the Bookings Secretary has acknowledged this to the Hirer.

FORMS

Forms to be used in the booking process will be:-

- Booking Form for all Hirers to complete, together with Terms & Conditions of Hire
- Regular Bookings Schedule Form for regular hirers
- Monthly Bookings Summary Form for audit / reporting purposes
- Invoices

FEES

Charges are made for actual access time, which must include set up and clear away times. A Hire Tariff schedule is reviewed annually by the Committee.

Fees for regular weekly/term-time hirers will be invoiced termly in advance. Any weeks not used will then be credited by the Treasurer against future bookings providing that notice has been by email prior to the non-use for that week.

A discretionary damage/cleaning deposit of £50 may be charged on booking for large event single use hires, returnable if the Centre is left in an acceptable condition.

ACCESS

Regular weekly classes

- All regular hirers will be given keys for access, and required to sign a Keyholder List, agreeing not to have extra keys cut or to give keys to unauthorized persons.
- The Treasurer will keep the up to date list of Key Holders and their contact details.

One off hires

- The Treasurer (or in their absence another member of the Management Committee or their representative) will meet the Hirer to open and close the Centre at a designated time.

OVERVIEW OF STANDARDS FOR THE HIRE OF THE CENTRE

The Management Committee would like all users to embrace and enjoy the facilities and activities of the Centre. To achieve this, every user is expected to adhere to the following standards:

- Exercise a duty of care for the health, safety and welfare of all persons using the Centre.
- Ensure compliance with the Centre's policies, specifically: Health and Safety Policy, Fire Safety Policy, and the Safeguarding Policy.
- Ensure all children and young persons under the age of 18 are supervised at all times, by an appropriate adult as per the Conditions of Hire.
- Treat everyone with respect and in accordance with their needs, embracing individual differences.
- Not to cause disorder or excessive noise, to the potential detriment of residents or other users.
- Park vehicles outside the Centre in a considered manner so as not to cause obstruction or danger.
- Leave all facilities clean and tidy and immediately report any damage or hazards to the Treasurer or Chair.
- Ensure the building is left safe and secure on leaving the premises.

Full terms and conditions are set out in the Conditions of Hire Agreement sent out with the Booking Forms.

COMPLAINTS

Any complaints should be made in accordance with the Centre's Complaints Policy and Procedures.