

Lydney Community Centre Terms and Conditions for hire and use of facilities.

Lydney Community Centre Limited

Is run by the management committee and volunteers and will be referred to as “us, we, our” in this document.

We are a Community Benefit Company (31506R), registered with the FCA as a non-profit-making facility for the benefit of the people of Lydney and the surrounding area. Facilities include the main hall, 4 side rooms, kitchen & car park. These facilities are available for hire subject to the terms and conditions within this document.

General

These terms and conditions are deemed to apply from the 1st September 2025 to all existing and new bookings thereafter.

Unless otherwise advised, these terms and conditions shall apply to single or multiple bookings made as part of the same request or any subsequent extension or continuation of bookings (not necessarily concurrent or consecutive).

We reserve the right to decline any proposed booking request at our discretion.

Your agreement to our terms and conditions.

By booking or using any part of the centre for any activity, individually or on behalf of a group, club, school or any society, you are agreeing to these terms and conditions.

We may amend these terms and conditions from time to time at the Committee's discretion.

If you or your invitees are found to be in breach of these terms, we reserve the right to terminate the use of the space hired immediately, any refund of the hire charge will be at our discretion.

Using the centre

1. Hours of opening

The centre is generally available for bookings between 07.00 and 21.00 daily but might be closed for special events, maintenance, bank holidays etc at our discretion.

2. Your Liabilities for damage to our property

The person or club representative who makes a booking to use our facilities will be held liable for any damage caused to our property or equipment both internally and externally caused by them or their group members during their use of the centre, excluding fair wear and tear. Any loss or damage to fixtures, fittings or our property must be reported to us at the earliest opportunity in person or by email.

3. Accidents and Incidents.

If you or any of the people in your group have an accident or incident whilst at the centre, you must report it to us as soon as possible so that we can act if required. Accident books are in the main hall and the kitchen to record incidents.

4. Before leaving the room(s) you have used

Please leave any room you have used clean and tidy, tables and chairs returned to where you found them, table surfaces should be wiped down, floors swept or hoovered of any mess. Windows and doors MUST closed. All perishable food taken home and not left in the kitchen. Rubbish or food waste disposed of in the suitable bins provided. Please use recycling bins where appropriate.

5. Securing the centre

If you are the last person to leave the centre, you **MUST** check that nobody is left in the building (including the toilets), Windows in All rooms are closed and secure. The alarm system is then set before leaving the premises securely locked. You must not share you key or the alarm fob/code with anyone else without our prior permission.

6. Consideration for other users and local residents.

When using any facilities, and when leaving the centre, please keep noise levels to a minimum. This is especially important when other groups are using the centre and when you leave in the evenings.

7. Possessions or equipment left at the centre

You and your group members are responsible for all your possessions while you are using the centre. We do not accept any liability for any loss or damage to property left at the centre.

8. Photography and filming.

Please do not take photographs, video or sound recordings inside any part of centre unless by prior arrangement with us. You may not publically broadcast or grant broadcasting rights for any such recordings without our prior consent.

9. Car parking facilities

Use of our car park is on a "first come-first served" basis, so we cannot guarantee you a space. Parking in the car park is at your own risk, and we cannot accept liability for any loss or damage to your car or possessions inside it.

10. Wi-Fi use

Free Wi-Fi is available for your use. We do not accept liability for downtime where the Wi-Fi is not available or any loss or damage that you may incur whilst using our Wi-Fi system, or for illegal downloads or misuse of computer or wifi enabled device.

11. Footwear and clothing.

You and your group members should wear appropriate clothing and footwear for your activity at the centre.

Roller skates, blades or similar and use of skateboards is not allowed anywhere in the centre or car park area

12. Food and drink.

Food and drinks may be consumed on the premises. Any spillages should be cleared up before activities resume.

13. Alcohol, Drugs and Smoking/Vaping.

We are not licensed for the sale of alcohol, and you must not allow anyone in your group to consume alcohol without prior arrangement. If you intend to sell alcohol as part of your event, you will need to arrange all the legal requirements for such consumption.

Anyone who appears to be under the influence of alcohol or substance abuse whilst on our premises may be requested to leave.

Smoking/Vaping is not permitted inside any of the buildings. Please use the designated area and dispose of cigarette butts in the container provided. The designated area is located to the left of the main door as you exit.

14. Unacceptable behaviour on our premises.

Our buildings and car park are private property. Members of our Committee or voluntary staff have the authority to require anyone to leave the premises upon request.

Physical or verbal abuse, or other unacceptable behaviour will not be tolerated, and instigators may be barred from using our premises in the future.

15. Third party liability Insurance.

It is highly recommended that you arrange insurance to cover you and your activity members/participants for any activities that you or your group/club members undertake on our premises against liability for damage to property, death or bodily injury risks to third parties.

Our insurance does not extend to provide cover for your activities whilst using the centre and therefore you or members of your group could potentially become liable for such risks.

16. CCTV and video surveillance

We monitor the premises internally and externally using closed-circuit television (CCTV). This is for safety and security reasons. We will store the recordings securely for an appropriate length of time. We are registered to do this under the Data Protection Act.

Our CCTV does not record audio.

17. Membership / Customer account

There is no requirement for membership of the centre, however your details will need to be entered within our booking system to create an account for your booking.

18. Booking requests

- We operate an online booking request system (Hallmaster), the integrated calendar system provides details of which facilities are available on any given day and an option to request a booking. New customers can complete a registration form as part of any online booking request.
- Your Online Account with Hallmaster
You will be provided a login facility and asked to create a password. You must keep this password confidential and must not disclose it to or share it with anyone else.
- You will be responsible for all activities and bookings that occur or are submitted using your login. If you know or suspect that someone else knows your password, you should change it immediately. If we have reason to believe that there may have been a breach of security or misuse of the booking site, we may require you to change your password or we may suspend or disable your account. Bookings can be requested by email to lydneycommunitycentre@outlook.com but for efficiency and workloads we recommend using Hallmaster wherever possible.
- Bookings can only be accepted from adults (over the age of 18). The principal person leading the activity that includes children under 18, is responsible for properly supervising those children.
- All bookings are on a "first come-first served" basis. If there is a clash of bookings, our volunteer staff have the authority to decide whom should have the benefit of the booking. If you are a regular customer, it is your responsibility to ensure that you plan your booking requirements in advance as we cannot guarantee the times and dates you may require.
- Set Up and Clear Down time
We currently provide 15 minutes set-up and clear down time free of charge to your booking time. You will be responsible for the safe setting up and safe stowing away of any of our equipment used. Please respect other users and do not impinge on their setup or clear down times. If you require a longer setting up/clearing away time, you must book and pay for that time.

- Cancellation of bookings by you
For block bookings, we ask you to give us at least seven (7) days' notice of cancellation, so that we can re-book the slot. For individual bookings, you must give us a least 24 hours' notice of cancellation. If we are not advised of a cancellation, we reserve the right to retain any booking fees paid, or, in the case of monthly billing, invoice up to 100% of the booking fee.
- Cancellation of bookings by us
We reserve the right to cancel any individual or schedule of bookings at any time without notice.

If we cancel your booking(s), any booking fees paid in advance will be fully refunded. We will not be liable to you for any other expenditure or consequential loss incurred caused by our cancellation. All efforts will be made to give you as much notice as possible of our intent to cancel your booking.

19. Payment for the use of facilities.

Single one-off bookings will be invoiced at the time of booking.

Regular block bookings will be invoiced towards the end of each month for all unpaid bookings made during the relevant preceding month(s). We request payment is made promptly within 14 days in order to assist with our cashflow.

Invoices will be issued by email and payment details will be included as part of the invoice documentation. A receipt will be issued if required upon payments being cleared by the bank or cash being presented.

We request payment by bank transfers or cash.

Unfortunately we cannot accept credit or debit card payments and due to bank charges cheque payments are discouraged.

20. Fitness.

It is your responsibility to ensure that you are fit to participate in whatever activity you intend. We do not accept responsibility for any health or injury issues arising from activities you may undertake on our premises, nor for any injuries you may cause to others.

The person who requests and confirms any booking is responsible for ensuring all notifiable diseases and guidelines issued by the government, NHS, or other relevant advisory bodies are followed.

Please note that none of our volunteers are medically qualified and there will be many occasions where no volunteers are on site.

21. Children and vulnerable persons protection.

If you (or members of your activity group) are working with or are supervising children or vulnerable adults it is your responsibility to obtain relevant legal clearances and abide by any relevant legislation. We will not accept any liability arising from your failure to do this.

22. Public notices.

Please observe all the notices posted outside and inside our facility, these are there for your guidance and protection.

23. Fire and Emergency procedures.

You must ensure that all persons using our premises within your group, or for whom you have responsibility, are fully aware of the fire and emergency procedures and fire exits (see the Fire Safety Instructions that are posted in the building). If the fire alarm sounds, you must immediately and calmly leave the premises by the nearest available emergency exit, meet at the Fire Assembly Point in the car park near the pedestrian gateway leading to Lydney town centre.

24. Fire apparatus and exits

All users must ensure that the fire apparatus on the premises are not interfered with in any way, and you must ensure that no emergency exits are locked, obstructed or left open.

25. Policies

A variety of our policies are available to view by prior arrangement.

26. Public performance

We hold a Public Performance Licence for playing music and or other media.

27. Data privacy

Any information that you provide about yourself, persons for whom you are responsible, or, your activity group will only be used for our own administration purposes, and to inform you of any relevant news about us or the centre facilities.

Your bookings are administered using an online booking system and some details such as date/time/contact details will be publicly viewable within the bookings calendar.

An option to mark bookings as Private is available if required.

Any data collected by the booking system may also be used anonymously to compile statistics on usage of the facility. We comply with the Data Protection Act.