



Clenchwarton Memorial Hall (CMH) Hiring Policy & Procedures

The principal object of the charity is that this trust property is to be used in the interest of :

- Social welfare and to the benefit of the inhabitants of the Parish of Clenchwarton in the county of Norfolk
- The provisions thereon of such facilities for recreation, education and

other leisure time activities.

All hirers, employees, volunteers and trustees must abide by this policy.

Premises

The premises are suitable for a variety of purposes.

Hirers

No potential hirer will receive less favourable treatment on the grounds of gender, age,

colour, race, nationality, racial or national origins, cultural heritage, disability, marital status, social background, sexual orientation or geographical location.

The Management Committee referred to the above statement when setting out this hiring policy

- Hirers must be aged 18 years old or over.
- Where a hiring is made by an organisation or group of people, one person must be named as the Responsible Hirer.

- No request for hire shall displace an existing booking with the exception of requirements in case of an emergency/exceptional circumstance, deemed by the Management Committee, or as a polling station for use at local government or national elections.
- All hire is subject to the conditions of hire set out by the Management Committee. A set of standard conditions of hire will be made available upon confirmation of each booking.

Charges

Hire charges will be as set out by the Management Committee. These will be reviewed annually.

- Payment to be made no later than one month before the event
- Set up and clear away time will be included within the period of hire.
- The full amount for the booking is due no later than 30 days before the date of the booking.
- An additional security deposit of £50 will be required. Security deposit payments will be refunded after an event providing that the hiring officer or any other CMH representative is satisfied that the hall and its perimeter have been left in a satisfactory condition. If the hiring officer is not satisfied a decision may be left to the Management Committee.
- All payments to be made by BACS. Only in exceptional circumstances are
- other forms of payment accepted after consultation with the booking team.
- Block bookings from local user groups will be invoiced on a monthly basis in advance of their first period of hire or as agreed with the booking team.

Cancellations

- If cancelled by the Management Committee (MC) all monies already paid will normally be refunded in full. However, the MC shall not be liable to make any further payment to the hirer in respect of expenses, costs or losses incurred directly or indirectly by the hirer in relation to a cancellation.
- A hirer cancelling an event with 4 weeks or more before their event will be refunded in full.
- A hirer cancelling an event 3 weeks before their event will receive a 75% refund
- A hirer cancelling an event 2 weeks before their event will receive a 50% refund.

- A hirer cancelling an event with less than 2 weeks before their event will not usually receive a refund unless there are exceptional circumstances i.e. a bereavement.
- Hirers will be liable for the full charge for any bookings cancelled retrospectively.

Hiring Procedure

- All booking enquiries will be made to the booking team via email or website.
- The system will generate an automatic reply and the Booking Team will try to respond to booking enquiries within 72 hours by email.
- The Booking Team will hold the booking diary for hiring the facilities.
- The Booking Team will aim to approve and invoice a booking normally within 7 days.
- The Booking Team will issue a copy of the Hiring Policy and Procedure to each hirer as well as the Conditions of Hire and other relevant policies. The hirer must agree the T&Cs of hire on booking – these will be sent when the booking is accepted.
- The Booking Team reserve the right to check that relevant licences are held by both commercial and public hirers
- The Booking Team will issue an invoice for the period of hire citing the invoice number, booking number and date of hire agreement as reference.
- Block bookings will only require a hire agreement per block session.
- We no longer accept cheques.
- A receipt will be issued by the Booking Team for all advance payments.
- The Booking Team will send all hirers an Induction Pack when a booking is approved. This will draw the hirer's attention to Health & Safety requirements, controls for lighting and heating, disposal of waste and any other items as the Management Committee sees fit.
- The Booking Team will request that the Treasurer refunds the £50 deposit after a MC representative is satisfied that all conditions of hire have been adhered to.
- To be able to issue a refund **Banking Details** need to be provided on the website or via email as due to new banking regulations these are not accessible to the booking team.

Adopted July 2026

Review Date: July 2027