



CLENCHWARTON MEMORIAL HALL (CMH)

Charity Number: Pending

Hiring Policy & Procedures (June 2025)

Hiring Policy

Clenchwarton Memorial Hall will hereafter be known as 'CMH'.

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, and 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

1. The premises are not offered as being suitable for any specific activity.
2. Separate facilities of the building may be booked for use by different hirers concurrently; these being Main Hall (incl. kitchen), and separately the EV charge-point.

Note: Toilet facilities are not shared while the local pre-school is in attendance and running.

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.

1. Hirers must be aged 18 years old or over.
2. Where a hiring is made by an organisation or group of people, one person must be named as the responsible Hirer.
3. 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.

4. 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

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

2. Set up and clear away time will be included within the period of hire.

3. Hirers can secure their booking with payment of a £50 refundable deposit. Full payment of hiring fee is payable at the time of booking but no later than 30 days before the date of event booked/ first date in event of block bookings.

4. Deposit payment will be refunded after an event providing the CMH representative is satisfied that the hall and surroundings have been left in a satisfactory condition.

Please note you will need to provide your bank details on your online profile for us to process your refund as due to new banking regulations we do not hold those details.

5. All payments to be made by bank transfer (BACS). Bank details as per invoice.

6. Regular bookings will be invoiced on an agreed basis.

Cancellations

1. Any monies already paid will normally be refunded by the Management Committee in full if the booking is cancelled up to 6 weeks in advance of the hiring date. However, the Management Committee 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.

2. A hirer cancelling an event with two weeks or less notice will be charged 50% of the hire fee if no alternative booking can be made for the same period of hire. Hirers are requested to contact the management committee if the booking is cancelled due to exceptional circumstances i.e. bereavement.

3. Hirers will be liable for the full charge for any bookings cancelled retrospectively i.e. non-attendance.

Hiring Procedure

1. All booking enquiries will be made to the Booking team via email or via the website.
2. The Booking Team will respond to booking requests and enquires as soon as possible but no later than 7 working days.
3. The Booking Team will be responsible for ensuring that relevant licences (PPL for commercial hirers) and/or DBS certificate(s) are held by individuals or groups where the playing of music and/or children or vulnerable adults will be involved. The Booking Team will note the certificate or licence number on the booking form.
4. The Booking Team will issue confirmation and an invoice for the period of hire citing the invoice number and date of hire agreement as reference.
5. Block bookings will only require one hire agreement per block session.
6. We no longer accept cash or cheques.
7. A receipt will be issued by the Booking Team for all advance booking payments.
8. A Trustee will meet and greet all **new users for induction.**
9. The Booking Team will issue a refund of the deposit provided the hall and surroundings are found to be in a satisfactory condition on inspection and the team is satisfied that all conditions of hire have been adhered to.
Please note: we do need bank details to be supplied on the online profile page to be able to refund the deposit as due to new banking regulations we do not hold those details.

Clenchwarton Memorial Hall Management Committee

Next review date: December 2026