

## ***Additional Charges For Bookings Where Deposits Are Not Taken***

### **Cleaning costs**

The village hall employs a cleaner to carry out routine tasks round the hall. The annual cost amounts to almost one-third of the running costs of the hall. We know that hirers are impressed by the low hire charges and to continue with these low charges we need to keep on top of hall cleaning. We do this by asking **hall users to clean up at the end of the hire so as to leave the hall as they found it.**

Often one hire of the hall follows on closely after another and we need to ensure that the hall is fit for the following user so that they do not have to cancel their function with the inevitable disruption, embarrassment and loss of revenue this would cause.

We therefore reserve the right to charge hirers who, on fairly rare occasions, do not leave the hall in a satisfactory condition. This may be necessary to cover the cost of any repairs or replacements required as a result of breakage or damage, or other expenses like the cost of removing helium balloons from the ceiling, use of the hall outside of the agreed times of a hire period and the use of rooms which were not booked. It is the hirer's responsibility to check the hall on entry and to notify the Duty Caretaker (see notice board) or Emergency Contacts (see front door) of any problems at the start of the let. The hirer should also check all areas of the hall before leaving at the end of the let and note any problems in the comments book in the kitchen.

### **Procedure**

If, after a let, there are **no reports of extra cleaning** being required or damage or breakages etc, and hirers have not exceeded their hire time or used rooms which were not booked, then no additional charge will be made.

In the event that after a let there are reports of extra cleaning being required or of damage or breakages etc, or the electronic key fob records show that hirers have accessed the hall before the time of their let or have left later or have used rooms which they had not booked, the Chairman (or Vice-Chairman) together with another official of the Trustees will decide what charges need to be reclaimed from the hirer. The hirer will be informed within 48 hours of notification of an issue by the caretaker that a charge will be made. Cleaning will be charged at staff hours actually worked, at a rate of £20 per hour. Use of the hall outside of the agreed booking times will be charged at **double** the standard hourly rate and use of rooms which had not been booked will incur a **double** standard rate charge for the session. Other expenses, including any loss of revenue resulting from cancellation of the following function, replacement/reinstatement of items or repairs required, will be charged at cost. The hirer will be invoiced within five working days of the hire for any charges due. If the charge for cleaning/damage/excess hire time/additional room use etc is not settled satisfactorily, then, at the Trustees' discretion, the hirer may be banned from the hall forthwith and further action may be taken to recover monies owed.

If the hirer wishes to **appeal** against the cost of the charge then he/she can appeal to the Trustees for the charge to be reduced or deleted, giving reasons for this. The appeal should be lodged within five working days of receipt of the invoice with the Secretary or the Treasurer of the Trust and will be heard at the first Trustees' meeting to take place after the appeal is received. There will be no further appeal possible. Appeal against the number of staff hours worked and the pay rate will not be considered.