

TERMS AND CONDITIONS

Booking

Bookings at Freebridge Community Centres can be made online via our website. A booking is only confirmed when you receive a confirmation email, and the terms and conditions have been signed. The person signing this form will be considered the responsible person, as an individual or on behalf of an organisation.

Responsibility of the hirer

The responsible person will be responsible for observing and ensuring all of the terms and conditions set out are adhered to. The responsible person will be responsible for the contents of the space hired, the health and safety of their attendees and supervising car-parking arrangements at the centres, so as not to obstruct others and ensure everyone's safety.

- Familiarise yourself with any emergency action plans, which are on display at the centres. You have legal duty regarding the safety of the people who attend your meetings and/or events.
- Required to provide up to date copies of public liability insurance, safeguarding policy and/or risk assessments where required.
- Be aware that the centre reserves the right to refuse permission for use or entry to the premises and that right of access to all parts of the centre, at all times, are reserved to the centre staff.
- Ensure no animals are permitted in any part of Freebridge Community Housing premises except those designated under Health & Safety regulations as being assistance to disabled persons.

The Responsible person and guests are expected to show respect and courtesy to others using parts of the Centre and to keep noise to a minimum during activities and when leaving the premises so as not to disturb those working in the Centre.

Child Protection/Adult Safeguarding

In the event that the booking involves the attendance of children, young people under 18, and/or vulnerable adults, the responsible person will confirm that there is appropriate Safeguarding Procedures in place.

Parking

There is limited parking. Spaces cannot be booked or reserved for your booking. Please do not park in disabled bays without displaying a valid permit. Do not obstruct other cars or park on double yellow lines. If you are unsure where to park, the Placeshaping Team can provide you with the location of car parks within walking distance of the centres.

Exclusions

The responsible person shall not use the premises for any purpose other than stated. The responsible person shall not sub-hire or allow the premises to be used for any unlawful purpose, nor do anything to endanger the premises or any connected insurance policies.

Alcohol/ Drug use

These are not licensed premises, and no alcohol can be sold without a licence from the local authority (BCKLWN).

No illegal substances, including but not limited to drugs and drug paraphernalia will be brought into the centres. Police will be called immediately upon suspicion of illegal activity.

Smoking

Smoking is permitted only in the designated, marked areas outside of the centres.

First aid

The responsible person must supply their own First Aid equipment. In an emergency there are First Aid kits on site.

Liability

Freebridge Community Housing shall not be liable for any injury or damage or loss of property which may occur to or be sustained by any person(s) associated with the responsible person of their organisation, event or activity whilst on the premises. The responsible person is advised to take out the appropriate insurance in respect of their event or activity to protect those who attend.

Food

If food is to be prepared or served and/or if the kitchen is to be used, the responsible person becomes responsible for correct Health and Safety practices under the Food Safety Act of 1990 and any subsequent related regulations. The kitchen must be left clean and tidy after use.

Property

Freebridge Community Housing accepts no responsibility for any goods, equipment, property, etc., whether in use, left or stored at the premises by the responsible Person". On any occasion the Responsible person must obtain permission from Freebridge Community Housing for any items which are to be stored on the premises.

Cancellation

IF YOU NEED TO CANCEL A BOOKING, PLEASE CONTACT US AS SOON AS POSSIBLE.

Cancellations must be made in writing by email or letter. Charges for any booking(s) cancelled are as follows:

- 5 days+ before the event: No charge
- Under 5 days before the event: 50% of the booking fee
- Under 48 hours before the event: The full booking fee

Arrears

It is the responsible person's responsibility to ensure that invoices are paid in full, and on time, with the invoice number as payment reference. Default of payment will result in suspension of booking and communication and potential action from a debt collection advisor. Any queries regarding your invoices should initially be directed to the Placeshaping Team at placeshapers@freebridge.org.uk or on 01553 667777.

These T&Cs apply to any and all bookings at the Freebridge'd Discovery Centre.

I have read through and agree to abide by the above Terms and Conditions.

Signed

Date

Print Name

***The above Terms and Conditions apply to all bookings made at the centre.**

Freebridge Data Protection Privacy Statement: We take your privacy seriously and you can find out more about your privacy rights and how we collect, use, share and secure your personal identifiable information ("personal information") by referring to our Privacy Notice which can be found on our website (<http://www.freebridge.org.uk/documents/Privacy-Notice-Placeshaping.pdf>) or by requesting a hard copy from us.

How we use your personal information will depend on the services we provide to you. However, we obtain your personal information so we may conduct our normal business operations as a registered social housing provider.

The Privacy Notice provides information about how we use your personal information with effect from 25th May 2018 and updates any previous information we have provided about using your personal information.

If we make any significant changes affecting how we use your personal information, we will make changes to the Privacy Notice, and we will contact you to inform you of these changes.

Our Data Protection Officer (DPO) provides help and guidance to make sure we apply the law to the processing and protection of your personal identifiable information. Should you have any questions about how we use your personal identifiable information, our DPO can be reached by writing to us and addressing your letter to: Data Protection Officer, Freebridge Community Housing, Juniper House, Austin Street, Kings Lynn, Norfolk PE30 1DZ; or email us at:

DataProtectionOfficer@freebridge.org.uk

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