

TERMS AND CONDITIONS OF HIRE

1. Acceptance of bookings

- (a)** Hirers must be at least 18 years old.
- (b)** The acceptance of bookings is at the discretion of Hill House Community Centre (Hill House). Hill House reserves the right to decline a booking without providing a reason.
- (c)** Acceptance of a booking is conditional upon the Hirer completing and signing the Booking Form and agreeing to these Terms and Conditions. Once signed by the Hirer, the Booking Form constitutes a legally binding agreement to hire.

2. Hire fees

- (a)** Hill House Community Centre will provide details of the applicable hire fee for each booking. For single events, the hire fee must be paid at the time the booking is arranged. If the hire fee has not been paid at least 14 days before the event date, Hill House reserves the right to cancel the booking.
- (b)** Subject to the discretion of Hill House and the Finance Department, regular hirers may be issued monthly invoices in arrears.

3. Safeguarding Policy

- (a)** When hiring the Hall to run a group or event involving children and/or adults at risk, the Hirer is solely responsible for ensuring that all required safeguarding policies and procedures are in place in accordance with relevant legislation, including obtaining any necessary DBS clearances. Hill House may request evidence of compliance at any time.
- (b)** A copy of the Hill House Health and Safety Policy is attached.
- (c)** For events where the majority of attendees are under 18 years old, the Hirer must ensure that an adequate number of responsible adults (aged 18 or above) are present throughout the event to supervise all participants. Hill House recommends a minimum ratio of one adult to every fifteen minors. Failure to provide sufficient supervision may result in the immediate termination of the booking without refund.

4. Insurance

- (a)** It is the sole responsibility of the Hirer to ensure that they have appropriate Public Liability insurance and any other necessary insurance coverage for the event being held.
- (b)** The Hirer is responsible for ensuring that any third party engaged for the event—such as catering companies or operators providing equipment (e.g., bouncy castles)—holds the relevant and appropriate insurance, including Public Liability insurance.
- (c)** If the Hirer is operating as a business, they are responsible for ensuring that they hold all relevant and appropriate insurance, including Public Liability insurance.

5. Equipment

- (a)** All equipment provided within the Hall is included in the hire fee.
- (b)** The Hirer is solely responsible for ensuring that any equipment brought onto the premises complies with current PAT legislation and is safe and suitable for its intended use.

6. Damages and Deposit

- (a)** A deposit of £300 for weekend bookings and £150 for weekday bookings is payable when the booking is confirmed, unless waived at the discretion of Hill House.
- (b)** If a deposit has been paid and no damage has occurred, as described in section (c) below, the deposit will be returned to the Hirer within 21 days after the event.
- (c)** The Hirer is liable for:
 - The cost of repairing any damage to the Hall, its equipment, facilities, or surrounding areas, including the car park and outdoor grounds.
 - The replacement cost of any items that are broken or missing after the event.
 - Any damage or injury sustained by Hall officials or to their personal property as a result of the event.
- (d)** If the total cost of damage or injury is less than the deposit paid, the remaining balance will be refunded to the Hirer as soon as the costs have been confirmed. If the total cost exceeds the deposit, the Hirer will be invoiced for the outstanding amount.
- (e)** If the booking extends beyond the agreed time slot, Hill House reserves the right to retain the full deposit. If the Hirer exceeds the booked hours without prior authorisation, Hill House may withhold the entire deposit as compensation for the unauthorised use of the Hall. Any additional charges arising from the overstay will be communicated to the Hirer and deducted from the deposit accordingly.
- (f)** If the venue is left in an unclean or disorderly condition, resulting in additional cleaning being required, Hill House will deduct the relevant cleaning cost from the deposit.

7. Cancellation

- (a)** No refund of the hire fee will be provided if the booking is cancelled by the Hirer 14 days or fewer before the scheduled event.
- (b)** If the Hirer cancels the booking more than 14 days but less than 28 days before the scheduled event, 50% of the hire fee (or the greater applicable amount) will be retained.
- (c)** A full refund of the hire fee will be issued if the Hirer cancels the booking 29 days or more before the scheduled event.
- (d)** Any charges or repayments resulting from a cancellation will be processed within 21 days of receiving the cancellation notice.
- (e)** If Hill House cancels the event at any time, the hire fee and any damage deposit paid will be refunded to the Hirer. No further compensation will be provided.

8. Care of the Premises, Fabric and Equipment

- (a)** No pins, tacks, nails, or similar fixings may be used to attach items to any part of the Hall. Any damage to paintwork or walls resulting from the use of fixings or adhesive materials (including sticky tape) may result in charges being applied, which may be deducted from the deposit to cover repair costs.
- (b)** At the end of the hire period, the Hirer must ensure that the Hall and its surrounding areas are left clean and tidy. All tables and chairs must be returned to the storage area and stacked neatly. All Hall crockery and cutlery must be washed, dried, and put away.
- (c)** All fridge freezers must be left clean, including the removal of any food brought in by the Hirer and the cleaning of any spills or marks.
- (d)** Cleaning materials are available for use in the cleaning cupboard located in front of the entrance doors. If the Hall and its surrounding areas are not left in a clean and tidy condition, a cleaning charge may be imposed, which will be deducted from the deposit.
- (e)** At the end of the hire period, all windows and doors must be closed, and all taps, lights, electrical equipment, and plugs must be switched off. The Hirer must remove all rubbish and place it in the bins located at the back of the car park.
- (f)** Any damage or breakages must be reported to the Caretaker.

9. Hirer's Attendance During the Hire Period

(a) The Hirer must arrive at the booked start time and must remain present throughout the hire period unless otherwise agreed in advance.

(b) If the Hirer intends to leave earlier than the agreed finish time, they must contact the Caretaker at least one hour before the event is due to end. The Hirer must remain on the premises until the Caretaker arrives. The Caretaker will carry out a walk-around inspection and, if everything is in order, will lock and secure the building and grounds.

(c) The Hirer will be responsible for:

- Properly supervising the building, its structure, and the use of all contents and facilities in accordance with these Terms and Conditions.
- Managing the behaviour of all individuals present at the event.
- Keeping all Fire Exits clear at all times (Fire Evacuation Procedure is attached).
- Keeping the Fire Exits clear (Fire evaluation procedure is attached).
- Supervising the use of external areas, including the car park, to ensure safety and to minimise disturbance to residents and passing traffic.
- Ensuring that no more than 40 vehicles are parked in the car park and that all parking rules are adhered to, including the prohibition of parking on grassed areas and the requirement not to obstruct or block the driveways of nearby residents.
- Ensuring that the declared maximum number of attendees for the event is not exceeded.
- Leaving the hall, bathrooms, corridors leading to the bathrooms, and the surrounding outside grounds (i.e., car park) clean and tidy before the end of the booking. Failure to do so may result in a loss of the deposit.
- Being held liable for (i) the activation of fire alarm points in any circumstances other than a genuine fire-related emergency, and (ii) the activation of fire alarms caused by smoke, including fog machines, cigarettes, e-cigarettes, vapes, or sparklers.
- Evacuating the premises immediately in the event of a fire and promptly notifying the emergency services by dialling 999.

(d) The Hirer must contact the Caretaker before vacating the premises. The Caretaker will attend to lock and secure the Hall once the event has finished.

(e) Hill House reserves the absolute right to terminate the booking immediately, without refund or compensation, and require all attendees to leave the premises if any unacceptable behaviour occurs. This includes, but is not limited to, violence, aggression, disorderly behaviour, actions causing danger or distress, wilful damage to property or equipment, breaches of health and safety regulations, or any behaviour deemed unsafe, unreasonable, or unacceptable by Hall staff. The Hirer is responsible for ensuring that all attendees comply with these Terms and Conditions at all times.

10. Maximum Numbers Attending Events

(a) There are limits on the number of people who may attend events, depending on the rooms hired and the required set-up configuration. The maximum number of attendees for the event must be confirmed with Hill House at the time of booking and must not exceed the specified limits.

11. Gaming, Betting, and Lotteries

(a) The Hirer must ensure that no activities are conducted on, or in connection with, the premises that violate any laws relating to gaming, betting, or lotteries.

12. Playing Music

(a) The Hirer must ensure that they hold the necessary licence for the performance of live music and the playing of recorded music.

13. Serving/Sale of Alcohol

(a) The Hall does not have an alcohol licence. Therefore, the Hirer is responsible for obtaining any necessary licences for the sale or supply of intoxicating liquor, whether for consumption on the premises or otherwise.

(b) Hirers who wish to sell alcohol at an event must obtain a Temporary Event Notice (TEN). No alcohol may be sold to individuals under 18 years of age.

(c) The serving and supply of alcohol are permitted within the Hall and its immediate surroundings, but not beyond the premises.

(d) The Hirer is responsible for ensuring that individuals consuming alcohol on the premises do so responsibly and in moderation, without causing damage to the building or surrounding grounds or creating a nuisance for nearby residents. Hill House may be held responsible for any anti-social behaviour arising from excessive or irresponsible alcohol consumption; therefore, strict compliance is required.

14. Serving of Food

- (a)** Hirers who prepare, serve, or sell food must take sole responsibility for observing and complying with all relevant food safety and health regulations.
- (b)** Dairy products, vegetables, meat, and any other perishable food items brought onto the premises must be stored and refrigerated in accordance with food temperature regulations. The kitchen is equipped with refrigerators and a freezer for this purpose.

15. Managing and Guarding Against Emergencies

- (a)** Fire extinguishers are located throughout the Hall and must not be moved unless they are being used.
- (b)** A copy of the Hall's emergency evacuation procedure is attached and can also be found in the Hall. At the start of the event, the Hirer must inform attendees about the evacuation procedures, the location of emergency exits, and the availability of fire extinguishers. In the event of a fire, the designated fire assembly points are located on the grass area opposite the main entrance of the Hall and on the grass area near the side door of the Hall.
- (c)** The large doors at the back of the main Hall must remain unlocked throughout the event to ensure safe and unobstructed evacuation.
- (d)** Fireworks, sparklers, smoke machines, fog machines, dry ice, pyrotechnics, and any other items that produce smoke or flames are strictly prohibited inside the Hall and on its surrounding grounds. If the fire alarm is triggered as a result of prohibited activities or misuse—including smoke effects, smoking, vaping, or e-cigarettes—the Hirer will be fully liable for all associated call-out fees, engineer charges, and any resulting costs.

16. Noise Limitation

- (a)** The Hirer bears sole responsibility for ensuring that activities taking place within the Hall, as well as the departure of attendees, do not disturb nearby residents. If music is being played or any other noisy activities are taking place, the doors of the main Hall must remain closed.
- (b)** Music must be turned off by 9:00 PM on Sundays to Thursdays, 10:00 PM on Fridays, and 11:00 PM on Saturdays.
- (c)** The Hirer must also ensure that the car park area remains quiet to avoid disturbance to nearby residents.

17. Stored Equipment

(a) Hill House assumes no responsibility for any equipment or other property stored or left on the premises, and all liability for loss or damage is hereby waived. All equipment and property (excluding items formally approved for storage) must be removed at the conclusion of each hiring. If items are not removed, fees will be charged at the applicable hire rate per day, or part thereof, until the items are collected.

18. Car Parking

(a) Vehicles are parked at the owner's risk and must only be parked in designated spaces. The area beside the Hall is reserved for emergency vehicle access but may be used temporarily for unloading. Parking on the grass is strictly prohibited, and any breach of this rule may result in the loss of the deposit. In addition, vehicles must not be parked in a manner that causes a nuisance or obstruction to nearby residents, including blocking driveways.

19. No Rights

(a) The agreement to hire grants the Hirer permission to use the premises only and does not confer any tenancy or any other legal right of occupation.

20. Comments

(a) If you have any comments or feedback, please contact Hill House in the first instance on 020 8648 3917 or email hillhouse@peoplearisenow.org.