

# Play Place Community Centre Hire Terms & Conditions

*Applicable to all bookings across our four centres:*

## 1. Our Purpose

We exist to support vibrant, inclusive, and sustainable communities. By hiring our spaces, you're joining a network of changemakers who value connection, care, and climate-conscious action.

## 2. Who Can Hire

We welcome bookings from:

- Local residents and community groups
- Charities, CICs, and Social Enterprises
- Businesses aligned with our values
- Educational and cultural organisations

We reserve the right to prioritise bookings that promote wellbeing, sustainability, and social inclusion.

## 3. Booking Process

- All bookings must be made via our online form or by contacting the Centre Coordinator.
- A booking is confirmed once payment and signed agreement are received.
- Hirers must be aged 18 or over.

## 4. Use of Space

We ask that all activities:

- Respect the dignity and diversity of our community
- Avoid excessive noise, disruption, or unsafe practices
- Align with our values of inclusion and sustainability
- No smoking, drug use or alcohol is permitted on the site
- A small storage space is available with prior agreement. (However, this is at own risk)
- Hirers may not sublet any part of the Centre to other users

The space must not be used for political campaigning, gambling, or any activity that could cause harm or distress.

## 5. Accessibility & Inclusion

We're committed to making our centres welcoming for all. Each venue includes:

- Step-free access and accessible toilets
- Gender-neutral facilities
- Support for neurodiverse and disabled hirers (please let us know your needs)

We expect hirers to foster inclusive environments and challenge discrimination in all forms.

## 6. Health, Safety & Safeguarding

- Hirers are responsible for the safety of their attendees.
- Events involving children or vulnerable adults must follow safeguarding best practices.
- Emergency exits must be kept clear, and fire procedures followed.
- Ensure attendees are made aware of the evacuation procedure.
- Any accidents or incidents must be reported to the Centre Coordinator immediately.
- Provide your own cleaning materials to leave the building clean and tidy
- Take rubbish away with you.
- Adhere to maximum capacity numbers for each session: Mountfield 80, Turpington XX  
Queen Adelaide XX, Wayside XX

- **Access to Premises**

Play Place retains the right of access to the premises at all times. Access may be required to ensure ongoing compliance with health and safety requirements, to conduct routine inspections, or to address any safeguarding, maintenance, or operational matters. Any representative attending on behalf of Play Place will hold a current Disclosure and Barring Service (DBS) check and will be appropriately informed of safeguarding protocols. Where reasonably practicable, Play Place will provide prior notice of attendance as a courtesy; however, this may not always be possible in certain circumstances.

## **7. Environmental Responsibility**

We ask all hirers to:

- Minimise waste and use recycling bins provided
- Avoid single-use plastics where possible
- Use energy mindfully (e.g. lights and heating)
- Encourage low-carbon travel to and from the venue

Let's work together to protect our planet.

## **8. Fees, Deposits & Cancellations**

- Hire fees vary by venue and duration—please refer to our *pricing guide*.
- A **refundable deposit of £100**, may be required to cover damages or cleaning.
- Cancellations made more than 7 days in advance will be refunded in full. Later cancellations may incur a 50% fee.
- Hirers to advise the booking slots required two months in advance.
- Give one month notice to cancel the hire requirement.
- You will be invoiced monthly, in advance. Failure to pay the invoice will result in cancelation of future bookings.

## **9. Your Responsibilities**

- Provide your own Public Liability Insurance and other licences required
- Ensure the keys and key code are only used by the agreed representative
- Keys are returned to the key safe after use
- Leave the space clean and tidy
- Report any damage or maintenance issues
- Treat staff, volunteers, and other users with respect
- Ensure all attendees behave responsibly
- Ensure the building is secure after use
- Leave the building on time. Extended use of the building is chargeable

## **10. Data & Privacy**

We collect only the data needed to manage your booking. We never share your details without consent. For full information, see our [Privacy Policy](#).

- Record the number of attendees and volunteers on a monthly basis

## **11. Usage Data????**

## **12. Feedback & Complaints**

We welcome feedback to help us improve. If you have concerns, please contact the Centre Coordinator—we'll do our best to resolve things quickly and fairly. [hubs@playplace.org](mailto:hubs@playplace.org)

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13. Using our buildings for any official correspondence, without advance notice is not permitted. The use of our address for official registration purposes is not permitted unless explicitly authorised in writing. This is to ensure clarity around legal responsibilities, mail handling, and the representation of our premises in public records.