

Woodhouse Community Hall Trust

Payment terms and conditions of hire

PAYMENT TERMS

Please make payments by bank transfer to our business account:

Sort code and account number will be on your invoice and will be provided if needed on request.

Please use the invoice number or surname/ business name as the reference.

A returnable deposit of a minimum of £50 is required for your booking. This will be returned after checking that the hall has been left clean, tidy and that fittings and equipment are undamaged.

Payments are to be made when we accept the booking by sending an invoice. If payment is not made within 5 days, the reservation will be deleted from the calendar to make the slot available for other customers.

Our minimum booking period is 1 hour during the week and 2 hours at weekends.

Any one-off booking cancelled with 8 weeks' notice or less will only receive a refund if a replacement booking is made for that period.

The Trust reserves the right to cancel any booking in the event of unforeseen circumstances. This is highly unusual, and we will give as much notice as possible. We will provide a full refund if an alternative date is not suitable.

CONDITIONS OF HIRE

1. Entry time is as stated on the booking confirmation. If earlier access is required, please book the additional time needed. The larger gate should be secured using the hook if it's windy.

2. Please make sure you have left the hall by the booking-end time. Other customers may have booked it from the time that you finish.

3. The hall must be left clean and tidy, curtains open, bins emptied with fresh bin liners inserted. Black bin liners are kept under the sink.

Chairs should be stacked as photograph and blinds left open.

4. Disposal of waste

- There is a large black bin for household waste only at the side of the external storage container.
- Items for recycling, such as bottles, clean paper and cardboard and cans should be put in the green recycling container. Please flatten any cardboard boxes. None of these please!
 - Textiles
 - Food
 - Black plastic bags
 - Nappies
 - Greasy pizza boxes
 - Polystyrene
 - Single use coffee cups
- If either bin is full, please take your rubbish away.

5. Any damage or breakages incurred during the booking must be reported to the administrator and may require reimbursement if the deposit paid is insufficient to cover the cost. This also applies if additional cleaning is needed or to remove rubbish.
6. Smoking and vaping are not permitted within the building. Disposable barbecues are not allowed, and barbecues must be on hard standing.
7. No open flames are allowed inside the building except candles for celebration cakes which are allowed under close supervision.
8. No use of smoke, foam or bubble making machines.
9. Posters, streamers and banners are only to be put up in the hall on the dado rail. Please do not use drawing pins or blu tac to stick anything to the walls as this can cause damage.
10. If you use glitter, for example at children's parties, this must be cleared up completely. This also applies to confetti at wedding receptions. The hall has a vacuum cleaner stored in the room adjacent to the main hall.
11. To protect the hall's wooden floor no footwear is allowed that that may cause damage e.g. stilettos or tap shoes. Please avoid dragging chairs across the floor. A chair trolley can be used and this is stored near the chairs.
12. Bouncy castles and similar types of play equipment are only allowed if the company renting the play equipment provides a member of their staff to supervise the equipment at all times it is in use. The equipment supplier must have suitable liability insurance.

The hall's insurance policy does not offer any cover in respect to accidents related in any way to bouncy castles and similar types of play equipment.
13. It is your responsibility to make sure that any equipment brought into the hall or grounds for the booking meets the relevant safety requirements. WCHT accepts no liability for equipment brought in by customers or contractors hired by customers.
14. Children must be supervised at all times.
15. Noise must be kept to an acceptable level especially when leaving the site late at night as there are neighbours nearby.
16. Music must not be played after 23.00. No amplified music is allowed outside.
17. Alcohol is not to be sold on the premises unless the hirer has obtained a license from Charnwood Borough Council.
18. We have lots of tea towels available. Please leave in the kitchen after use.

Last updated August 17 2025