



# CLENCHWARTON MEMORIAL HALL (CMH)

Charity Number: Pending

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## Hiring Policy & Procedures

### Hiring Policy

Clenchwarton Memorial Hall will hereafter be known as 'CMH'.

The principal object of the charity is that this trust property is to be used in the interest of social welfare and to the benefit of the inhabitants of the Parish of Clenchwarton, in the county of Norfolk, and the provisions thereon of such facilities for recreation, education and other leisure time activities.

All hirers, employees, volunteers and trustees must abide by this policy.

### Premises

1. The premises are not offered as being suitable for any specific activity.
2. Separate facilities of the building may be booked for use by different hirers concurrently; these being Main Hall (incl. kitchen), and separately the EV charge-point.

**Note:** Toilet facilities are not shared while the local pre-school is in attendance and running.

### Hirers

No potential hirer will receive less favourable treatment on the grounds of gender, age, colour, race, nationality, racial or national origins, cultural heritage, disability, marital status, social background, sexual orientation or geographical location.

The Management Committee referred to the above statement when setting out this hiring policy.

1. Hirers must be aged 18 years old or over.
2. Where a hiring is made by an organisation or group of people, one person must be named as the Responsible Hirer.
3. No request for hire shall displace an existing booking with the exception of requirements in case of an emergency/exceptional circumstance, deemed by the Management Committee, or as a polling station for use at local government or national elections.

4. All hire is subject to the conditions of hire set out by the Management Committee. A set of standard conditions of hire will be made available upon confirmation of each booking.

## Charges

1. Hire charges will be as set out by the Management Committee. These will be reviewed annually.
2. Set up and clear away time will be included within the period of hire.
3. All occasional hirers will be able to secure their booking with 10% of the total hiring fee (minimum £15).  
The full amount for the booking is due no later than 30 days before the date of the booking.
4. An additional security deposit of **£50** will be required
5. Security deposit payments will be refunded after an event providing that the hiring officer or any other CMH representative is satisfied that the hall and its perimeter have been left in a satisfactory condition. If the hiring officer is not satisfied a decision may be left to the Management Committee.
6. All payments to be made by BACS please. Only in exceptional circumstances are other forms of payment accepted after consultation with the booking team.
7. Block bookings from local user groups will be invoiced on a monthly basis in advance of their first period of hire.

## Cancellations

1. Any monies already paid will normally be refunded by the Management Committee in full for a hiring cancelled up to 6 weeks in advance of the hiring date. However, the Management Committee shall not be liable to make any further payment to the hirer in respect of expenses, costs or losses incurred directly or indirectly by the hirer in relation to a cancellation.
2. A hirer cancelling an event with less than two weeks notice will normally be charged up to 50% of the hire charge if no alternative booking can be made for the same period of hire unless there are exceptional circumstances, i. e. a bereavement.
3. Hirers will be liable for the full charge for any bookings cancelled retrospectively.

## Hiring Procedure

1. All booking enquiries will be made to the Booking Officer via email or via the website.
2. The Booking Team will respond to booking enquiries within 48 hours by email.
3. The Booking Team will hold the booking diary for hiring the facilities.
4. The Booking Team will approve and invoice a booking normally within 7 days.

5. The Booking Team will issue a copy of the Hiring Policy and Procedure to each hirer as well as the Conditions of Hire and other relevant policies. The hirer has to agree to T&Cs of hirer on booking.
6. Numbered copies will be kept on file by the Booking Team.
7. The Booking Team will be responsible for ensuring that relevant licences (PPL for commercial hirers) and/or DBS certificate(s) are held by individuals or groups where the playing of music and/or children or vulnerable adults will be involved. The Booking Team will note the certificate or licence number on the booking form.
8. The Booking Team will issue an invoice for the period of hire citing the invoice number, booking number and date of hire agreement as reference.
9. Block bookings will only require a hire agreement per block session.
10. We no longer accept cheques.
11. A receipt will be issued by the Booking Team for all advance payments.
13. The Booking Team will meet and greet all **new users for induction**. Drawing the hirer's attention to Health & Safety requirements, controls for lighting and heating, disposal of waste and any other items as the Management Committee sees fit.
14. The Booking Team will recommend to the Treasurer that a refund is raised to return the compensation or loss of revenue deposit after he/she is satisfied that all conditions of hire have been adhered to.

To be able to issue a refund Banking Details need to be provided on the website as due to new banking regulations the bank does not provide those details anymore.

CMH Management Committee

Adopted January 2026

Review Date January: 2027