

## **Terms and Conditions – Room Hire at Queen Mary Centre, Wisbech**

We would like to advise you that by completing and returning a booking form to centre staff, the hirer automatically consents to the terms and conditions outlined below and within the guidance for room hirers document.

### **Booking Procedure**

- All bookings are treated as enquiries until a booking form has been completed and agreed by both parties.
- Upon enquiry of facilities a booking form will be created by centre staff which will be sent to the hirer along with a confirmation of booking letter and the terms and conditions and guidance for room hirers document.
- Once the booking form has been received by the hirer it should be checked, then signed and dated to establish consent with the information. It should then be returned to centre staff, whereupon the booking it is then complete pending payment.
- By returning the booking form to centre staff, the hirer is consenting to the agreement of the terms and conditions of hire.
- Room hirers must include setting up and cleaning away time within their booking or the hirer will incur additional charges.
- Room hirers and their guests should vacate the hired room promptly as per the agreed time on the booking form.

### **Room Hire Fee**

- Room booking charges are agreed between the centre staff and the hirer event prior to the booking being confirmed. Regular hirers will be consulted if the fee is due to change.

### **Payment Process**

- Ferry Project will invoice hirers for the full cost of room hire. This must be paid in full prior to the event or function taking place. Centre staff have the right to turn hirers away if full payment has not been made.
- For regular hirers (monthly or weekly bookings) payment will be invoiced for a month in advance.

### **Cancellation procedure**

- The hirer may cancel a booking upon giving fourteen days notice in writing. If a hirer cancels within fourteen days of the booked date, the hirer will pay half the outstanding balance to The Ferry Project. If the hirer cancels within seven days of the booked date, the hirer will pay the full outstanding balance to The Ferry Project.
- The Ferry Project reserves the right by notice to terminate the hiring of the premises at anytime to a hirer for reasons outside of their control. The Ferry Project will return any money paid by the hirer in the event of a cancellation.
- Ferry Project will not accept any liability to the hirer for any loss or damage that may result in the cancellation or termination of a booking.

## **Damage policy**

- In the event of any damage caused to the building including fixtures and fittings both internally or externally, the hirer will be charged for replacements plus labour for fitting or repairing.
- Any damage caused by the hirer or its guests to communal equipment including sports equipment, games etc. will either be charged to the hirer or the hirer should replace with a like for like product upon agreement with The Ferry Project.
- The hirer will indemnify The Ferry Project against all claims, demands actions or proceedings against loss, damage or injury caused to or by any individual. It is recommended that the hirer carries out their own insurance policy to cover this.

## **Health and Safety**

- Hirers should provide Ferry Project with risk assessments upon request for events or activities.
- Room hirers are responsible for ensuring that they have signed in and out at the reception.
- Hirers are responsible for ensuring that either their visitors have signed into the premises via the signing in book at reception or the hirer should take note of guests attending.
- All hirers, with the exception of those unlocking or locking the building, should enter via the main entrance doors.
- If the hirer wishes to allow guests into the building via a door other than the main entrance doors they must request this prior to the function. Upon agreement, on the day the hirer may request and sign for a key at the main reception, and then return this key before they leave the building.
- Fire exits should only be used in the case of an emergency.
- There may be times when hirers lone work. The Ferry Project make the recommendation that each individual refers to their organisations lone working procedures.

## **Insurances**

- Any individual hiring the premises will be responsible and uphold the rules and regulations in relation to the centres premises license.
- Copies of insurance policies including public liability insurance must be provided to The Ferry Project upon request.

## **Licences**

- All events or functions taking place within the centre, must comply with the agreed premises licence for the centre.
- Events with alcohol must be discussed with centre staff prior to the event.
- A personal alcohol license holder should be in attendance where alcohol is sold to ensure that sales and consumption are being made within the licensing act and the premises licence for the Queen Mary Centre. Personal license holders can be provided by the centre subject to availability. There maybe an additional charge for this service.

## **Key Holders**

- Ferry Project, along with members of the core management group are the only individuals who are responsible for opening and closing the centre.
- Hirers can request a key to the area they have hired, upon arrival at the centre on the day of booking. The key must be signed for and returned to reception or at the

drop off box before leaving the premises. If keys are not returned, hirers will incur additional charges.