



Terms of hire

Payment:

1. For one-off bookings, payment will be required upon invoicing. Failure to make payment will result in the key safe code being with-held until payment has been received.
2. Cancellation of a booking with less than 48 hours' notice will be charged for.
3. Where a booking is cancelled with more than 48 hours notice, a credit note will normally be issued. Any refunds will be at the discretion of the Operations Manager and will require the submission of bank details.

Car parking:

4. Booking a room at The Courtenay Centre does not guarantee the group leader or group attendees a parking space in the Centre car park. Hirers should encourage attendees to use the adjacent Cricketfield car park.
5. Where the Centre is being used for a large public event or conference, the Group Leader will be required to appoint members of their group as car park stewards, to be responsible for the safety of both attendees and other members of the public.

Room usage:

6. On arrival, the Group Leader should check the noticeboard in the entrance of the Centre, to ensure that they are in the correct room.
7. If the room booked is found to be in use, and the hire time has started, the Group Leader should not disturb the group occupying the room, but should call the out of hours phone service on 07810401022.
8. Equipment and surroundings should be treated with care and respect. The building and room should be left as it was found.
9. By booking accommodation, the individuals responsible undertake to meet the cost of any damage caused by them, or by their relevant organisation, to the structure, the equipment or contents of the Centre.
10. On rare occasions, staff may be obliged to change the room allocated in the interests of all the users.

11. Where furniture is required, every endeavour will be made to leave it available in the relevant room, but this cannot be guaranteed as staff are not always available at the appropriate time.
12. No screws, nails or pins should be inserted into the walls or woodwork and any posters placed on the walls with Blutac must be carefully removed without damaging the paintwork. Sellotape not to be used.
13. Smoking or vaping is not permitted inside or the immediate outside areas of the building. Smoking or Vaping only allowed in the allocated area – signed area in community garden. Vapes to be taken home to be disposed of correctly.
14. The use of LPG or the charging of large Lithium batteries (including ebike or escooter batteries) is not allowed within the Centre.
15. Please be mindful of the immediate neighbours and leave the building quietly. Parties must finish by 11 pm unless prior agreement has been obtained. Effective supervision must be provided for all persons under the age of 18.
16. Please return the key to the key safe immediately after unlocking/locking the building.
17. No person may attempt to alter the settings of the central heating installation or interfere with electrical or other fittings. Do not turn off heaters at the wall.
18. If using the main hall, the staging is to be left in situ and not tampered with in anyway.
19. All persons using the Centre do so at their own risk and the Newton Abbot Community Centres CIO, its Trustees and employees accept no liability whatsoever for any personal injury, however caused, whilst in the Centre or its surrounding land or approaches.
20. Newton Abbot Community Centres CIO shall not be responsible for any equipment, money, valuables and other belongings brought into the Centre by any person. All such items are used in the building entirely at the risk of the owner.
21. Please note that if you intend to hire a bouncy castle or similar inflatable for use in the hall, the maximum permitted height is 10 ft. You, not The Courtenay Centre, must ensure that the equipment is supplied, installed and secured by a reputable company that has all the regulatory health & safety checks of the equipment in place and has its own public liability insurance.
22. All portable equipment brought on to the site must carry an in date Portable Appliance Testing (P.A.T.) label or be less than one year old.
23. All bin liners and rubbish must be taken away we cannot dispose of any waste. Please do not leave bin bags in the Centre or in front of the bins. The Centre reserves the right to charge for disposal if rubbish is left behind.
24. Please report any breakages or damages to the office or report via the out of hours service on 07810401022.
25. In case of an emergency during your booking please contact the out of hours service on 07810401022.
26. When locking up please ensure lights are switched off, and all windows and doors are closed, and blinds are placed back in the closed position. Before locking up, please also do a full sweep

of the building and ensure that it is fully vacated.

27. The Licensing Act 2003 requires hirers to obtain a Temporary Event Notice (TEN) for the sale of alcohol for consumption within the Centre and the provision of regulated entertainment for which an entrance fee is chargeable. It is the responsibility of the hirer to ascertain from Teignbridge District Council whether a TEN is required.
28. If you are running a regular group or activity, then it is your responsibility to obtain public liability insurance. The Trustees reserve the right to request proof of public liability insurance.
29. Please record any accidents or incidents in the Incident Record Book hanging on the main notice board in the corridor. Please inform the Manager of any incidents occurring at the earliest opportunity.
30. We reserve the right to ask groups hiring the centre, who are leading the community in religious worship, or delivering children's services and activities provide the Centre with evidence of safeguarding and H&S policies.
31. Well-behaved dogs on leads are allowed in the Centre and in the community garden. Dogs must be not a disturbance to other centre users. The Centre staff have the right to ask you to remove your dog from the centre. Please clean up after your dog and do not place dog waste in the Centre bins.
32. All hirers are welcome to make use of the community garden during your booking. Please treat the garden with respect and remove any litter after your booking.

Group Leader:

33. Individuals making an online booking accept that they will be responsible for the following. Where the booking is being made on behalf of an organisation, the person utilising the booked space will assume responsibility for the following purposes:
 - (a) to be present during the period of hire to ensure the conditions of hire are satisfied;
 - (b) to appoint an additional person to assist as a steward if more than 50 persons attend the function;
 - (c) to ensure that all exit doors are unlocked;
 - (d) to ensure all internal routes to the exit doors are unobstructed and a safe assembly point has been established outside the building in case of fire;
 - (e) to ensure appropriate general lighting is switched on and all exit signs are illuminated;
 - (f) to ensure there is no smoking inside the building and the group activities do not endanger those present;
 - (g) to ensure the volume of amplified sound is reasonable in the circumstances and the use of the premises does not cause disturbance to nearby residents and passers-by;
 - (h) to be aware of the position of fire alarms, fire extinguishers, evacuation procedure, first-aid box and to carry a mobile phone for emergency calls;
 - (i) to notify the Manager as soon as possible of any accident, that to their knowledge, has occurred to any person using the Centre;
 - (j) to ensure that adequate first-aid provision is given for large groups or where the activities undertaken give rise to significant risks;
 - (k) to ensure the building is completely secured and locked at the end of the hire period;
 - (l) to appoint additional staff or volunteers to manage the use of the car park where large numbers of attendees are anticipated.