

# Newtown Community Centre - Hires Policy

## 1. Hire rates and payments

The NCA has a variable room rate depending on the hire. These are reviewed annually and are available on the booking page of the website. All payments are made by direct bank transfer to the NCA account on receipt of invoice.

### Regular Bookings

Invoices are generated on at the beginning of the month and the hirer has the full calendar month to make the payment. Termly payments are an option and should be requested at the time of booking.

### One-off Bookings

Payment is required within a maximum of 7 days from issue of invoice. If payment is not received within the specified time frame then the requested time & date will be released back into the availability calendar.

### Late Payments

A late payment will incur an admin fee of £15 which will be added to the next invoice. Further late payments will result in withdrawal of access to the building and cancellation of any future bookings.

### Deposits

A deposit is added to all one-off event bookings, returnable after the event subject to adherence to the agreed Terms & Conditions. The NCA reserves the right to retain this deposit in the event that Hire Ts&Cs are not fully met.

## 2. Booking Cancellations

### Cancellation by Hirer

**Regular bookings:** If the cancellation is more than 14 days before the booked date the amount will be credited to a future booking. If the cancellation is 14 or fewer days before the booked date, the hire is chargeable in full.

**One-off bookings:** If the cancellation is more than 30 days before the booked date the full amount will be refunded or the booking moved to a future date. If the cancellation is fewer than 30 days before the booked date, the hire fee will be refunded and the deposit will be retained by the NCA.

### Cancellation by the NCA

From time to time the NCA may need to cancel a booking that has already been accepted and paid for. This is rare but If necessary thr NCA will give as much notice as possible and the booking fee for that session will be refunded or credited towards an alternative date.

### Rolling Bookings

The centre is a resource for the use of everyone in Newtown and the wider city. The NCA continuously reviews long running existing bookings alongside the waiting list and it may be necessary from time to time to refuse the renewal of a recurring booking to allow use by a group on the waiting list.

All hirers are expected to take care of the space, contributing to keeping it clean and tidy and treating the building and other users with respect. The NCA reserves the right to cancel bookings if the centre, other hirers or local residents are negatively impacted by a particular activity.

### **3. Bookings and Access**

#### **Booked time**

The time required for set up and clear down must be included in the period of time booked. As back to back bookings are accepted the rooms must be entirely vacated and left clean and tidy and ready for the next hirer immediately at the end of hire period.

#### **Hire of the kitchen**

Hire of the kitchen can be added to hire of either of the downstairs rooms. The Kitchen must be hired for the full duration of the booking. Due to it's size only one group may use the kitchen at any given time.

#### **Entry**

Admission to the building is through an electronic access system, with codes for individual users and events. The system will only permit entry during the booked period. Use of access codes is automatically logged and is monitored regularly by the NCA. All access codes are blocked from entry outside of hire time and at times when the building is closed for public holidays.

#### **Access**

The front door and downstairs rooms are wheelchair accessible via the ramp at the front door. The loft room is only accessible by staircase. There is a step down from each of the French windows leading from the two downstairs rooms to the veranda. The veranda is accessible to wheelchair users, but only by going outside and around the building. The building has one accessible toilet complete with baby changing table

### **4. Health, Safety and Security**

#### **NCA Responsibility**

The NCA is committed to providing a safe and well-maintained hireable space for all user. All NCA policies and risk assessments can be made available to hirers on request. Fire procedures are displayed in the centre next to the fire panel and first aid kits are available in the kitchen and the entrance hall.

#### **Hirer Responsibility**

All hirers responsible for the safety and security of their group participants at the time of hire and must ensure

- \*activity specific risk assessments are in place
- \*a register of attendance is maintained
- \*tutor is aware of fire exits and evacuation procedure and location of extinguishers
- \*participants are briefed about location of fire exits
- \*they have a first aid kit with them (one is provided for kitchen use)

Hirers are also responsible for the centre at the time of use ensuring all windows are doors are secure when they leave.

## **5. Safeguarding**

### **Regular Hirers**

All regular hiring tutors must ensure they have the necessary paperwork for their activity this includes;

\*up to date DBS checks

\*safeguarding Policies and procedures

### **Visiting contractors**

All visits from external contractors will be arranged at a time when the building is not in use. In the event that this is not possible the Centre Manager will be present

## **6. Conduct**

The NCA strives to provide a safe welcoming space for the community to use and enjoy and expects all hirers to treat the building and other hirers with respect and care. Hirers will be charged for any damages or additional cleaning required as a result of their hire. Threatening, abusive and destructive behaviour will not be tolerated. The NCA reserves the right to refuse future bookings from anyone who does not treat the building and other hirers with respect.

## **7. Facilities**

**Phone signal** - Users should be informed that the mobile phone signal inside the building is poor, so they should not rely on making or receiving calls.

**Storage** - The storage spaces in the two downstairs rooms are for tables and chairs only. Hirers should not use these to store their materials. Items left in these cupboards not belonging to the NCA will be disposed of. The NCA has a limited number of storage cupboards available upstairs which are available for hire by regular groups, at a monthly hire of £10.

## **8. Permissions**

The use of any mobile discos, inflatables, bouncy castles, soft play or event structures/shelters or gazebos is not permitted in the centre or the park.

All electrical items brought into the centre must have a current PAT test

The outside space surrounding the building is council owned. For any event taking place in the park or requiring event structures, an events licence must be obtained from Exeter City Council.

The NCA are not able to allow hirers vehicle access into the park under any circumstance.

## **9. CCTV**

24hr CCTV is in operation covering the outside of the building, the main corridor and the stairwell. The rooms themselves are not covered by CCTV. The system records both audio and visual data.

## **10. Noise**

The NCA Hirers are asked to keep noise to a minimum, giving extra consideration for

local residents. Continued complaints from neighbouring residents with regards to a booking will result in bookings being cancelled. High levels of amplification or acoustic drum kits should not be used in the evening and, doors and windows should be closed after 9pm. If a hirer requires quiet, and does not wish to be disturbed by other building users, they should consider hiring the whole building.

**REVIEWED :JANUARY 2026**