

# 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.

#### **One-off Bookings**

Payment is required within a maximum of 14 days depending on when the booking is made. If payment is not received within the specified time frame then the requested time & date will be released back into the availability calendar.

#### **Regular Bookings**

Invoices are generated on a monthly basis and the hirer has the full calendar month to make the payment.

#### **Late Payments**

A late payment will incur an admin fee of £15 and could 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.

#### **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.

### 2. Booking Cancellations

#### **Cancellation by Hirer**

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

#### **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 normally to accommodate a community event and is rare. If we do have to cancel a booking we will give as much notice as we can and the booking fee for that session will be refunded or credited towards a replacement booking.

### 3. Bookings and Access

#### **Booked time**

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 ready for the next hirer immediately at the end of hire period.

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

Hire of the kitchen may be added to hire of either of the downstairs rooms. The

Kitchen must be hired for the full duration of the booking. Due to its size only one group may use the kitchen at any 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

### **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.

## **4. 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. 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.

## **5. Permissions**

The use of any mobile discos, inflatables, bouncy castles or soft play is not permitted in the centre or in 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.

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

## **6. 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.

## **7. 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.

## **8. 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

### **Hirer Responsibility**

All hirers who are running regular groups/classes for children and vulnerable adults are required to have their own Risk Assessments, Public Liability Insurance and Safeguarding Policies in place relevant to their practice. Hirers are responsible for the safety and security of their group participants at the time of hire. Hirers are also responsible for the centre at the time of use and leaving it safe and secure on departure

## **9. 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.

**UPDATED:MARCH 2025**