

## Terms and Conditions of Hire

Thank you for your interest in booking St Peter's Community Hall. Our terms and conditions are slightly different depending on whether you are a regular user (at least once per month in the same slot) or an ad-hoc user (for example you're booking a party).

The hall has a suspended ceiling inside the main room. For health and safety reasons during windy weather conditions you need to ensure that people come in through the front door and then close it behind them before they open/come through the second door. This is to protect the ceiling from wind damage.

Ad Hoc users:

### Making your booking

1. Please place your booking online at [hallbookingsonline.com/Bentley](http://hallbookingsonline.com/Bentley).
2. We will review your booking and send you an invoice. This may be the same day, or it may take a couple of days (the hall is managed by our volunteer church wardens). Please don't contact us to check unless you've not had a reply after a week.

### Payment

3. Your booking is not final until you have paid your invoice. If you don't pay within 14 days your booking will be deleted as we cannot reserve dates without payment. Payment information is on the invoice. We prefer payment by bank transfer, but you can also pay online by debit or credit card or following the payment link on your invoice.

### Cancellations

4. If you need to cancel your booking, you can do so online, or by calling the office on 01302 495855. If you cancel more than 7 days in advance, we will refund you by the same method you paid minus a £10 admin fee.
5. If you cancel less than 7 days before your booking no refunds will be offered.

### Timing

6. Please include enough time to set up and pack down. Your host will come to open up at the time you have booked and to lock up at the end of that time, you should be ready to leave at the end of your booking slot.

### Cleaning

7. The Hall is cleaned every day, but we are unable to clean in-between bookings. Please leave the hall as you would wish to find it. If your event has included food, you will need to sweep the hall and any spillages should be mopped up. Cleaning equipment and products can be found in the cleaning cupboard.

8. Failure to leave the hall clean will result in you being charged a cleaning charge. This will be based on the hourly rate and how long it takes us to clean ready for the next hall user. If you do not pay this you will not be able to use the hall again.
9. You must take reasonable care of the hall during your booking. You should treat it as you would your own property. The person who locks up at the end of your event will inspect the hall for damage. You will be charged for any damage as a result of your event.

## **Regular Bookings**

### Making your booking

1. Please register for a hirer's account online at [hallbookingsonline.com/Bentley](http://hallbookingsonline.com/Bentley). This will mean you can update your bookings, move them, change your hours etc. yourself. You can also put information about your group on there so that people looking at our calendar can see your group and get in touch with you if they are interested in attending.
2. If you are making changes to your usual bookings, we will review them and confirm everything is ok. This may be the same day, or it may take a couple of days (the hall is run by our volunteer church wardens). Please don't contact us to check unless you've not had a reply after a week.

### Payment

3. We will bill you for your hall use every month. Invoices will run to the last day of the month, be sent on or before the 7<sup>th</sup> of the next month and should be paid in full by the 21<sup>st</sup>. We prefer payment by bank transfer. If invoices are not paid on time we may cancel your future bookings.
4. You will be given a key to let yourself in/out for your bookings. If you're found to be in the hall out of your booked times, your booking time will be amended to reflect the actual time you've used. Failure to pay for the extra time you use will result in your future bookings being cancelled.

### Cancellations

5. If you need to cancel your booking, for example because of a holiday, you can do so online. If you cancel more than 7 days in advance, we will not charge you for the missed session.
6. If you cancel less than 7 days before we will still charge you. Sometimes genuine emergencies or unforeseen events happen, so we will not charge for the first short notice cancellation each calendar year. If you have a regular booking, we would ask you to keep cancellations to a minimum, ideally no more than six per year.

### Timing

7. Please include enough time to set up and pack down. There is more demand for the hall than we've ever had, so we will be accepting back-to-back bookings. This means that if you have booked the hall until, say 12.30, another person could be arriving then to start their booking. So you should be ready to leave on time.

### Cleaning

8. The Hall is cleaned every day, but we are unable to clean in-between bookings. Please leave the hall as you would wish to find it. If your event has included food, you will need to sweep the hall and any spillages should be mopped up. Cleaning equipment and products can be found in the cleaning cupboard.
9. Failure to leave the hall clean will result in you being charged a cleaning charge. This will be based on the hourly rate and how long it takes us to clean ready for the next hall user. If you do not pay this we will have to terminate your regular booking. If you continue to leave the hall a mess at the end of your booking, we will have to terminate your regular booking.
10. You must take reasonable care of the hall during your booking. You should treat it as you would your own property. You will be charged for any damage as a result of your event.