



## KHIDMAT CENTRES ROOM AND EQUIPMENT HIRE POLICY

### Definitions

- **The Managers:** Refers to the Khidmat Centres' General Manager responsible for overseeing the hiring process of rooms and equipment at the centre.
- **The Hirer:** Denotes the individual(s) or organisation entering into a hiring agreement with the Managers for the use of the centre's facilities.
- **The Room:** Represents the room or rooms offered for hire within Khidmat Centres, including all associated furnishings, lighting, and heating.
- **The Equipment:** Encompasses all hardware and supplementary items provided under the hiring agreement, necessary for event operations.
- **The Hire Fees:** Refers to the total costs for hiring the room and/or equipment for a specified period, as outlined on the booking form and subject to terms and conditions.

### 1. Period of Hire

The agreed period of hire is stated on the booking form. Events must conclude within the booked timeframe, and any request for additional time is subject to approval by the supervising staff member, who may impose additional charges.

### 2. Payments

#### 2.1 Individual Bookings

Private bookings require full payment via cash or cheque at least ten working days before the event. If payment is not received by this deadline, the booking will be cancelled. Payment receipts will be issued for all transactions, and payment is considered confirmed only upon receipt of a booking confirmation from Khidmat Centres.

#### 2.2 Organisational Bookings

Invoices will be issued to organisations after the event, pending satisfactory condition of the room and equipment. Payment must be made within 30 days of the invoice date. Organisations may be asked to provide a deposit at the time of booking, which is refundable according to our cancellation policy. Failure to pay within the stipulated period may result in additional charges or refusal of future bookings.

### 3. Bookings

All bookings must be confirmed through a completed Booking Form provided by the Khidmat Centres. Any amendments to the booking are only accepted upon written confirmation unless otherwise agreed by the Managers. The Managers retain the discretion to decline bookings or amendments to existing bookings.

#### 3.1 Sports Hall Bookings

Advance payment is required at least one week before the event unless stated otherwise.

#### 3.2 References

At their discretion, the Managers may request references from the Hirer before confirming a booking.



#### **4. Care of Room and Equipment**

The Hirer is responsible for maintaining the condition of the room and equipment, ensuring no misuse occurs. This includes adhering to guidelines provided by the Managers and abiding by manufacturer recommendations for equipment use. The Hirer is prohibited from affixing any materials to the walls to prevent damage to the paintwork.

#### **5. Maintenance and Damage**

In case of equipment failure, the Managers will make every effort to replace or repair the equipment promptly. Should any damage result from misuse by the Hirer, all repair costs will be charged at a fair commercial rate. In the event of a dispute, the Hirer must provide written notice within 48 hours of the Managers' notification and inspect the equipment within seven days. Otherwise, the valuation provided by the Managers will stand.

#### **6. Site and Equipment Location**

The Hirer agrees to use the room and equipment exclusively on-site at Khidmat Centres. Removal of equipment from the premises without permission is strictly prohibited.

#### **7. Liabilities**

Khidmat Centres shall not be held liable for any personal injury, loss, or damage to personal property, except in cases where negligence on the part of Khidmat Centres has been clearly demonstrated. This includes:

**7.1 Injury or Harm:** Khidmat Centres accepts no responsibility for injury or harm to attendees resulting from the use of rooms or equipment, save where such injury results from the proven negligence of Khidmat Centres or its staff.

**7.2 Loss or Damage to Property:** Khidmat Centres is not liable for the loss, theft, or damage of any personal belongings, including but not limited to vehicles parked on the premises.

**7.3 Damage due to Equipment Failure:** If equipment provided fails, Khidmat Centres will make every reasonable effort to repair or replace it promptly. Liability is limited to the repair or replacement of damaged equipment and does not extend to secondary damages or inconvenience caused by the failure.

#### **8. Notices**

All notices will be sent to the Hirer's last notified address via recorded delivery. Notices to the Managers must be addressed to their current trading location.

#### **9. Ownership of Equipment**

All equipment remains under the exclusive ownership of Khidmat Centres and is intended solely for use on the premises.

#### **10. Dispute Resolution**

Any disputes between the Hirer and Khidmat Centres regarding room or equipment hire will be subject to English law.



## 11. Discounts

Block bookings for four or more events may qualify for a 15% discount at the discretion of Management. Further discounts may be extended to long-term tenants at the discretion of the Management Board.

## 12. Deposits

A £100 deposit is required for events, refundable less any deductions for damages. For cancellations within five working days, a minimum administrative fee of £25 will apply, and deposits may be withheld.

## 13. Cancellation Policy

Cancellations are subject to the following notice periods and associated fees:

- **More than 14 Days Prior:** Cancellations made more than fourteen days before the event will receive a full refund, including any deposit paid.
- **Between 7 and 14 Days Prior:** Cancellations made between seven and days before the event will incur a 25% administrative fee.
- **Less than 7 Days Prior:** For cancellations with less than Seven days' notice, the entire deposit will be forfeited, and additional cancellation fees may apply at the discretion of Khidmat Centres.
- **Same-Day Cancellations:** Events cancelled on the same day as the booking will incur a 50% charge of the total booking fee in addition to forfeiting any deposit paid.

All cancellation requests must be made in writing or in person with Khidmat Centres staff. Khidmat Centres reserves the right to review and revise cancellation fees at any time.

## 14. Staffing Charges

For evening and weekend functions, additional staffing costs may apply at a rate of £15 per hour per Khidmat Centre staff member, depending on attendance numbers. These charges must be agreed upon at booking.

## 15. Additional Charges

A supplementary fee of £30 may be applied for cleaning the hall. This will be determined at the time of booking.

## 16. Terms and Conditions

The Centre's standard terms and conditions for the hire of rooms, equipment, and general use are available upon request.

## 17. Price Alterations

Khidmat Centres reserves the right to change prices without notice.