

(5) CUSTOMER INFORMATION

BOOKING and PAYMENT INFORMATION FOR ONE OFF & REGULAR USERS

1. A £10 deposit is required to secure your one off booking and will be deducted from the cost of hire. The deposit is only refundable if cancellation occurs prior to 14 days before the date of the booking or in exceptional cases at the Manager's discretion.
2. All one off bookings will require a security bond to be paid in addition to the cost of hire of £50/£100 or another amount at the manager's discretion. This amount is refundable after the event providing all Terms and Conditions (as set out below) have been met.
3. The balance of the hire charge must be paid in full (including the bond) no later than 14 days prior to the event. In the case of multiple bookings by a new customer, an invoice will be sent for the first month's bookings to be paid in advance no later than 14 days prior to the first booking date. Failure to do so could result in your booking(s) being cancelled.
4. The hire charge of a booking will only be refunded if cancellation occurs no later than 48 hours before the booking, or in exceptional cases at the Manager's discretion. This applies to both commercial and community bookings. Cancellation **MUST** be communicated to the Facilities Office via telephone, email or in person to a member of the facilities team. Any security bond taken **WILL** be refunded in full.
5. Extra security measures may be required, at the discretion of the manager, and charged for accordingly at the time of booking.
6. Please advise us of your room set up requirements prior to the booking date.
7. Payments can be made in cash, by cheque payable to Duston Parish Council or by BACS transfer to Duston Parish Council, BARCLAYS BANK Sort code: 206151 Account number: 03573680 Reference: Invoice number and name. **Please advise the facilities office of your bank details to receive a BACS refund.**
8. The security bond will be ready for collection on notification by a Facilities team member following your booking. Bonds paid in cash will be available for immediate collection. Bonds paid by cheque or BACS will be refunded by BACS but may take up to 7 working days to process.

HIRE INFORMATION

1. Use of the kitchen at St Luke's Centre does not include tea towels, glassware, crockery or cutlery.
2. Please notify the on duty caretaker of any breakages or defects relating to equipment available for use.
3. Decorations are permitted but please keep to plastic and wooden areas using white tack only. Please ensure all helium balloons are properly weighted.
4. Bouncy castles must not touch the ceiling.
5. All associated decorations and waste must be removed by the hirer unless pre-arranged with The Council. Failure to do so will result in a £25 charge for waste disposal.
6. Please ensure all attendees keep to the area(s) booked. The wooded area at St Luke's Centre is not for public use during a booking.
7. All corridors must be kept clear. Hirers are not permitted to set up anything in these areas.
8. All areas booked should be left in a clean and tidy condition. Any spillages during the event should be cleaned up immediately. Tables and chairs will be removed by DPC staff.
9. Please keep all fire exits clear. These **MUST** remain closed during the booking.
10. Please respect our neighbours when leaving our premises by keeping noise to a minimum.

ANY QUERIES ON THE DAY PLEASE CONTACT THE ON DUTY CARETAKER

MOBILE: 07500 787625

OFFICE: 01604 583626 Option2

TERMS AND CONDITIONS RELATING TO THE HIRE OF DUSTON COMMUNITY CENTRE AND ST LUKE'S CENTRE (THE PREMISES)

1. Duston Parish Council (The Council), Duston Parish Councillors and Officers acting on behalf of the Council have the right to refuse hirings, also to refuse admission of any particular individual to the premises, and may require any person to leave the premises at any time.
2. The Council will not be liable for any loss of property, or damage to equipment hired in conjunction with the booking, or for any accident, injury or death to any person arising out of the hiring. The use of the premises and its amenities is entirely at the hirer's own risk.
3. The Hirer is responsible to the Council for the cost of repair or replacement of any property belonging to the Council which is damaged or destroyed or removed during or in connection with the hiring. The Premises shall only be occupied by the Hirer for the use and the period agreed on the Booking Form/Hire Agreement and shall be left in a clean and tidy condition.
4. **The Council will require a Security Bond refundable to the hirer after the event providing the premises have been left in a satisfactory condition. Any damage, mess or overrun of times booked will be chargeable at an amount agreed by the council.** The Council reserves the right to retain all or part of the bond paid by the Hirer and to recover the full costs of any damage to the premises, grounds or in respect of the Council's costs arising from any breach of the above regulations by the Hirer.
5. Special authorisation must be obtained from the Council if any of the following are to be brought on to the premises: Alcoholic Drinks, Live Animals (except dogs related to a disability)
6. Permission must be obtained to sell goods, advertise any event, put up notices or decorations or use electrical equipment which must be PAT tested.
7. **The use of any of the following is STRICTLY PROHIBITED; DRY ICE OR SMOKE MACHINES, CANDLES, PROPANE OR GAS CYLINDERS, FIREWORKS, CHINESE LANTERNS AND NAKED FLAMES.**
8. The Council take no responsibility for any issues resulting from the preparation or reheating of food that you are serving via your own catering arrangements.
9. Parish Council representatives shall, at all times, have the right of access to the Premises in their official capacity.
10. Only the area(s) of the Premises and equipment specified on the Booking Form/Hire Agreement may be used by the Hirer. Charges may be incurred for unauthorised use of other areas. Children must be supervised at all times.
11. All property owned by the Hirer must be removed at the end of the hired period unless consent to leave it has been obtained from the Council. Failure to do so may result in a further charge.
12. In the event of any breach of regulations, the Council reserves the right to require Hirers to leave the Premises on the request of a Council representative and forfeit the charge paid, but without prejudice to any claim the Council may have against the hirers.
13. The Hirer shall indemnify the Council against all claims, demands, actions and proceedings in respect of any infringement of copyright or any unauthorised performance or use of record apparatus or contrivance at the premises by him/herself or his/her agents.
14. The Council, through its PEO, reserves the right to cancel bookings without notice.
15. In the event of an emergency at the Premises, the Duty Caretaker has the right to evacuate the whole building. If the Centre is not manned the Fire Action procedure (as displayed within the Premises) must be followed.