

Venue Hire - Terms and Conditions

1. Booking Procedures

- 1.1 Provisional bookings can be held for up to a maximum of 5 working days* from the date of the initial enquiry.
- 1.2 If the Hirer does not confirm a booking within the 5 working days*, the date will be released immediately and the booking will be cancelled.
- 1.3 To confirm a booking the Hirer must return a signed booking form and pay 50% of the total booking cost within 5 working days* of the initial enquiry.
- 1.4 Once the deposit has been received the Ripple Centre will contact the Hirer in writing to confirm the booking. No booking is confirmed until confirmation has been issued by the Ripple Centre.
- 1.5 These terms and conditions contain the entire agreement between the Hirer and the Ripple Centre. There is no oral agreement existing between the Hirer and the Ripple Centre that supersedes these terms and conditions.

2. Payment terms

- 2.1 A 50% deposit is payable in advance for all bookings over £50.00 (see also 1.4 above).
- 2.2 Payment for block bookings must be made 4 weeks in advance of the date of the first booking.
- 2.3 Payment of the outstanding balance and security bond (see also 3.1 below) must be received by no later than 10 working days* from the date of the booking. For regular usage full payment of the invoice is due within 30 days. No further bookings can be made until all outstanding invoices have been paid in full.
- 2.4 Rates are reviewed annually however the Ripple Centre reserves the right to alter prices or other details and the Hirer will be given appropriate notice of any changes.

3. Security bond

- 3.1 A security bond of £200.00 will be taken for all hall bookings and must be received by no later than 10 working days* from the date of the booking. The bond is taken to secure against:
 - damage and breakages in the Ripple Centre
 - any additional cleaning should the Ripple Centre not be satisfied with the condition that the space is left in
 - unauthorised overrun of time beyond the agreed finish time
- 3.2 A security bond may be taken at the discretion of the Ripple Centre for any meeting room bookings depending upon the purpose of the booking.
- 3.3 The security bond will be returned to the Hirer after the booking, so long as the Hirer has satisfied 3.1 above. The security bond will be returned either by cheque or BACS payment and this may take up to a maximum of 10 working days* from the date of the booking.
- 3.4 Failure to comply with these terms & conditions may result in the retention, in full, of the Hirer's security bond.

4. Cancellations and postponements

- 4.1 Once a booking has been confirmed a cancellation fee to the Hirer will be charged as follows:

More than 20 working days* notice from the date of the booking	No charge
Between 10 and 20 working days* notice from the date of the booking	50% of the total booking cost excluding the security bond
9 working days* or less notice from the date of the booking	100% of the total booking cost excluding the security bond

- 4.2 Cancellations must be received by the Ripple Centre in writing and will be effective from the date received by the Ripple Centre.

- 4.3 If the Hirer wishes to re-schedule a booking and the request falls within the times specified in 4.1 above the Hirer will still be subject to the appropriate cancellation charges.
- 4.4 If the Hirer re-schedules a booking the Ripple Centre will transfer monies already received to the new booking, subject to 4.1 and 4.3 above. The Ripple Centre will not retain any monies already received unless a new date is provided at the time of the amendment.
- 4.5 The Ripple Centre reserves the right to cancel any booking by written notice to the Hirer. In any such case the Hirer shall be entitled to a full refund of any money already paid, but the Ripple Centre shall not be liable to the Hirer for any resulting direct or indirect loss or damage whatsoever.

5. Contracted Access Times

- 5.1 The Hirer must arrive and vacate by the agreed times stated on the booking form. At the end of the booking the duty caretaker or a member of CVS staff will verbally remind the Hirer if it appears that the booking will overrun. Failure to adhere to the agreed times may incur additional charges.
- 5.2 For each hour, or part hour, after 12 midnight that the Hirer and their guests remain on the premises beyond the hours agreed, £150.00 will be charged.
- 5.3 Use of the room(s) detailed on the booking form does not imply any right for the Hirer to use any other part of the building, for deliveries, storage or any other access.

6. Occupant Capacity

- 6.1 The Hirer will not exceed the Ripple Centre's maximum occupant capacity. The Hirer should refer to the Ripple Centre Occupant Capacity / Room Style document.

7. Setup and Decorating

- 7.1 The Ripple Centre will take appropriate measures, within its control, to ensure all equipment and furniture is in good working order.
- 7.2. The Hirer may only bring additional equipment, articles or substances on to the premises with the prior written agreement of the Ripple Centre. The Hirer may use their own electronic equipment as long as the equipment is less than 12 months old or has been electrically PAT tested within the last 12 months. Evidence of this should be given to the venue, 5 working days* before the date of the booking. If such evidence is not provided, the equipment may not be allowed on to the premises on the day of the booking.
- 7.3 It is the responsibility of the Hirer to communicate these terms and conditions before the event to any external suppliers that they choose. The Hirer shall be liable for any damage to furniture fittings, equipment and any other property of the Ripple Centre caused by any act, neglect or fault of the Hirer's guests, employees, delegates, agents or other representatives.
- 7.4 All furniture and equipment has been inventoried and should not be transferred between rooms or communal areas without prior agreement of the Ripple Centre.
- 7.5 Hall set-up and clear-down is the responsibility of the Hirer, including setting out and putting away all of the Centre's tables and chairs used by the Hirer.
- 7.6 Meeting rooms can be set-up in advance by the Ripple Centre and in the style agreed with the Hirer. Changes to the set-up should be made by the duty caretaker or a member of CVS staff to avoid any damage to the furniture.
- 7.7 The Hirer shall not erect any exhibitions, stands, displays, freestanding advertising material or signs or any other items in the premises without prior agreement of the Ripple Centre.
- 7.8 The Hirer shall not fix or stick any materials, posters, decorations etc to any wall, the floor or ceiling and where appropriate, the aforementioned may be removed by the duty caretaker or a member of CVS. All decorations must be freestanding.

8. Noise

- 8.1 Hirers are responsible for ensuring that the level of noise audible outside must be limited to protect local residents from disturbance and does not interfere with other activities within the building. Windows and

external doors must be kept closed when music is being played. These requirements must be brought to the attention of any such musician, performer, or disc jockey by the Hirer.

8.2 For events finishing at 12.00midnight the Hirer should ensure that music ceases at 11.00pm or is reduced to a moderate level.

8.3 The Hirer and any musician, performer, or disc jockey who is involved in the event will comply with any noise reduction requests from the Ripple Centre's duty caretaker or member of CVS staff.

9. Obligation of the Hirer

9.1 The Hirer must fully and fairly represent the purpose for which the venue is required. Any misrepresentation may result in cancellation of the booking at any time by the Ripple Centre.

9.2 Use of the venue must not conflict with the charitable aims of the Ripple Centre and Barking & Dagenham Council for Voluntary Service. All bookings will be made at the discretion of the Ripple Centre management who reserve the right to refuse any bookings.

9.3 It will be the responsibility of the Hirer to ensure that the hall and/or rooms, foyer/reception and car park remain clean, tidy and undamaged for the duration of the booking. Should the Ripple Centre not be satisfied with the condition the hall and/or rooms are left in, an extra charge will be made at the discretion of the Ripple Centre management.

9.4 For events such as wedding receptions where the Hirer is for example the bride or groom the Hirer will provide the Ripple Centre with the name of at least 2 appointed persons. These appointed persons will be the main point of contact throughout the event and will be responsible for ensuring that the event starts and finishes at the agreed times, oversees setup and decoration, cleanliness, noise control and conduct of guests.

9.5 The Hirer or appointed person is responsible for ensuring that only invitees to the event are admitted, and for the consequences of any breach of security. Entrances must either be left secure or be attended by a responsible person at all times.

9.6 The Hirer or appointed person must be over 18 and shall be on the premises for the entire period of hire or duration of activity. When the premises or any part of them are used for the purpose of public entertainment, there shall be a minimum of two persons, neither of them less than 18 years of age, on duty.

9.7 The Hirer or appointed person must familiarise themselves with the fire evacuation procedure and keep an adequate record of those in attendance and be able to account for all their participants in the event of an evacuation.

9.8 The Hirer or appointed person shall remove (or procure the removal from the premises of) any person acting in a manner which, in the reasonable opinion of the Ripple Centre may be undesirable, inappropriate, harmful, offensive, obscene or illegal or may cause a breach of the peace and shall procure the cessation of any activity on the premises for which the Hirer or its guests are responsible and which, in the reasonable opinion of the Ripple Centre, constitutes or may constitute a breach of the peace.

9.9 Hirers agree to indemnify Ripple Centre in the event of any loss or damage to Ripple Centre premises or contents in the event of any claim for damages being made for bodily injury or damage to property arising out of use of the premises.

9.10 Smoking is not permitted anywhere on Ripple Centre premises at any time, including the car park.

9.11 No intoxicating liquors are permitted to be bought or sold on any part of the premises. Permission must be sought from the Ripple Centre management before applying for a Temporary Event Notice from the Local Authority in accordance with the Licensing Act 2003.

9.12 No flammable liquids or gases are permitted on any part of the premises including the car park.

9.13 The Hirer shall ensure that the requirements of the Gambling Act 2005 are strictly observed in relation to betting, gaming and lotteries.

10. General

10.1 Ripple Centre does not accept liability for personal injury to, or the loss or damage to clothing, equipment or other property belonging to persons using the premises.

11. Force majeure

11.1 For the purposes of these terms and conditions, "Force Majeure" means any cause beyond the control of the Ripple Centre including, without limitation, act of God, war, insurrection, riot, civil disturbances, acts of terrorism, fire, explosion, flood, theft of essential equipment, malicious damage, strike, lock out, weather, third party injunction, national defence requirements, actions taken by the police, acts or regulations of national or local governments. The Ripple Centre will not be liable for failure to perform any obligation under these Terms and Conditions to the extent that the failure is caused by Force Majeure.

12. Complaints and disputes

12.1 In the first instance, any problems on the day should be referred to the duty caretaker. In the event that the Hirer wishes to make a formal complaint this should be addressed to the Operations & Business Development Manager (Ripple Centre) who will investigate and respond to the Hirer either verbally or in writing within 5 working days* of the complaint being made. Should the Hirer not be satisfied with the outcome of the investigation an appeal in writing should be made to the chair.