



Telford and Wrekin
CVS
Involving, Inspiring, Supporting

Registered Office:
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Terms and Conditions

In these conditions, the 'Hirer' is the organisation or person named when making the booking through the Telford and Wrekin CVS online room-booking system, or otherwise identified in the booking confirmation.

By submitting a booking, the Hirer confirms that they have read and agree to these Terms and Conditions and the Telford and Wrekin CVS Privacy Policy.

1. Booking Confirmation and Invoicing:

- a) Bookings should normally be made through the Telford and Wrekin CVS online room-booking system. A booking is confirmed when the Hirer receives a booking confirmation email.
- b) The Hirer is responsible for checking that the room, date, time, duration and other information stated in the confirmation email are correct. Any errors should be reported to Telford and Wrekin CVS as soon as possible.
- c) To make or cancel a booking with less than four days' notice, or to request a booking outside normal office hours, the Hirer should contact Telford and Wrekin CVS directly on 01952 916 035. Such requests are subject to staff and room availability.
- d) If a room appears unavailable on the required date, the Hirer may contact Telford and Wrekin CVS. We may be able to rearrange an internal booking but cannot guarantee that the requested room or time will become available.
- e) Bookings must be paid for within one week of receiving an invoice from Telford and Wrekin CVS, unless alternative payment arrangements have been agreed in writing.

2. Additional conditions for bookings provided at concessionary rates:

- a) Concessionary rates are for charities, not-for-profit organisations, and community groups.
- b) Telford and Wrekin CVS reserves the right to request proof of charity status and to charge the full relevant hire rate where these conditions are not met.

3. Cancellations & Refund Policy:

- a) Customers should normally cancel or reschedule a booking using the Manage booking link contained in their booking confirmation email.
- b) To cancel or amend a booking with less than four days' notice, the Hirer should contact Telford and Wrekin CVS directly on 01952 916 035.
- c) Cancellations made more than three working days prior to the booking will receive a full refund, or no invoice will be raised where payment has not yet been made.
- d) Cancellations made between one and three working days prior to the booking will receive a refund of 75% of the original rate. Where the booking has not yet been paid for, the Hirer may be invoiced for the remaining 25%.
- e) Cancellations made less than one working day prior to the booking will be non-refundable. Where

the booking has not yet been paid for, the full hire charge may remain payable.

f) Any non-refundable costs already incurred by Telford and Wrekin CVS on the Hirer's behalf, including agreed catering or other additional services, may still be charged.

g) A booking is not treated as cancelled until it has been cancelled through Microsoft Bookings or Telford and Wrekin CVS has confirmed the cancellation.

h) The four-day online notice period determines whether the Hirer can manage the booking online or must contact Telford and Wrekin CVS directly. It does not replace the refund periods set out above.

4. Security:

a) Hirers and their guests must remain within the defined areas for room lettings and act immediately on requests from Telford and Wrekin CVS staff or Telford Shopping Centre Security staff.

b) Organisers are encouraged to arrive well in advance of the specified start time in order to verify delegates/guests.

c) For safety reasons the procedure to follow if the alarms ring must be explained at the start of any meeting. Organisers should make themselves familiar with primary and secondary escape routes and the assembly point opposite the main entrance or appoint someone in their team to be responsible for this.

d) Access codes needed to facilitate the room hire will be provided on the day of hire.

5. Health & Safety Compliance:

a) Telford and Wrekin CVS fire regulations and emergency procedures will be observed by the Hirer at all times. Our General Emergency Evacuation Plan is available through the Telford and Wrekin CVS room-hire webpage and may also be linked within booking communications. The Hirer must ensure that the person responsible for the event reads the current procedure before attending and makes attendees aware of the relevant arrangements.

b) Candles and indoor fireworks are not allowed under any circumstances.

c) The Hirer must provide a Personal Emergency Evacuation Plan (PEEP) for any of your delegates with mobility difficulties and who will require assistance descending the stairs in the event of an emergency evacuation, where you know of their attendance in advance. Where this is not possible eg drop in sessions where delegates have not booked onto your event, please inform Telford and Wrekin CVS prior to the start of your event.

d) The Hirer shall be responsible for the health and safety aspects of the use of the Premises during the Period of Hire. The Hirer must carry out a risk assessment for each event. A copy of the risk assessment must be supplied to the Venue at least 28 days before the first date of the Period of Hire, where reasonably practicable, or as soon as possible for bookings made with less notice.

e) The Hirer will provide a copy of their Public Liability Insurance certificate at least 28 days before the first date of the Period of Hire, where reasonably practicable, or as soon as possible for bookings made with less notice.

f) The Hirer shall ensure that any electrical appliances intended to be used by the Hirer at the Premises shall be PAT tested.

g) Where food or drink is to be supplied to the public the Hirer or caterer must hold a Basic Food Hygiene Certificate.

6. End of Hire:

a) The Hirer shall ensure that the Premises are vacated at the end of the Period of Hire.

b) Hirers will be subject to the full cost of mending any damage or excessive wear and tear to Telford and Wrekin CVS property.

- c) The Hirer shall ensure the Premises and surrounding area in a clean and tidy condition and all equipment, goods and other materials including rubbish are removed from the Building at the end of the Period of Hire.
- d) Where the hire includes use of the kitchen the Hirer shall ensure all crockery, utensils and fridge are left in a clean and empty condition.
- d) Hirer will be subject to pay the full cost of any extra cleaning required.

7. Meeting Room Opening Hours:

- a) Access to rooms is available only during the times stated in the booking confirmation or otherwise agreed with Telford and Wrekin CVS.
- b) Events outside normal office hours must be agreed directly with Telford and Wrekin CVS in advance.
- c) If any guests of the Hirer remain in the premises after the end time stated on the booking form, Telford and Wrekin CVS reserves the right to charge an additional cost, based on the standard room hire rate.

8. Obligations to Telford and Wrekin CVS:

- a) Telford and Wrekin CVS will use its best endeavours to supply the accommodation specified in the booking form.
- b) Telford and Wrekin CVS shall not be liable for any failure to provide the accommodation reserved when that failure is caused by an event beyond its reasonable control although Telford and Wrekin CVS will use its best endeavours to provide alternative accommodation.
- c) Telford and Wrekin CVS also reserves the right to determine and vary the location of any accommodation to be used at its discretion both before and during the period of hire.

9. Liability:

- a) Telford and Wrekin CVS will not accept responsibility for loss or damage to any property belonging to the Hirer or any property brought or left upon Telford and Wrekin CVS's premises either by the Hirer or by its Agents, Contractors or Delegates. The Hirer shall be liable for and indemnify Telford and Wrekin CVS against any claims in respect of death, injury, loss or damage where any such claim is caused by or arises by reasons of the act, omissions or claim is caused by or arises by reasons of the act, omissions or neglect of the Hirer, Agents, Contractors or Clients.

10. No Smoking Regulations:

- a) Smoking is prohibited in and immediately outside Hazledine House.
- b) Telford and Wrekin CVS smoking regulations will be observed by the Hirer at all times.

11. Data Protection and Privacy

- a) Personal information supplied through Microsoft Bookings will be used to administer the booking, communicate with the Hirer, arrange invoicing and catering where applicable, and manage the safe and effective use of the premises.
- b) Information may be shared internally with staff who need it for room-booking administration, Finance, catering, safety or operational purposes.
- c) Further information about how Telford and Wrekin CVS processes personal information is provided in the Privacy Policy linked from the booking page and the Telford and Wrekin CVS website.

12. General:

The Hirer and any parties brought into Telford and Wrekin CVS are expected to behave in a responsible manner, with due regard to the regulations of Telford and Wrekin CVS (including those relating to statutory fire and safety requirements) and any reasonable instructions of Telford and Wrekin CVS and its officers. Any breach in respect of the Hirer's obligations may result in termination of the booking.