

The Orchard Community Centre Policy January 2023



INTRODUCTION

Biggleswade Town Council (BTC) owns The Orchard Community Centre situated in the Kings Reach estate, providing a high standard service and space for the community, local organisations and businesses.

PURPOSE OF POLICY

This policy aims to:

- Support Aspirations for Biggleswade 2021-2025.
- Ensure proper management of the Community Centre.
- Explain the booking management system and income management.
- Outline health and safety aspects.

BOOKING TERMS & CONDITIONS

All bookings are subject to the 'Standard Conditions of Hire', which are available on the BTC website or through request by email to the Orchard Community Centre. These conditions must be accepted prior to finalisation of any booking request and Hirers will confirm they accept conditions digitally, through Squarespace Scheduling. The booking cannot be requested without acceptance of conditions.

These conditions may be varied by prior written agreement for any booking but must be authorised by BTC management.

Caretaker assistance can be requested at an additional charge. If this is requested, information should be submitted via the booking form to make Staff aware of what they will need to do to support. If the Hirer does not select Caretaker assistance, their session will be unsupervised. For events/parties, Caretaker assistance is mandatory and will be added onto the booking by Staff if not completed by the Hirer. Please see the Hirer Induction section below for more details.

As per conditions, the Hirer is fully responsible for the supervision of the premises during the period of hire. For all commercial hires (i.e. not by private individuals for private events), the hirer must hold appropriate insurance. The hirer will be responsible for indemnifying the Council for any loss or damage to the buildings or contents and for any public liability arising out of their event. Any cost of damage for private bookings shall be incurred by the Hirer up to a maximum of £125 to indemnify the Council for the cost of repair, which is the excess on the Council's insurance.

Bookings include a 5-minute set-up and 5-minute close-down time either side of the session. If an additional payment is not made for Caretaker assistance, the Hirer is responsible for organising tables and chairs unless agreed with staff under exceptional circumstances. Outside of the hiring period (including the 10 minutes), the Hirer is no longer responsible for the building.

A session includes free use of the equipment (chairs, tables, projector etc) and kitchen facilities. This use is not exclusive to a single Hirer however, as if sessions are ongoing in both the Hall and Training Room facilities will need to be shared. Hirers are therefore asked to show consideration to other and minimise and disturbances or inconveniences to others.

The Council reserves the right to refuse a booking without notice, even if accepted. 7-days' notice would be given in writing to the Hirer and they would be entitled to reimbursement of any deposit monies made to the Council but the Council is not liable for any further payments to the Hirer. In exceptional circumstances, 7 days' notice may be waived at discretion of the Council.

CHARGES

The Orchard Community Centre fees are reviewed on an annual basis and determined by:

- Running costs
- Demand for hire
- Rates at similar, local facilities
- Current standard of facilities

The Council reserves the right to charge the Hirer's securely stored credit/debit card held on their Squarespace Scheduling account, up to one month in advance of the session. Party and event hirers will be charged immediately upon booking.

Hirers are entitled to a full refund if their session is cancelled with at least 72 hours' notice.

CHARGING CATEGORIES

The Orchard Community Centre makes the following distinctions between Hirers as per Annex A:

- Commercial, defined as all public limited companies, private sector businesses with over 10 employees and any bookings that do not fall within the bracket of other categories
- Community, defined as small businesses with 10 employees or less, not-for-profit organisations, public sector and charities, and private individuals for private events.

Within the community category, a concession is applicable to local charities and not-for-profit organisations which provide benefit for Biggleswade residents.

Hirers are to book through the embedded Squarespace Scheduling system on the BTC website. Queries can still be directed to the Orchard staff via email or phone call and bookings can be made on their behalf if the Hirer requires further support.

As per Standard Conditions of Hire, all fees and charges must be paid in advance of the booking, which is mandated by Squarespace Scheduling when booking.

The Hirer will be liable to pay for any additional time used further to that booked on Squarespace Scheduling. This will be charged to the debit/credit card held on their Squarespace Scheduling account.

HIRER INDUCTION

To ensure health and safety compliance, Hirers will be required to complete an induction of the building prior to starting a session. This will entail safe use of the premises, understanding of location of fire exits and security, and will be organised via email

As part of the induction, session holders that do not require a staff presence will be given a more detailed induction explaining fire procedures, security, access control etc.

RESTRICTIONS ON USE AND HIRE

As The Orchard is located on a residential estate, certain activities may be prohibited or restricted. BTC retains absolute discretion on the use and hire of facilities and reserve the right to refuse requests to hire for any reason.

As per standard conditions of hire, misuse of the facility can result in further bookings being rejected, with misuse including but not limited to the following:

- Breach of licensing relating to the consumption of alcoholic liquor and music
- Excessive noise causing disturbance to neighbours
- Causing nuisance or offence to BTC staff
- Use of facilities for anything other than the agreed purpose of hire

CONTACT DETAILS

Details of BTC Staff can be found on the website, which is kept up to date on a regular basis. Otherwise, BTC Staff at the Orchard Community Centre can provide contact information on request.

INSURANCE

Buildings, contents, and public liability insurance is all in place. As per the conditions, the Hirer is otherwise responsible for taking out insurance to protect themselves against any third-party claims against them. Hirer must submit evidence of their insurance via the form upload link in the Squarespace Scheduling booking page.