

The Orchard Community Centre Policy January 2025



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 the Town Council's delivery objectives.
- 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 requests by email to the Orchard Community Centre. These conditions must be accepted in association with this policy, prior to finalization of any booking request and Hirers will confirm they accept conditions digitally, through the online booking platform. The booking cannot be requested without acceptance of conditions.

The Council reserves the right to refuse a booking without notice, even if accepted.

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. A deposit will be taken.

Hirers are entitled to a full refund if their session is cancelled with at least 72 hours' notice. Wall space for exhibition use is available and charged at the Town Clerk's discretion.

CHARGING CATEGORIES

The Orchard Community Centre makes the following distinctions between Hirers:

- 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. The concession does not apply to small businesses.

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 reserves 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

The primary contact number is the Orchard Centre main line 01767 348020. The secondary contact number is 01767313134. The out of hours emergency contact number is 07484084947.

INSURANCE

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