

## **TERMS AND CONDITIONS OF HIRE**

### **1. Bookings**

All bookings are accepted as 'provisional' until either the booking form is signed in person, or a letter or email confirming the booking is received by the St Thomas Centre. By confirming a booking, the group acknowledges and accepts these terms and conditions.

New customers will be required to pay a deposit equal to 50% of the room hire only to confirm their booking.

The room/s will be set-up in accordance with agreed layouts, timings, resources, refreshments and delegate numbers on the booking form. We cannot accommodate changes on the day. On occasion, we may move your booking to another room within our venue should this be required to maximise utilisation of the Centre, this will always be a similar room with the capacity to comfortably accommodate your requirements.

The room/s must be vacated by the finish time stated on the booking form. We reserve the right to charge a fee for bookings that overrun.

### **2. Cancellation by us, suspension of use and refusal of future bookings**

**The St Thomas Centre is not a suitable venue for celebration events or parties. We reserve the right to cancel bookings, suspend use and/or refuse future bookings should this intended use become apparent.**

We reserve the right to cancel bookings, suspend use and/or refuse future bookings from groups if:

- They have aims and practices that are not consistent with our policies and organisational values.
- In their stated beliefs, or by reputation, appear to contravene the Equality Act 2010, or support or uphold other power imbalances that leave some people at risk of harm.
- They are behaving in or have previously behaved in an abusive or disruptive way.
- It is reasonably anticipated or can be evidenced that contravention of health and safety or fire regulations will occur.
- They are found to have provided inaccurate or incomplete information about themselves or their intended use of the St Thomas Centre.
- Previous invoices have not been paid in full and/or have been paid late.
- They do not agree to these terms and conditions or have previously breached these terms and conditions.
- We do not receive confirmation of bookings within 14 days of us requesting confirmation.
- Reasons beyond our control mean we are unable to provide the agreed service; in this circumstance a refund will be processed if any payment has been made.
- Unlawful activity, such as libellous, infringing or discriminatory activity, or any involvement in crime becomes evident before or during an event.
- Activity which we otherwise deem to be inappropriate, cult-like, unseemly or offensive becomes evident before or during an event.

### **3. Cancellations by you (from and including day of cancellation)**

|  |             |
|--|-------------|
| 7 working days and less (inclusive) prior to, but not including the booking date | Full charge |
| 8 to 14 working days (inclusive) prior to, but not including the booking date    | 75% charge  |
| 15 to 28 working days (inclusive) prior to, but not including the booking date   | 50% charge  |
| 29 to 48 working days (inclusive) prior to, but not including the booking date   | 25% charge  |

Cancellation charges are only applied to the room hire cost except if cancellation is given at less than three working days' notice and catering is on the booking. In this case, the full cost of the agreed catering will be applied.

#### **4. Smoking**

In line with Government legislation the St Thomas Centre is a no smoking building which also includes e-cigarettes. There is a designated smoking area, and all building users are requested not to smoke immediately outside the front doors.

#### **5. Invoices**

All invoices must be paid within 30 days of the booking taking place.

#### **6. Personal belongings**

We are unable to accept any responsibility for personal belongings brought into or left on our premises.

#### **7. Public liability insurance**

All groups using the St Thomas Centre are required to have their own public liability insurance.

#### **8. Bringing your own food and/or refreshments**

Any group wishing to bring their own food or refreshments on site must inform a member of St Thomas Centre staff in advance of the booking date of their intention to bring their own food or refreshments.

The below terms apply to any group bringing their own food or refreshments on site:

- No equipment used for cooking is permitted on the premises, this includes portable gas/electric hobs, fryers, BBQ's or chafing dishes with ignitable fuel.
- The St Thomas Centre kitchen is for St Thomas Centre staff only and cannot be used to store or heat food and refreshments or clean equipment brought into the St Thomas Centre.
- No crockery, cutlery or napkins will be provided for use with external catering unless prior arrangement has been made to hire this from St Thomas Centre.
- Groups are responsible for clearing away all food, plates and any debris after food service. If crockery and cutlery has been hired from St Thomas Centre this will be cleared and cleaned by St Thomas Centre staff.
- We reserve the right to halt the service of food or refreshments if it presents an obvious contravention to health and safety or fire regulations or presents a risk of damage to the St Thomas Centre.
- We reserve the right to charge a fee if additional cleaning is required following the service of food or refreshments. This fee will be the cost to return the facilities to at least the same condition as prior to the event.
- Written permission is required prior to bringing alcohol into the St Thomas Centre.

#### **9. Cleaning and damage**

Reasonable clearing up and expected wear and tear after events is included in room hire. However, in the event of additional cleaning or unreasonable damage (particularly deliberate acts such as graffiti or vandalism) we reserve the right to charge a fee. This fee will be the cost to return the facilities to at least the same condition as prior to the event.

St Thomas Centre does not allow groups to use its vacuum cleaner or cleaning products to conduct their own cleaning after their event.

## **10. Children on the premises**

Any group bringing children into the St Thomas Centre or its grounds must inform a member of St Thomas Centre staff in advance of the booking date.

Children in the St Thomas Centre or its grounds must be supervised by a responsible adult at all times.

## **11. Excessive noise or disturbance**

Any group planning to play music or conduct an activity that has the potential to cause excessive noise or disturbance must inform a member of St Thomas Centre staff in advance of the booking date. St Thomas Centre staff will then assess if this activity can go ahead without causing disturbance to other building users.

We reserve the right to cancel bookings or suspend use should excessive noise or disturbance become reasonably foreseeable or apparent.

## **12. Abuse**

St Thomas Centre will not accept any form of abuse towards its staff or other building users. We reserve the right to ask offending persons to leave the St Thomas Centre and its grounds in this situation.