



Charity Number: 1216899

31 Vanguard Road, Bournemouth, BH8 9NU

Tel: **01202 980161** • Email: **stroudenparkcc@gmail.com**

### 1. General Policies

- The Community Centre is strictly a non-smoking building.
- All users must always comply with these Terms and Conditions.
- Non-compliance may result in immediate cancellation of the booking and refusal of future bookings.
- The Centre is hired on a **dry-hire basis**. SPCA does not provide event management, supervision, or staffing for private events.

### 2. Room Hire: Eligibility and Process

- Hirers must be aged eighteen or over.
- The Hirer must be present for the entire hire period and ensure adequate supervision.
- Sub-hiring of the premises is prohibited.
- The Centre cannot be used for unlawful purposes or for activities that may endanger the premises or its users.
- The name of Strouden Park Community Association (SPCA) must not be brought into disrepute.
- All hire requests must be made via email, telephone, or in person at the Community Centre Office.

### 3. One-Off Hirers: Refundable Deposit

- A refundable deposit of **£50** is required in addition to the hourly hire rate.
- The deposit will be refunded within 3-5 days after the event, unless issues arise, including:
  - > Noise complaints or disturbances.
  - > Failure to leave the Centre clean and tidy.
  - > Failure to remove **all waste and rubbish**, including food waste.
  - > Overrunning the agreed booking time by more than 15 minutes.
- If damage or cleaning costs exceed the deposit, the Hirer will be invoiced for the balance.
- Bookings are confirmed only upon receipt of the deposit.

### 4. Cancellation Policy

#### By the Hirer

- Cancellations must be made in writing.
- More than 7 days' notice: full refund.
- 2-7 days' notice: 50% refund.
- Less than 48 hours' notice: no refund.

#### By the Centre

- SPCA may cancel bookings due to breaches, emergencies, or unforeseen circumstances.
- A full refund of hire fees and deposit will be issued.
- SPCA is not responsible for any consequential losses incurred by the Hirer.

#### Right to Refuse or Terminate

- SPCA may refuse or terminate a booking without notice if safety, reputation, or property is at risk.
- In these circumstances, refunds will not be issued.

### 5. GDPR and Data Protection

- SPCA collects and processes personal data to manage bookings and ensure safety.
- Data is stored securely and accessed only by authorised staff.
- Data may be shared with third parties when required by law.
- Personal data is retained only as long as necessary.
- Individuals may request access to, correction of, or deletion of their data.

## 6. CCTV Data Use

- CCTV operates for safety and security.
- Footage is stored securely and accessed only by authorised personnel.
- Footage may be shared with law enforcement when required.
- Recordings are retained for up to 30 days unless needed for investigations.
- Hirers may not install their own surveillance equipment without written permission.

## 7. Supervision and Responsibility

- The Hirer is responsible for supervising all attendees.
- The Hirer is responsible for the behaviour of all guests, contractors, and attendees.
- The Hirer is liable for any loss, damage, or breakage.
- The hire must not disrupt other users or cause nuisance.
- Appropriate child supervision must always be maintained, including in toilets and communal areas.

## 8. Insurance and Indemnity

- SPCA holds public liability insurance.
- Private one-off hirers are not required to hold insurance but remain liable for any damage or loss.
- Commercial hirers must provide evidence of public liability, employer's liability, and (if applicable) professional indemnity insurance.
- Hirers indemnify SPCA against claims arising from nuisance or damage.

## 9. Emergency Evacuation

- A copy of the Emergency Evacuation Plan is provided.
- Emergency exits and hallways must remain clear.
- The Hirer must ensure all attendees are aware of fire exits.

## 10. General Responsibilities

- Residents should be treated with consideration.
- Rooms must be left clean and tidy.
- **All waste, including food waste, must be removed from the premises. Failure to do so will result in forfeiture of the deposit.**
- Spillages must be cleaned using the provided equipment.
- All windows and doors must be closed at the end of the event.

## 11. Event Timings

- No parties may extend past:
  - > **10:30 PM** on weekdays.
  - > **8:30 PM** on weekends.
- Extensions must be requested at the time of booking.

## 12. Licensing and Kitchen Use

- Alcohol may **not** be consumed on the premises unless agreed in advance with the Community Centre Manager.
- The Centre is not licensed to sell alcohol.
- The kitchen must be left clean and tidy; otherwise, charges may apply.
- No children under fourteen allowed in the kitchen.
- The dishwasher is reserved for the weekly lunch club.
- Written permission is required before bringing any extra catering equipment, such as hot plates or fryers, into the Centre.

## 13. Food and Hygiene

- Hirers indemnify SPCA against claims arising from food prepared or brought into the Centre.

## 14. Tables and Chairs

- Tables and chairs are included in the hire.
- All furniture must be returned to designated locations.

## 15. Games and Activities

- No footballs or hardball games are permitted.
- Bicycles are not allowed inside.
- **Bouncy castles are permitted inside the Centre**, provided they are operated safely and by a responsible adult.

## 16. Posters and Notices

- Posters may not be affixed to walls without permission.
- Noticeboards are not available for Private Hire use.

## 17. Accidental Damage and Maintenance

- All damage or maintenance issues must be reported to the Community Centre Manager by email – [stroudenparkcc@gmail.com](mailto:stroudenparkcc@gmail.com)
- Accidental damage must be reported promptly to the Community Centre Manager by email – [stroudenparkcc@gmail.com](mailto:stroudenparkcc@gmail.com)

## 18. Electrical Appliance Safety

- Any electrical appliances brought in must be safe and PAT tested.

## 19. Health and Safety

- The Hirer must keep a register of attendees for fire safety.
- First Aid is the responsibility of the Hirer.
- All accidents must be recorded in the Accident Book.
- Fire exits must remain clear.
- Maximum occupancy limits must not be exceeded.
- No animals, including assistance dogs, are permitted without permission.
- **No naked flames** are allowed in the Centre, including candles and tea lights.

## 20. Safeguarding

- For private events, the Hirer is responsible for the safety and supervision of all children and vulnerable adults.
- SPCA does not provide supervision for private events.

## 21. Betting, Gaming, and Lotteries

- Activities must comply with relevant legislation.

## 22. Complaints

- Complaints must follow the SPCA's complaints policy.

## 23. Lost Property

- Lost property will be disposed of after three months.
- SPCA accepts no liability for loss or damage to personal belongings.

## 24. Car Parking

- There is only one parking bay and one disabled parking bay at the Centre.
- All other parking is on the road.
- Users must avoid blocking driveways or parking on verges.
- Users must not park **opposite or within ten metres** (32 feet) of a junction, except in an authorised parking space.
- Vehicles are parked at the owner's risk.

**Note: These Terms and Conditions are subject to revision at any time.**

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