



Booking Policy 2020

This document is the Booking Policy of Carnon Downs Village Hall (CDVH). **The first point of contact on any matters to do with bookings is email cdvhbooking@gmail.com or phone 01872 865126 or mobile 07483 120700**

This policy forms part of and should be read in conjunction with our Terms and Conditions of hire.

Our policy is to:

1. Provide a transparent, easy and fair booking system for our hirers, volunteers, and Committee of Trustees.
2. Provide a booking system that is also linked to our invoicing.
3. Respond to booking requests within 24 hours.
4. Provide such training on using Hallmaster and information as is necessary for hirers, Committee of Trustees and volunteers.

It is the intention of CDVH Committee of Trustees to comply with all Data Protection legislation as detailed in our Privacy Policy.

Hall Opening Hours

Our normal opening hours are 8:30 am – 11:00 pm.

Booking Information

All booking dates and times are based on information supplied by hirers. It is the responsibility of the hirer to check the booking dates, start time/finish time, contact details (if a public event) and the event/group description on the weekly diary page of our web site.

Acceptance of Bookings

The Management Committee of Trustees reserves the right to decline any booking request. All bookings, if accepted, will be confirmed as soon as possible by email or letter.

Online bookings

Online bookings may not be accepted if requested less than one month before the booking date as time is needed to arrange volunteers to meet the hirer.

Ad hoc bookings

We will meet all ad hoc hirers and run through the Fire and Safety check list and the hall facilities. Ad hoc bookings will only be accepted up to one year in advance.



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Booking status (once the booking has been confirmed)

Public: The Weekly Calendar and Scheduler will show the event name and a link to the description and contact details of the person making the booking.

Private: The Weekly Calendar and Scheduler will show the booking as 'Private Event' and will not show the name and contact details of the person making the booking or running the event or link to a description.

Public - Contact Details Hidden: The Weekly Calendar and Scheduler will show the event name and description, but the contact details of the person making the booking will remain hidden.

Booking Times

The booking must include the time needed to set up before the event or activity and the time needed to clear away at the end. Failure to allow adequate time to do this may result in an additional charge being made. No time is left between bookings, so the room/s may be in use immediately before and/or after an event.

Minimum Booking Times

The minimum booking period is 3 hours however, at the discretion of the Trustees, we may allow hourly bookings to fill in gaps to optimise daily usage.

The booking officer may change the booking start and finish time if operational needs require and will inform the hirer giving as much notice as possible.

Access to the Hall

Access to the hall is only permitted during the agreed booking time. If access is required at any other time the hirer must inform the Booking Officer beforehand.

Requests for setting up on Friday evening for Saturday morning bookings for regular hirers.

If the room/s is/are available, we may allow setting up the night before a booking at no extra charge. The request from the hirer must be made the week prior to the event and will be confirmed by the booking officer no sooner than three days before the event to allow for the room/s to be booked if requested. Setting up will not be shown on the booking system unless the regular hirer wishes to make an advance booking for 'setting up' the night before, in which case the minimum charge will be for 2 hours and will be at the discretion of the Trustees.

Hire Rates

Our hire rates are published on our web site and on our hall noticeboard. Hire rates are reviewed annually. Existing Regular Hirers are advised of any changes to hire rates via email in September each year and the rates are implemented in January of the following year. Additional emails will be sent to ad hoc hirers as appropriate.

Standard Hourly Hire Rates

The Standard hourly hire rate applies to all bookings, unless they meet the criteria for Regular or Regular Commercial Rate Hirers - see below.

Standard hourly Rate Bookings where more than 60 people are expected to attend will be charged a 'whole hall hourly rate'.



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The reason for this is that to seat more than 60 people in the Main Hall, chairs will need to be moved from another room (the hirer will be charged a 'whole hall rate' per hour even if it is not the intention of the hirer to use the other room/s), and the rest of the Hall will not be available to be booked out to anyone else, as we have limited parking. The cost takes account of the additional wear and tear and utility costs such bookings will incur. Standard rate hirers will be charged £10 for use of the Projector or the Stage which must be booked in advance.

Regular Hirers Hourly Rates

Regular hirers hourly rate is available to any group or individual that is deemed by the Trustees to meet the Trust Deed in providing direct benefit to the community when they make more than three bookings in any calendar year and is applied at the discretion of the Trustees. It applies to any additional ad hoc bookings for less than 60 people made that year. The rate will not be applied retrospectively, only to additional bookings.

Ad hoc bookings where more than 60 people are expected to attend will be charged at 'a whole hall hourly rate'.

If less than three bookings are made in a calendar year by a regular hirer the hire rate may revert to Standard Hire rate at the discretion of the Trustees.

The Regular hourly hire rate may be applied to a one-off event if the hirer lives in the electoral ward of Carnon Downs, at the discretion of the Trustees.

Regular Commercial Hirers Hourly Rates

Will apply to businesses (as defined by our public liability insurance policy) when they make more than three bookings in any calendar year and is applied at the discretion of the Trustees, if they provide direct community benefit, particularly in exercise and wellbeing categories.

Hardship fund

We help and encourage new groups and existing clubs, groups and societies that provide direct benefit to the local community.

We use a hardship fund to help support clubs and societies who may be having financial difficulty meeting the hire costs. We may also offer to help the groups with fundraising activities to meet their hire costs and/or refer them to other agencies who may be able to help with grant funding.

Prioritisation of bookings

If it is necessary to prioritise bookings, then the following prioritisation will be used:

1. Major community emergency.
2. Local or National Election.
3. Community events deemed appropriate by the Trustees.
4. Existing regular hirers. The longer they have been booking the higher their priority.
5. Existing regular hirers take priority over ad hoc bookings and are given the opportunity to book for the following calendar year up to December before ad hoc bookings are taken.



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Deposits for bookings

We do not usually take deposits for bookings however, at the discretion of the Trustees we will ask for refundable deposits for any booking where alcohol will be consumed or sold, or where food is consumed.

Deposits are to be paid on receipt of the invoice, will be banked and a refund issued when the Trustees are satisfied that no expense has been incurred by the hall as a result of the booking. This may take several days. The amount of the deposit is to be decided by the Trustees on a case by case basis.

Payment

Full payment for a booking is due on the issue of an invoice, with payment preferably by BACs transfer.

For Regular hirers, invoices will be sent out at the end of the month prior to the booking date, unless otherwise agreed. For Regular Hirers payment, can be made up to a calendar year in advance (January – December)

Payment in full will confirm the booking.

Cancellation by the Hirer

Standard rate

No refund will be considered unless notice is given at least one month before the booking date. The Trustees will consider the reason for the cancellation. For example, illness.

All refunds are at the discretion of the Trustees and will depend on whether the slot can be filled by an alternative booking.

Regular Hirers/Regular Commercial Hirers

Monthly bookings- if cancelled within a month of the booking then 50% of hire rate is due, but no charge if cancelled more than a month in advance.

Fortnightly bookings - if cancelled within a fortnight of the booking then 50% of hire rate is due, but no charge if cancelled more than a fortnight in advance.

Weekly bookings- if cancelled within a week of the booking then 50% of hire rate is due, but no charge if cancelled more than a week in advance.

Cancellation due to Bad Weather

If it is felt that access to the Village Hall needs to be curtailed due to adverse weather conditions or any other safety reason, we will endeavour to contact Hirers as soon as possible to advise them. In such cases a full refund of Hire Charges will be made. For Regular Hirers this refund will be by way of adjustment to the next Hire charge or, for one off Hirers, either by finding an alternative date or, by cheque to the Hirer.

Our insurance

We have Public and Product Liability including libel and slander. The standard limit of indemnity is £2m. Which provides protection against our legal liability for injury to the public or for loss of or damage to property not owned by us or in our custody or control.

- **Bouncy Castles** –the Hall's Public Liability insurance specifically excludes cover for the use of Bouncy Castles and inflatable devices, we therefore do not accept bookings that include bouncy castles or any inflatable device.



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- **Indemnity to hirer** – also automatically included is cover for individuals and/or groups hiring our hall for a private function who have no public liability cover of their own.

The cover is for £2m and is only provided for non-commercial activities which are for the benefit of the local community.

- Any **business/commercial hirers** should arrange their own insurance.

(For insurance purposes any hirer of our hall making, or intending to make, any money from their activity will be classed as a commercial party.)

Agreed OCTOBER 2019.

Review October each year.