

Terms and Conditions for Regular Hire of the Link Community Hub

By accepting the T&C in the online booking process the Hirer agrees to accept the Terms and Conditions set out herein, including the Closing and Cleardown Schedule, Kitchen Schedule (as appropriate), and Licence Conditions (as appropriate)

1. Hire Fee, Payment and deposit

The Hire Fee is set out on our website and in the online booking system. Regular bookings will be invoiced monthly.

Should there be issue where the premises is not left in a satisfactory condition, an additional fee may be charged by the PCC to cover the cost of loss of / damage to PCC property, or to cover the cost of additional cleaning.

2. Cancellation

2.1 By the Hirer

- Cancellations made more than 30 days before the hire date will receive a refund minus any administration fee.
- Cancellations made within 30 days of the hire date will not normally be refunded, *unless the PCC is able to secure another booking for the room*

2.2 By the PCC

- The PCC may occasionally need to cancel a hire (for example, for essential maintenance). Wherever possible, reasonable notice will be given and a refund will be made.

3. Set-Up and Clear-Down

The hire period agreed must include time for setting up and clearing away unless otherwise agreed. The premises must be vacated promptly at the end of the hire period. Additional charges may apply if the Hirer exceeds the agreed time.

4. Use of the Premises

The Hirer agrees:

- To keep the premises secure, clean and tidy and leave them as found, as set out more fully in the Closing and Clear-Down schedule which forms part of these Terms and Conditions.
- That the Hirer is responsible for the behaviour of those in attendance and agrees not to cause nuisance or disturbance to other users of the Link and/or neighbours
- Not to allow smoking or vaping or use of illegal drugs within the building, or within the car park or churchyard
- Not to sub-let the premises or any part of it
- Not to exceed the maximum capacity of the room(s), as set out in the online booking
- Not to use inflatables (e.g. bouncy castle) without express permission from the PCC, which will include a maximum height and size appropriate for the room.
- No naked flames, candles (with the exception of candles on a birthday cake), fireworks (including sparklers), or hazardous substances are permitted
- Not to allow animals (except for registered service dogs) on the premises (including the car park and church yard) without prior permission of the PCC. All animals must be kept under proper control at all times and not left unattended and are not allowed in the kitchen. The hirer or owner is fully

responsible for the animal's behaviour and the hirer is responsible for any injury, damage or additional cleaning costs arising from animals brought onto the premises.

- Not to use the premises (including car park) for the sale of food and alcohol, provision of regulated entertainment, or use of amplified music, without express permission of the PCC.

The PCC reserves the right to terminate a booking in the event that the Hirer and/or those in attendance are in breach of the above conditions and to ask the hirer and those in attendance to vacate the premises.

5. Damage and Breakages

The Hirer is responsible for any damage to the premises, furniture, or equipment caused during the hire period. The cost of repairs or replacement will be invoiced.

The Hirer should not stick or fix anything to the walls, doors or windows, and will be responsible for the cost of making good any damage that occurs if they do.

6. Health and Safety

The Hirer must read and fully comply with the Health and Safety Policy for Hirers which is available here: www.linkcommunityhub.org/Policies

7. Wi-Fi & Network Acceptable Use Policy

We are pleased to provide internet access to our employees, hirers and visitors. You will be provided with the appropriate login credentials for your needs. To ensure a safe, secure, and reliable connection for everyone, anyone using our network must abide by the following;

7.1. Authorized Access & Legal Use

Authorized Access Only: Please only connect to the Wi-Fi network using the credentials provided to you. Do not attempt to guess passwords for other networks, bypass security, connect personal smart devices to internal networks, or access parts of the system you do not have permission for.

No Illegal or Inappropriate Content: Do not access, download, or distribute anything illegal, extremist, or sexually explicit. Please respect that this is a community and church environment.

7.2. Be Fair with Bandwidth

Don't Hog the Connection: We all share the same internet line. Please avoid excessive downloading, uploading massive files, or running bandwidth-heavy operations (like non-stop high-definition streaming) that slow the internet down for everyone else.

7.3. No Spam or Malicious Activity

No Spamming: Do not use our network to send out bulk emails, spam, or scam messages.

Keep it Clean: Do not knowingly download, distribute, or spread viruses, malware, or ransomware.

7.4. Disclaimer

We provide this Wi-Fi "as is" and cannot guarantee it will be fault-free. You are responsible for your own device's security (e.g., keeping your antivirus up to date). We do not actively snoop on your traffic, but we reserve the right to monitor network usage if we suspect a breach of these rules. If you violate this policy, we may disconnect your device and restrict your future access.

8. Safeguarding Policy

Hirers are responsible for ensuring that they meet the safeguarding requirements for their activity and have adequate safeguarding policies and practices in place.

The Link Management Committee reserves the right to request evidence of compliance with safeguarding requirements including risk assessments from Hirers.

Details of the Parish Safeguarding Lead are displayed within the building

9. Premises licence

Use of the Link Premises Licence is only permitted if this is requested and approved on the initial booking form.

Hirers must ensure they are fully aware of, and compliant with the conditions of the Premises Licence which is available on the Link website.

10. Complaints procedure

The Link Community Hub has policies and procedures in place to ensure the premises is maintained to the best standards reasonably achievable and to accommodate the reasonable needs of hirers and users.

We hope you do not encounter any issues during your hire of the Hub, but we are keen to ensure that any problems are dealt with promptly and effectively. If you wish to report a concern or complaint you can find our complaints procedure on the website here: www.linkcommunityhub.org/Policies

11. Insurance and Liability

The Hirer uses the premises at their own risk and is responsible for any injury to persons or damage to property arising from the hire, except where caused by the PCC's negligence. The PCC recommends that the Hirer takes out insurance that is suitable and appropriate for the event.

The PCC accepts no responsibility for loss or damage to the Hirer's property.

12. Compliance with Laws

The Hirer agrees to comply with all relevant laws, regulations, and local authority requirements during the period of hire.

Clear Down and Closing Schedule

At the end of the hire period the Hirer is responsible for leaving the premises secure, clean and tidy and as the Hirer found them.

- Furniture is to be set out as found at the start of the hire period. Any additional furniture used by the hirer is to be stacked neatly in the furniture store.
- Any spills or liquid marks on the floors and furniture are to be cleared up / mopped up. Floor cloths and mop / bucket can be found in the furniture store room
- Dust / dry spillages should be cleared from the floors and furniture. Large dry mop & dustpan/brush can be found in the furniture store, for upstairs carpeted rooms the vacuum cleaner is located in ** cupboard
- All waste and recycling material must be removed by the hirer **and taken home**. Waste sacks can be found in the kitchen (if this has been hired) and the furniture store
- All windows are to be closed
- All thermostats are to be set to their default setting
- All rooms are to be checked as empty. The Hirer must ensure that all guests have vacated the building before the Hirer leaves.
- Lights are to be turned off, and nothing left charging at electrical sockets.
- Internal doors are to be left closed (for fire safety).
- On exiting the building the hirer must ensure that the exit doors are locked securely.

Use of Kitchen, place settings, event fridge and freezer

The use of the kitchen (including coffee facilities for up to 100 people), place settings for up to 100 people, large event fridge and freezer are subject to additional hire charges which reflect wear and tear / depreciation of these facilities. The hirer agrees to use these facilities and equipment and clean up afterwards **leaving everything as they found it.**

Kitchen

The hirer will be given the key code for the kitchen door. Inside the kitchen are:

- Content list for the cupboards
- Instructions for the dishwasher
- Instructions for the coffee machine
- Instructions for the water urn
- Clean cloths and surface sanitizer can be found (in cupboard)

Tea and Coffee

- There is a filter coffee system that fills flasks which serve 12 mugs of coffee, and keep coffee warm for 4 hours
- Coffee filters and coffee power (in correct portion size) are provided
- Please follow the instructions carefully and in particular do not over fill (2.2 litres only) and only place 1 filter and one portion of coffee in the pull out filter holder
- Please rinse the flasks in cold water and leave clean and dry
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Fridge

- The small undercounter fridge is a shared facility
- Please bring your own milk and don't use that belonging to other users
- Please clear all your food, waste and recycling away and take it home

Dishwasher

- Please following instructions carefully as this is a commercial dishwasher that operates differently to domestic dishwashers
- Specifically
 - Place the filter into the plug hole at the base of the machine before use
 - Turn it on to warm up
 - Clear ALL food and drink from items first – this may mean rinsing them in the sink
 - After a washing cycle (4mins) the loaded clean tray can be left on the island to dry whilst the next load is washed
 - Ensure the dishwasher is drained and turned off before leaving.

Place settings

- Place settings for 100 persons (Plate, side plate, bowl, cutlery, glasses) are kept in a locked cabinet and the key will be available if this has been hired
- A trolley is available for moving items into the hall, kitchen for washing, and return. Please leave all items washed, dried and stacked as found back in the cabinet.
- Breakages do sometimes happen. Please inform the office of any breakages

Event Fridge and Freezer

- These are normally left clean, ventilated and turned off (for environmental reasons)
- If you have specifically hired these they will be turned on 24 hrs before your hire to reach temperature.
- Please remove all food after use, wipe down and turn off

Leaving the Kitchen checklist

- ☐ All surfaces are clear of food and have been wiped down with sanitiser (found in cupboard)
- ☐ Coffee flasks have been rinsed
- ☐ The filter and coffee grounds from the coffee machine have been emptied into the food waste drawer
- ☐ The following is turned off and unplugged from the socket – Coffee machine, kettle, urn
- ☐ The following turned off at the wall – Dishwasher, oven, plate warmer, large fridge, freezer
- ☐ Floor has been swept
- ☐ Sinks have been left clean and free of food waste
- ☐ All food (excluding coffee grounds), waste and recyclable items have been removed **and taken home**. Waste sacks found in cupboard
- ☐ All cloths and tea towels belonging to the Link that have been used are left in container under dishwasher
- ☐ Cabinet in corridor is locked securely
- ☐ Lights out and kitchen door left locked

Event Licence / Alcohol Licence

Please see our separate document entitled Premises licence conditions and requirements.