



## Community hubs

Information, terms and conditions for hirers



**watford**  
community  
housing

**Our hubs are there for the whole community to use and enjoy.**

This booklet sets out our terms and conditions for hiring a community space, to make sure they are kept clean and tidy for everyone.

The hubs are available from 8am to 10pm daily. We reserve the right to make changes to these times if necessary, based on the location of the hub.

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## Booking conditions

To book one of our hubs or community spaces visit our website at [www.wcht.org.uk/halls](http://www.wcht.org.uk/halls) and use the online booking form.

Please make sure you factor in the time it will take to set up your event and clear away afterwards, and include this in the time period you book for.

The person who signs the booking form will be considered to be the 'hirer' and must be over the age of 18. If you are hiring on behalf of an organisation, please make sure you have their full permission to make the booking beforehand, as the organisation will be considered a joint-hirer and will also be liable. You must also only use the hall for the purpose you specified on the booking form.

## Fire and safety regulations

Please take note of all fire notices displayed in the hall and make sure all members of your party are aware of the emergency procedures. Please do not block any fire exits while using the hub – all exits should be unlocked and doors fitted with self-closing mechanisms should not be wedged open. We regularly test our fire exit doors and they should open easily, but if you do find anything wrong with them please report it immediately to our hubs team on **01923 679664**.

Smoking or using e-cigarettes are not allowed on our premises. Fire safety regulations mean we can only accommodate a certain number of people at a time. The limit will be noted on your booking form, but can also be found on website.

Please make sure you do not bring any flammable materials or decorations into the hub with you unless you have the express permission of the hubs team. Gas bottles or naked flames are also not allowed – except for reasonable use, such as lighting candles on a birthday cake, for example – without permission from the hubs team.

If your party will include helium balloons, please make sure they are weighted down and not left to float up to the ceiling, and that all balloons are removed from the hall at the end of the event. If any balloons need to be removed by the hubs team, this may result in you losing part or all of your deposit.

The hubs are not suitable for ball games, so please bear this in mind before booking.

We cannot accept bouncy castles or barbecues in the hubs' garden spaces.

Any electrical equipment in the hubs has been PAT tested and has the relevant certificates available for you to view.

## Care of our premises

We pride ourselves on being a good neighbour, so please make sure any noise from your event doesn't interfere with the other hub users or become loud enough to bother nearby residents. There is ample parking at most of our hubs, so please make sure your party use these spaces and do not park on side streets or block anyone's garage or driveway. We also need to make sure emergency services vehicles can access the hubs should they need to.

Items such as blu-tack, pins or nails can leave marks on the walls, so please do not use these to put up any decorations or banners on walls. We are happy for you to decorate the glass in the windows, but it is your responsibility to remove any marks that are left on the walls.

Please do not attempt to alter or modify any electrical equipment or plumbing in the hub. When your event is finished, please turn off all lights, electrical switches and taps before leaving the hub. If you have used urns for tea or coffee, please also make sure that these have been emptied into the kitchen sinks. Any tables and chairs should also be left where you found them.

The hirer shall ensure that highly flammable substances are not brought into or used in any part of the premises, and no additional cooking equipment brought into any part of the premises without the consent of the Community Hubs team.

The spaces are not suitable for ball games and therefore are prohibited, we also do not cater for teen aged parties.

It is also your responsibility to ensure the hub is left clean and tidy, so please make sure any rubbish is put into black bags and left in the bins provided in the car park area, and that any marks or stains on walls or floors are removed. If the hub is not left in a fit state, or is left dirty, then the cost of any cleaning or maintenance will be taken from your deposit, or invoiced if you are a regular hirer.

Please lock any doors or windows before you leave. If you are a regular hirer, the locking-up procedure will be explained to the lead hirer and must be followed at all times.

If you do not leave at the agreed time, you will incur a fee from the key-holding company, which will be taken from your deposit. Examples of such charges are available upon request.

No animals are allowed to be brought into the hub – except for assistance dogs – without the consent of the hubs team.

Please make sure you leave the hub at the time your booking is due to end. If your event overruns you may be charged an additional fee, which will be taken from your deposit or charged to you after the event.

Examples of additional fees are available on request.

Fire safety regulations mean we can only accommodate a certain number of people at a time. The limit will be noted on your booking form, but can also be found on website.

## Liability

It is your responsibility to make sure that all property – whether it is yours or belongs to the hub – is kept safe at all times. Watford Community Housing cannot accept responsibility for any property that is damaged during your use of the hub. You must also make sure you have the correct insurance in place for the duration of your event, as the hubs team may request to see copies of insurance documents for our internal records.

It is also your responsibility to make sure you adhere to all relevant laws and regulations that may be applicable to the activity you are using the hub for, including regulations relating to employment, safety, and access for people with disabilities.

You must also observe our policies on health and safety, equal opportunities and safeguarding – you can get details of these from the hubs team. These policies include information concerning the proper or fitting use of our hubs, and we reserve the right to cancel or refuse any booking that we believe contravenes these. In this event, all payments made will be refunded without Watford Community Housing accepting any further liability.

There is a first aid box available at all hubs, but you must make sure you have adequate first aid cover for your event and that accident or incident forms are completed as necessary.

## Payment and cancellation

**Regular hirers:** If you wish to hire the hub on a regular basis, you need to pay one month's fee up front using a credit or debit card, as well as a refundable deposit of £50, before the hire starts. Your hire will then move onto monthly invoice payments.

If you need to change or cancel your booking you must do so in writing, before the 25<sup>th</sup> of the month and not less than one calendar month prior to the event, in order to receive a refund of any payments made. You can do this by emailing [CommunityHubs@wcht.org.uk](mailto:CommunityHubs@wcht.org.uk). We will assume that your booking applies to public holidays unless you let us know otherwise.

**One-off hirers:** Until we have received full payment your booking will not be confirmed. If your event will take place after 4pm on weekdays or at a weekend, we will take a refundable deposit to cover the cost of any damages or other additional payments. You must make all payments using a credit or debit card, as we cannot accept cash.

If you are required to pay a key-holding charge, this will cover the opening and closing of the hub one time only for each session. Should you need any additional access to the venue, this will be charged at a rate of £40 each time. On bank holidays the charge is £80 each time.

If you need to change or cancel your booking you must do so in writing, at least one calendar month in advance, in order to receive a refund of any payments made. You can do this by emailing [CommunityHubs@wcht.org.uk](mailto:CommunityHubs@wcht.org.uk)

**General:** We cannot take responsibility for poor weather conditions or unforeseen circumstances leading you to cancel an event. If you fail to make payments in relation to your booking, we may cancel the booking with immediate effect and without liability to Watford Community Housing.

We reserve the right to cancel an event if we need to use the hub as a polling station for a local or parliamentary election, or for an ad-hoc community event. If we do need to cancel your event, all payments made will be refunded in full, and we will make every effort to find an alternative venue for your event.

## Equality data collection

**Regular hirers:** As part of our commitment to equality, we regularly collect data on the users of our hubs, which is then reported back to Watford Borough Council to show the value our hubs provide to all members of our local communities. If you are a regular hirer, we will require you to report the number of people attending your events and any equality data you have collected once a month. This needs to be submitted to us by no later than the 2nd of the following month. We will provide an online survey to complete or provide a paper version upon request.



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