

Woodhouse Community Centre run by Oblong

Terms and Conditions

By making a booking with us you confirm that you agree to all the following terms and conditions.

1. **Cancellation:** Over two weeks notice will incur zero charge. Less than 14 days notice of your cancellation you will be charged 50%. Less than 7 days notice you will be liable for the full cost.
 - a) All cancellations should be by email to reception@oblongleeds.org.uk.
 - b) We will require your email and phone number at the time of booking as we may need to get in touch to confirm details at a later time. If for any reason we have not received your payment, and have tried all available methods to contact you, we reserve the right to cancel the booking without further notice.
2. **Modifications:** Changes to bookings may be liable for cancellation fees as above if any fixed booked time is cancelled; or any part of a booking is cancelled, even if the resulting booking is no shorter than the original.
3. **Termination:** Oblong reserves the right to terminate bookings early any for activities which we believe are discriminatory or bring the centre into disrepute, including but not limited to: bringing alcohol on site, not adjusting noise levels when requested or event not being managed safely.

No refunds will be provided under these circumstances.

 - a) Additional terms apply to events where a majority of attendees are between 13 and 18 years.
4. **Payment:**
 - a) Bookings must be paid for in full before they can be confirmed, unless agreed in writing.
 - b) Prices are reviewed periodically and subject to change. Four weeks notice will be given.
 - c) Weekend or evening bookings are subject to a £50 minimum charge per day for the whole booking.
5. **Time booked:** Please only use the rooms that you have booked, and give yourself time to set up and tidy up within your booking hours. Leave any public areas as tidy as you found them. Public areas are shared with other users and may not be available.
 - a) You must let us know if you expect to be more than 30 minutes late for your booking, otherwise we may cancel the booking without further notice. You will still be charged.
 - b) Unless specifically stated in writing, room bookings do not constitute exclusive use of the building.
6. **Cleaning:** Please make sure you leave the booked room(s) and any public spaces in the same state you found them. If significant additional cleaning is required additional charges will apply. If using the kitchen, you are responsible for thoroughly cleaning crockery, utensils and surfaces after use, this includes use alongside a party package. See additional conditions printed on Kitchen door.
 - a) Removal of chewing gum or similar from carpets or flooring is chargeable at £50 per booking.
7. **Equipment hire:** You agree to pay any costs for hiring any of our equipment you use.
8. **Noise:** We reserve the right to reduce or limit any amplified or unamplified sound or noise **at any time** for the sake of other centre users, or our residential neighbours.
9. **Alcohol:** We have a strictly no alcohol policy for all bookings.
10. **Storage:** If you want to store anything at the centre please ask in advance of the booking, charges will apply.
11. **Damages:**
 - a) If anything is damaged beyond normal wear and tear it is your responsibility to let us know. You will be liable to make good or cover the cost of repair if you have caused damage.

- b) Decorations can only be attached to walls by the hooks in place. White tack may be used to attach paper or decorations to **woodwork and glass only**. Let us know in advance if you wish to hire our display boards. Any damage caused to walls, plasterwork, paint or other fixtures/fittings will incur a charge.

12. Health and Safety:

- a) Whilst hiring a room you are responsible for those using it. Respect the centre by making sure that all activities remain safe, and within the law.
- b) Children and young people must be **supervised at all times** by parents, guardians or qualified staff. We follow NSPCC guidelines that there should be a ratio no greater than 9:1 of under 18s to adults.
- c) It is your responsibility to ensure you have any special licenses or insurance arranged prior to your booking. Details of our Public Liability Insurance is available on request.
- d) In line with our Fire Safety Policy we cannot have any naked flames.
- i) Incense may only be used by prior arrangement, burning material must be completely contained within a fireproof container.
- e) Any electrical equipment you bring in needs to be safe to use and in a good state of repair, and ideally have a valid PAT certificate sticker. You take responsibility for any appliances you use.
- f) Fire escape routes and procedures are clearly posted in all rooms. Please familiarise yourself when you arrive and let your attendees know. There is a fire alarm test every Monday morning at 10.00am.
- g) Deep fat frying equipment may not be used in any part of the building, under any circumstances.

13. **On street parking:** We don't have a designated car park; please let your attendees know in advance they can use (free) street parking at their own risk.

14. **Emergency closure:** If we do have to shut in an emergency we will let you know as soon as we can and help to re-arrange the booking or refund depending on the circumstances.

15. As a safe and welcoming space we expect all centre users to:

- Respect other people and to treat them equally in accordance with our Equal & Diversity Policy - <https://www.woodhousecommunitycentre.com/eqd-policy>
- Be sensitive to the needs of others
- Be friendly and helpful

16. We will not tolerate:

- Intimidation and harassment of any kind
- Racism, sexism, homophobia and any other form of discrimination and prejudice
- Violence or the threat of violence
- The theft of other people's belongings

Terms and conditions are subject to change. Oblong reserves the right to immediately terminate bookings that contravene these terms or allow these terms to be contravened.

1st June 2018