

Woodhouse Community Centre run by Oblong

Terms and Conditions

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

- 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.
All cancellations should be by email to reception@oblongleeds.org.uk.
 - Deposit & Payment:** We will ask you for a deposit (usually 50%) at the point of booking.
We will ask for email, phone number and postal address 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 deposit, and have tried all available methods to contact you, we reserve the right to cancel the booking without further notice.
 - All bookings must be paid for in full in advance of the booking taking place. Bookings that have invoiced should be paid within the terms stated on the invoice.
 - Prices are reviewed periodically and subject to change. You will receive at least 4 weeks notice of any changes to prices.
- 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 resultant booking is no shorter than the original.
- Termination:** Oblong reserves the right to terminate bookings early for activities which we believe are discriminatory or bring the centre into disrepute, e.g bringing alcohol on site, not turning off music at 10pm, event not being managed in such a way that ensures safety of participants and staff, etc.
No refunds will be provided under these circumstances.
 - Additional terms apply to events where a majority of attendees are between 13 and 18, details available on request.
- 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. Please leave any public areas as tidy as you found them. Public areas are shared with other users and may not be available.
 - 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.
- 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 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.
 - Removal of chewing gum or similar from carpets & flooring is chargeable at £50 per booking.
- Equipment hire:** You agree to pay any hire costs for our equipment you book in advance, or use on the day.
- Noise:** We reserve the right to reduce or limit **any amplified or unamplified sound** at any time for the sake of staff, other centre users, or our residential neighbours.
- Alcohol:** We have a strict no alcohol policy for all bookings.
- Storage:** If you want to store anything at the centre please ask in advance of the booking, charges will apply. We may have to refuse on the basis of availability or safety.
 - Items left in any area, if not agreed in writing, will be charged at £3 per sqft per day (or part thereof) and may be relocated without notice.

10. **Damages:** 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.
- a) Decorations can only be attached to walls by the hooks in place. White tack may be used to attach paper to woodwork and glass only. Let us know in advance if you wish to hire our display boards. Any damage caused to walls by not following these terms will incur a charge.
11. **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 by parents, guardians or qualified staff **at all times**. 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, or ideally have a valid PAT certificate sticker.
 - 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 on Monday morning at 10.00am.
 - g) We may require amendments to your booking for the sake of infection control as national and local restrictions change. We will make sure the space is sanitised before you arrive, but we require that you use the provided cleaning products to sanitise surfaces you have touched as you vacate the space.
 - h) First Aid kits are available in reception, main kitchen and 1st floor kitchenette.
12. **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.
13. **Emergency closure:** If we do have to shut due to an emergency, or an incident out of our control we will let you know as soon as we can and help to re-schedule the booking, or refund, depending on the circumstances.
- a) **Miscellaneous:** We cannot accept post on your behalf unless specifically agreed - there may be a charge.
 - b) **Emergency call outs:** We may provide you with a way of contacting on-call staff out of hours in case of an emergency, or facilities issue. Call outs due to error/fault on the part of the booker may incur a fee.
14. **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
15. **We will not tolerate:**
- Intimidation or harassment of any kind
 - Racism, sexism, homophobia or any other form of discrimination or prejudice
 - Violence or the threat of violence
 - The theft or deliberate damage 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.