

## **Hull Community and Voluntary Services Ltd Terms and Conditions**

### **Bookings**

Customers will be provided with a detailed booking form at the time of reservation and are required to sign and return this booking form as confirmation of the booking. Any amendments to the booking must be made in writing.

The hiring times will be from the time the first person requires entry until the time the last person leaves the premises, and must include preparation and clearing up time.

Customers wishing to view our facilities can arrange to do so by contacting our Events Administrator on 01482 324474.

Hull Community and Voluntary Services Ltd (Hull CVS) reserves the right to refuse any application for hire, as it shall in its discretion think fit, and without being required to give any reason for such refusal.

### **Payment Instructions**

When making a booking customers are required to pay non-refundable deposit of 25% of the room hire cost. Payment of the remainder of the cost must be made in full 7 days prior to the event. All invoices for additional services issued after an event must be paid within 14 days from date of invoice. All fees and rates quoted are exclusive of VAT.

### **Provisional Bookings**

Provisional bookings are made on the condition that the booking is confirmed within 14 days. If confirmation is not received within 14 days Hull CVS reserves the right to cancel the provisional booking and release any facilities held. Hull CVS will make every effort to contact the customer requesting confirmation before cancelling any booking.

### **Cancellation**

In the event that the customer cancels any booking, the customer will be liable to pay the following charges of the total booking value;

<b>Notice Period</b>	<b>Cancellation Charge of total booking value</b>
More than 21 days before	25% charge
Between 21 and 14 days	50% charge
Less than 14 days	100% charge

Hull CVS may cancel any booking without giving any reason by serving one month's notice in writing to the hirer. Hull CVS shall not incur any liability to the hirer, or be required to pay compensation for any loss sustained as a result of the cancellation, other than for the return of any fees paid in respect of the booking. Hull CVS also reserves the right to cancel any booking without notice due to any reasons beyond its control.

### **Sub contractors**

The hirer will pay any sub-contractors charges / cancellation charges in line with the sub-contractors terms of business.

### **Room Allocation**

We reserve the right to change the rooms booked by the customer to a suitable alternative. Notice will be given as far in advance as possible. If the hirer cancels their booking as a result of change of room, we will do our best to assist at no liability to ourselves. In this event, no cancellation fees will be charged.

### **Catering & Refreshments**

Hull CVS has facilities to provide catering and refreshments. Only food and refreshments purchased at Hull CVS are to be consumed on site.

### **Health and Safety**

Anyone attending Hull CVS premises must obey the Health and Safety Policy in operation for the safety of all users of the facilities. A full list of housekeeping rules will be provided on to the hirer on arrival. The hirer is responsible for ensuring compliance with these housekeeping instructions.

Organisers must not, without prior permission from the Events Co-ordinator, place objects in the common areas of the building – especially corridors, reception area and outside the main entrance. This includes display boards, signs and tables to use for registration purposes etc. All fire exits should be clear at all times.

Organisers must not, without prior permission from the Events Administrator, affix anything to any walls in the building.

Hirers must ensure that full supervision is provided to their attendees, including the orderly and safe admission and departure of persons to and from the premises throughout the day and in case of emergency. Hull CVS will not be responsible for any claims which may arise as a result of negligence on the part of the hirers.

Hirers must comply with the access and security arrangements of the building and not permit unauthorised entry at any time. All access fobs provided should be passed back to reception at the end of the day. A charge of £10 will apply if access fobs are not returned on time.

Tables will be arranged as per your booking instructions. Tables are not to be moved or re-arranged without the assistance of the caretaker. Hull CVS cannot accept any liability for injury caused as a result of furniture being moved with out the caretaker's assistance.

Smoking is not permitted anywhere within the building. Designated smoking areas are provided to the rear of the property.

Animals are not allowed on the premises accept for assistance dogs.

Any electrical equipment brought on to the premises by the hirer must be PAT tested.

Alcohol may not be consumed or sold on the premises. Commercial gambling is not permitted.

Upon leaving the premises, the hirer shall ensure that the facilities are left in a clear and orderly state, and ensure that windows are securely closed and kitchen items are returned to the refreshment area.

Hull CVS reserves the right to allow Hull CVS employees to enter the hired facilities at any time for health and safety or security reasons.

### **Insurance and Damage**

The Strand cannot accept responsibility for theft, loss or damage to property within its building or grounds.

Please report any faults with equipment provided to the Events Administrator. Any damage to property or equipment of Hull CVS will be charged directly to your business. The hirer shall also pay the cost of reinstating any parts or belongings of the property which are stolen or removed during the period of the booking.

### **Changes to Terms and Conditions**

Hull CVS reserves the right to make changes to these terms and conditions and notice will be given to the client as far in advance as possible.

### **Disclaimer**

The organiser agrees to abide by all the above conditions and is aware that failure to do so may result in their business not being able to use the facilities offered by Hull CVS for future events. Any problems encountered whilst using Hull CVS should be reported to a Facilities Manager at the time. The above outlined terms and conditions will be deemed as final.

### **Declaration**

Signature \_\_\_\_\_

Print Name \_\_\_\_\_

Company \_\_\_\_\_

Date \_\_\_\_\_