

Alderholt Village Hall

1 Station Road

Alderholt

Dorset

SP6 3RB



Bookings Policy

Alderholt Village Hall wish to ensure the hall is used for the maximum benefit of village residents and user groups, and to minimise disruption to the surrounding community.

General Conditions

All persons hiring or attending events at the hall are expected to comply with the Standard Conditions of Hire (*'the Conditions'*), the Hire Agreement and the Hall Access documents. All hiring individuals and organisations will be asked to sign the Hire Agreement to confirm that they have read, understood and will comply with the Conditions.

Bookings are available to residents over the age of 18 of Alderholt and the surrounding area.

Every user is expected to comply with the Standard Conditions of Hire and with the relevant policy documents - particularly health and safety, environment, equal opportunities and safeguarding policies. Every hirer should contact the Bookings Officer if they are unsure about any of the Conditions.

Any hirer that wishes to use sound/music systems and/or supply alcohol must ensure they comply with the relevant legal guidelines and provide such information to the Bookings Officer before the event to which they apply.

Any damage, breakages or losses (however caused) must be reported to the Bookings Officer as soon as possible. We will determine the cost of repair or replacement if necessary. We reserve the right to raise an invoice to cover the cost. We also reserve the right to invoice for the services of a professional cleaning company if the Premises are not left clean and tidy.

Any hirer must also collect and return the keys to the key safes in a timely and considerate manner.

Process: One-off Hire

The hall calendar is kept by the Bookings Officer. Please contact them to enquire about availability. Contact details are published in the parish magazine, on the village hall website, on our Facebook page and on the hall noticeboard. A summary of the month's regular bookings will also be available in the parish magazine, and on the website and hall noticeboard.

An enquirer will contact the Bookings Officer, and discuss the proposed booking, including information about requirements, availability and fees. When a mutually suitable date is agreed, the Bookings Officer will provide the hirer with the Hire Agreement form and a copy of the Conditions as well as an invoice.

The Bookings Officer will reserve the date in the hall calendar, which is only confirmed when we have received the signed Hire Agreement and payment in full.

The hirer should advise the Bookings Officer in writing by email or text to confirm the payment has been made and if they require a receipt. If we do not receive this payment by the due date we will attempt to chase it but we reserve the right to cancel the booking.

Access arrangements are shown on the Hire Agreement. The Bookings Officer will issue a more detailed Hall Access document no later than 48 hours before the start of the hire.

Regular Users

The nominated keyholder for the club or group shall ensure that all members treat the hall with due respect, and in compliance with the Conditions, and the relevant policy documents.

A key for the hall will be issued to a nominated key holder, which must be returned to the Bookings Officer when no longer required.

The Secretary will keep an up to date list of all keyholders and their contact details. Changes in contact details must be notified as soon as possible.

Cancellation

Should the hall be required for a public election or other statutory event, the Bookings Officer will notify any hirers as soon as possible, and discuss alternative dates or refund of payment.

Should the hall be closed for other unavoidable reasons, including work on the fabric or contents of the building, all hirers affected will be notified and alternative arrangements discussed.

The decision of the Management Committee is final, but we will be as flexible as is possible in the circumstances.

Barring of Groups or Users

Should a group or individual hirer fail to meet the conditions of hire, disrespect the hall or the community, or fail to pay for repairs etc, the Management Committee reserve the right to refuse subsequent booking enquiries received from the hirer.

The committee recognises that there may be occasions and/or groups to whom they will be unable to let the hall because of the potential adverse effect of so doing on other users, groups or the community.

Any decision in these circumstances will be taken by the full Management Committee, and in consultation with other organisations where this is deemed necessary. Where appropriate, the hirer will be notified of the details of the decision.

Complaints

Any complaints or grievances about the conduct of hall hire and use should, in the first instance, be submitted in writing to the Bookings Officer or the Secretary at the earliest possible time. We will deal with these in accordance with our Complaints Policy.

Next Review date: October 2026