



## **Bookings Policy**

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

All persons hiring or attending events at the hall are expected to comply with the standards identified in the Conditions of Hire document. All hiring individuals and organisations will be asked to sign the booking form to confirm that they have read, understood and will comply with the standards in the Conditions of Hire.

### **Bookings**

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

The Village Hall diary is kept by the Bookings Officer. Please contact her to enquire about availability. Contact details are also published in the Parish Magazine, the village hall website and Facebook page and on the hall noticeboard. A diary of the month's bookings will also be available in the parish magazine, website and hall noticeboard.

### **Process**

An enquirer will contact the Bookings Officer, and discuss the proposed booking, including information about availability, fees and deposit. When a mutually suitable date is agreed, the Bookings Officer will provide the hirer with booking forms and a copy of the Conditions of Hire.

The Bookings Officer will pencil the booking into the hall diary, which is only confirmed when full payment and deposit are received from the hirer, along with the signed booking forms, and acknowledgement of acceptance of the Conditions of Hire.

Access arrangements are shown on the booking form.

### **Regular users' hire.**

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 of Hire, and the relevant policy documents.

Any damage, breakages or losses (however caused) must be reported to the Bookings Officer as soon as possible. The Committee will determine the cost of repair or replacement if necessary, and raise an invoice accordingly.

A key for the hall will be issued to a nominated key holder (for a deposit?), which must be returned to the Booking 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.

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

### **One off hires.**

Every user is expected to comply with the Conditions of Hire of the hall, and with the relevant policy documents – particularly health and safety, environment, equal opportunities and safeguarding policies.

To collect and return the keys to the Caretaker in a timely and considerate manner.

### **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 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 be submitted in writing to the Bookings Officer or the Secretary at the earliest possible time, and will be dealt with by the Management Group in compliance with the Complaints and Grievance policy.

**review date: July 2022**