



## **Writtle Christian Centre Writtle Parochial Church Council (PCC)**

### **STANDARD TERMS & CONDITIONS OF HIRE**

**The Writtle Christian Centre Committee** welcome you, the Hirer, to Writtle Christian Centre. The Committee manage the Hall on behalf of All Saints Church Writtle and ask you to help us maintain this community asset.

These standard terms and conditions apply to all hiring of halls and facilities in the Writtle Christian Centre (the Centre). If the Hirer is in any doubt as to the meaning of the following, the Manager should immediately be consulted.

#### **Definitions**

Room – means either the Main Hall, Small Hall, Quiet Room, Archive Room, Foyer or Kitchen or any facility available for Hire by the Writtle Christian Centre Management Committee (WCCMC).

These terms and conditions apply as appropriate to the room or rooms within the Hall which the Hirer has booked and to the common areas to which the Hirer has shared access. The Hirer shall not access the other parts of the Hall building nor obstruct the common areas. In particular, the kitchen is only available if specifically hired.

The basic rule is that the room and facilities should be left as they were found.

#### **Health & Safety Compliance**

- Writtle Christian Centre does not employ a caretaker, therefore the Hirer is responsible for all setting up and putting away of any equipment used.
- If a key is provided, then this must be safeguarded at all times and returned to the Manager at the end of the letting period or as soon as is reasonably possible. The keys shall not be copied nor given or lent to any third party. If keys are provided, it is the Hirer's responsibility to ensure that all fire doors and windows are closed, all doors locked and all lights switched off (including the toilets) at the end of the letting period.
- The number of persons in the main hall at any time must not exceed one hundred and twenty and forty in the small hall.
- There is no telephone in the Christian Centre and hirers are strongly advised to have a mobile telephone available for emergency use.
- All electrical equipment brought into the Centre by the hirer must have an in date Portable Appliance Testing (PAT) label. Electrical equipment including extension leads, which is not PAT tested MUST NOT be used.
- **The Hirer must nominate a competent person to take charge in case of Fire. That person must make him / herself familiar with the Centre's Fire and Evacuation Procedure, ensure that it is followed in the event of a fire or other**

**emergency and that all persons at the Hall can escape unimpeded through the Fire Exits to assemble in the designated assembly area. Improper operation of the Fire Alarm or extinguishers will result in the automatic loss of the deposit. Fire Doors MUST remain unobstructed during a let. Smoke and or dry ice machines are not permitted in the hall.**

- Copies of the Fire and Evacuation Procedure are displayed by the front entrance door on the noticeboard.
- First Aid Equipment is provided in the kitchen area. Any accidents must be reported using the Accident Report Forms that are attached to the First Aid Box in the kitchen. Completed forms should be handed to the Centre Manager or a member of the Management Committee.
- If a bouncy castle or other such play equipment is to be erected in the Main Hall only, the hirer must ensure that adequate public liability insurance is provided either by themselves or the provider of the equipment and provide evidence of the insurance certificate on request. The provider of the equipment must also ensure the hall floor is adequately protected. The Management Committee will accept no responsibility for accident or injury arising from the use of such equipment

Children must be supervised at all times and are not permitted in the kitchen area. All activities involving children and vulnerable adults must, without exception, comply with the All Saints' Writtle Safeguarding Policy (see paragraph 9)

### **1. Hirer**

The Hirer, not being a person under 21 years of age, hereby accepts responsibility for being in charge of and on the premises at all times when the public are present and for ensuring that all conditions, under this Agreement, relating to management and supervision of the Centre, are met. Where applicable, the organisation and their named representative will be considered jointly and severally liable for the hiring agreement. 'Teenage' parties are not permitted.

### **2. Supervision**

The Hirer shall, during the period of the hiring, be responsible for supervision of the Centre, the fabric and the contents. The Hirer shall be responsible for their care, safety from damage, however slight, or change of any sort, and the behaviour of all persons using the Centre, whatever their capacity. The Hirer shall ensure proper supervision of car parking arrangements so as to avoid obstruction of the highway and hazardous situations.

### **3. Use of Centre**

The Hirer shall not use the Centre for any purpose other than that described in the Hiring Agreement. The Hirer shall not sub-hire or use the Centre or allow the Centre to be used for any unlawful or unsuitable purpose or in any unlawful way. The Hirer shall not do anything or bring onto the premises anything which may endanger the same or render invalid any insurance policies in respect thereof nor allow the consumption of alcohol therein without the permission of the Trustees. Overnight

occupancy of the Centre is not permitted. The Centre shall have the right to refuse admission to any person whom they consider undesirable and shall not be bound to give a reason for so doing.

#### **4. Insurance and Indemnity**

A The Hirer shall be liable for:

- The cost of repair of any damage (including accidental or malicious damage) done to any part of the Centre including the curtilage thereof or the contents of the Centre
- All claims, losses, damages and costs made against or incurred by the Centre, its PCC Trustees, their employees, volunteers, agents or invitees in respect of damage or loss of property or injury to persons arising as a result of the use of the Centre (including the storage of equipment) by the Hirer
- All claims, losses, damages and costs made against or incurred by the Centre, its PCC Trustees, their employees, volunteers, agents and invitees as a result of any nuisance caused to a third party as a result of the use of the Centre by the Hirer and subject to clause B below, the Hirer shall indemnify and keep indemnified accordingly the Centre and its Trustees, employees, volunteers, agents and invitees against such liabilities
- Any loss damage or theft of any equipment or goods brought into Writtle Christian Centre or left in the Centre overnight. The Centre's insurance does not cover such claims

B

- Writtle Christian Centre has insurance to ensure the liabilities described in clause A above and may, at its discretion, in the case of non-commercial hirers, insure the liabilities described above. The Centre shall claim on its insurance for any liability of the Hirer hereunder but the Hirer shall indemnify and keep indemnified by the Centre, its Trustees, employees, volunteers, agents and invitees against (a) any insurance excess incurred and (b) the difference between the amount of the liability and the monies received under the insurance policy.
- If the hirer of a non-commercial event engages the services of a person or persons who operate on a commercial basis, then the Hirer must ensure the provider has their own public liability cover as the Centre's insurance does not insure their liabilities.
- In cases of commercial hire, where the Centre does not insure the liabilities described in clause A above, the Hirer shall take out adequate insurance to insure such liability and on demand shall produce the policy and current receipt or other evidence to the Manager. Failure to produce such policy and evidence of cover will render the hiring void.
- The Centre is insured against any claims arising out of its own negligence.

#### **5. Betting, Gaming and Lotteries**

The Hirer shall ensure that no gaming takes place on the premises, unless as a minor part of the event such as a raffle, guess the weight of the cake etc.

## **6. Writtle Christian Centre WiFi**

The Christian Centre Guest WiFi is available to all Hirers and Users free of charge during their Hire Period. The Centre is not responsible for any misuse or any consequences resulting from misuse and takes no responsibility for any unexpected issues surrounding its use or any variations in signal during the time of hire, however the Management Committee will endeavour to resolve any issues where possible. Please see the WiFi Terms and Conditions for more detail.

## **7. Music Copyright Licensing**

The Centre holds the relevant licences with the Performing Rights Society (PRS) for public performances of musical compositions and the Phonographic Performance Licence (PPL) for the public performances of recorded music. All Commercial Hirers who use recorded music, such as aerobics instructors, shall hold their own PPL licence. A flat rate fee will be charged if regular hirers wish to use the Centre's PPS/PRL licences.

## **8. Film Shows**

Children shall be restricted from viewing age-restricted films classified according to the recommendations of the British Board of Film Classification. The Hirer shall ensure that they have the appropriate copyright licences for film.

## **9. Childcare Act 2006**

The Hirer shall ensure that any activities for children under eight years of age comply with the provisions of the Childcare Act 2006 and the Safeguarding of Vulnerable Groups Act 2006 and only fit and proper persons who have passed the appropriate Disclosure and Barring Service checks should have access to the children. Checks may also apply where children over the age of eight and vulnerable adults are taking part in activities. The Hirer shall provide the Trustees with a copy of their DBS check and Child Protection Policy on request.

## **10. Children and Vulnerable Adults**

All Saints' PCC has a Safeguarding Policy. Under this policy, the PCC is committed to the implementation of the Diocese of Chelmsford Safeguarding Policy and Procedures, and the relevant statutory legislation and guidance for the welfare of children, young people and vulnerable adults. An up-to-date copy of this Policy can be obtained from the Church Administrator.

All church activities involving children and vulnerable adults must, without exception, comply with the All Saints' Safeguarding Policy. If church buildings are let to outside organisations, then it is a requirement of the Standard Conditions of Hire that the Hirer also complies with this Policy in its entirety. In the case of occasional, ad hoc or one-off bookings (e.g. children's parties, etc.) where parents or legal guardians will be present, a Safeguarding Policy is not appropriate. However, the Hirer is required to ensure that children are protected at all times by taking reasonable steps to prevent the occurrence of any injury, loss, damage or harm.

It is recognised that certain organisations have their own recognised safeguarding policies. These are acceptable to the PCC in place of the All Saints' Safeguarding Policy where their conditions are either equal to or exceed the latter. The PCC will accept an organisation's own Safeguarding Policy and procedures provided they have been approved by the PCC's Safeguarding Co-ordinator. It is the Hirer's responsibility to ensure that their Safeguarding Policy and procedures are approved before the event

### **11. Public Safety Compliance**

The Hirer shall comply with all conditions and regulations made in respect of the Centre by the Local Authority, the Licensing Authority, and the Trustees' Fire Risk Assessment or otherwise, particularly in connection with any event which constitutes regulated entertainment, at which alcohol is sold or provided, or which is attended by children. The Hirer shall also comply with the Trustees' Health & Safety Policy which is available to Hirers on request from the Centre Manager.

The Fire Service shall be called to any outbreak of fire, however slight, and details shall be given to the Centre Manager.

(a) The Hirer acknowledges that they received instruction in the following matters:

- The action to be taken in the event of a fire. This included calling the Fire Service and evacuating the Hall.
- The location and use of fire- fighting equipment.
- Escape routes and the need to keep them clear.
- Method of operation of escape door fastenings.
- Appreciation of the importance of any fire doors and of closing all fire doors at the time of a fire.
- Location of First Aid boxes

(b) In advance of any activity whether regulated entertainment or not the Hirer shall check the following items

- That all fire exits are unlocked and panic bolts in good working order.
- That all escape routes are free of obstruction and can be safely used for instant free public exit.
- That any fire doors are not wedged open.
- That all exit signs are illuminated.
- That there are no obvious fire hazards on the Centre

### **12. Noise**

The Hirer shall ensure that the minimum of noise is made on arrival and departure, particularly late at night and early in the morning. The Hirer shall, if using sound amplification equipment, have due consideration for close neighbours of the Centre.

### **13. Licences for the Sale or Consumption of Alcohol**

The Centre is not licensed for the sale or supply of alcohol. No alcohol is permitted to be sold for consumption in any part of the Centre without express permission of the WCC in writing. With written agreement from the WCC the Hirer will be responsible for submitting the necessary Temporary Event Notice (TEN) to the Licensing

Authority and the Police no later than 10 working days before the event. A copy of the TEN must be on the premises during the event. The Police and Local Authority have rights of entry to the Centre to assess the likely effect of the TEN on crime prevention. Hirers should be aware that the granting of a licence can take over 8 weeks, and the Centre Manager needs to receive a copy of the licence at least 1 week before the event.

Hirers who wish to provide alcohol free of charge shall obtain permission from the Trustees on signing the Hiring Agreement.

NB/ Information relating to Temporary Event Notice (TEN) and applying for one (Cost £21) can be found on the Chelmsford City Council Web Site:

<https://www.chelmsford.gov.uk/business/licensing/alcohol-licensing/temporary-event-notices/>

#### **14. Drunk & Disorderly Behaviour and Supply of Illegal Drugs**

The Hirer shall ensure that in order to avoid disturbing neighbours to the Centre and avoid violent or criminal behaviour, care is taken to avoid excessive consumption of alcohol. No illegal drugs, or so-called “legal highs”, may be brought onto the premises. Drunk and disorderly behaviour shall not be permitted either on the premises or in its immediate vicinity. Any person suspected of being drunk, under the influence of drugs or who is behaving in a violent or disorderly way shall be asked to leave the premises in accordance with the Licensing Act 2003.

#### **15. Health & Hygiene**

The Hirer shall, if preparing, serving or selling food, observe all relevant food health and hygiene legislation and regulations. In particular dairy products, vegetables and meat on the premises must be refrigerated and stored in compliance with the Food Temperature Regulations. The Centre is provided with a freezer, refrigerator and thermometer. It is the Hirer’s responsibility to ensure that the facilities provided are adequate for the purpose of hire.

The Hirer shall ensure that **ALL bulk rubbish** associated with the hire **MUST** be removed from the Centre. This particularly applies to any food waste that would otherwise attract vermin. Recycled items i.e. glass/plastic/cans should also be removed.

#### **16. Electrical Appliance Safety**

The Hirer shall ensure that any electrical appliances brought by them to the Centre and used there shall be safe, in good working order and used in a safe manner in accordance with the Electricity at Work Regulations 1989. All trailing leads and extensions should be covered in a safety trunking or covered with a safety mat. Trailing leads must not be taped to the floor.

#### **17. Stored Equipment**

The Trustees accept no responsibility for any stored equipment or other property brought onto, or left at, the Centre and all liability for loss or damage is hereby excluded.

## **18. Smoking and Vaping**

The Hirer shall, and shall ensure that the Hirer's invitees, comply with the prohibition of smoking and vaping in public places provisions of the Health Act 2006 and regulations made thereunder. Any person who breaches this provision shall be asked to leave the building. The Hirer shall ensure that anyone wishing to smoke does so outside and disposes of cigarette ends, matches etc. so as not to cause a fire.

## **19. Accidents and Dangerous Occurrences**

The Hirer must report all accidents involving injury to the public to the Centre Manager as soon as possible and complete the relevant section in the Centre's accident book. Any failure of equipment belonging to the Centre or brought in by the Hirer must also be reported as soon as possible. Certain types of accident or injury may need to be reported in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR). The Centre Manager will advise.

## **20. Explosives and Flammable Substances**

The Hirer shall ensure that:

- Highly flammable substances are not brought into, or used on any part of the premises
- Smoke generating machines are not brought into or used on any part of the premises
- No internal decorations of a combustible nature (e.g. polystyrene, cotton wool) shall be erected without the consent of the Centre Manager. No decorations are to be put up near light fittings
- For the avoidance of doubt, the Trustees deem Chinese Lanterns to be Flammable Substances.
- No candles are allowed in the hall except those on a birthday cake.

## **21. Heating**

The Hirer shall ensure that no unauthorised heating appliances shall be used on the premises. Portable Liquefied Propane Gas (LPG) heating appliances shall not be used.

## **22. Animals**

The Hirer shall ensure that no animals (including birds) except assistance dogs are brought onto the premises, other than for a special event agreed to by the Centre Manager. No animals whatsoever are to enter the kitchen at any time.

## **23. Sale of Goods**

The Hirer shall, if selling goods on the premises, comply with the current Fair Trading Laws and any code of practice used in connection with such sales. In particular, the Hirer shall ensure that the total prices of all goods and services are prominently displayed, as shall be the organiser's name and address and that any discounts offered are based on Manufacturers' Recommended Retail Prices.

## **24. Payment of Hire Fees**

The Hirer shall pay a deposit of £25 at the time of returning the Hire Agreement, and this is non-refundable from the time the Hire Agreement is received. Until that time,

bookings are only regarded as provisional. The Hirer shall pay the full agreed hire fee plus any security deposit at least 4 weeks prior to the event.

## **25. Cancellation of hiring**

In the exceptional event that the Centre has to cancel your booking, a full refund will be given.

In the event that the Hirer cancels the booking the following conditions apply:

Cancellation up to 8 weeks ahead of the booking	£25 deposit will not be refunded
Cancellation between 6 and 8 weeks	10% of hire fee payable
Cancellation between 4 and 6 weeks	25% of hire fee payable
Cancellation between 2 and 4 weeks	50% of hire fee payable
Cancellation under 2 weeks	100% of hire fee payable

Regular hirers - Hirers must contact the Bookings Secretary in writing and give at least 7 days' notice to cancel a single date booking otherwise they will be charged for their booking in full. Hirers cancelling with less than 7 days' notice or failing to show on the day of their hire will be charged for that date in full.

## **26. End of Hire**

The Hirer shall be responsible for leaving the Centre and surrounding area in a clean and tidy condition, locked and secured unless directed otherwise, with all waste to be taken away by the Hirer. All damage and breakages will be charged to the Hirer. Any contents including furniture and equipment (included that provided in the kitchen) temporarily removed from their usual positions should be properly replaced, otherwise the PCC Trustees shall be at liberty to make an additional charge. All equipment, appliances and other items brought into the Centre shall be removed at the end of the hiring.

## **27. No Alterations**

No alterations or additions may be made to the Centre nor may any fixtures be installed or placards, decorations or other articles be attached in any way to any part of the Centre without the prior **written** approval of the Centre Manager. Hirers may not work at height or use ladders.

## **28. No Rights**

The Hiring Agreement constitutes permission only to use the Centre and confers no tenancy or other right of occupation to the Hirer.

## **29. Keys**

The Christian Centre keys will be available from the Centre Manager immediately prior to your agreed hire date and time. After locking up, the keys must be returned immediately or placed in the post box by the main door.

Please ensure that any outside caterers, contractors and bar staff are aware of the Hire Period and that they will not be able to enter before, or leave after, the Hire Period.



### **30. Car Parking**

The Centre car park area will accommodate a large number of vehicles if they are parked sensibly. The Centre Committee **DO NOT** accept liability for any damage caused to vehicles, cars are parked at the owner's risk. It should be noted, however, that the car park belongs to the Church who will have priority in the event of a clash of events. Please park in a courteous and safe manner. During large events marshals/stewards should be present in the car park to ensure public safety.

### **31. Consideration for Local Residents**

Please ask your guests to leave quietly at the close of your event so as not to disturb local residents.

### **32. Respect for other users**

Please leave the Centre clean and tidy, using the equipment provided. In particular we ask that table tops are wiped clean before being stacked and stored.

### **33. Bins**

- All rubbish is to be placed in a plastic sack and either removed by the Hirer for recycling, or compacted and deposited inside the waste bin at the rear of the building, near the disabled toilet.
- No rubbish should be left outside of the waste container. If the container is full, the Hirer must take the rubbish away with them.
- Glass must not be placed inside the waste container. The Hirer must remove it and place it in a recycling container at another location/recycling centre.

### **34. Furniture and Equipment, Fixtures and Fittings**

- Hirers are asked to leave the chairs stacked in 8's facing the wall. Tables must be cleaned and returned to the storeroom, and stacked correctly.
- If the carpet, flooring, fixtures and fittings are damaged during hire the Centre Manager **MUST BE** informed. If repairs exceed the deposit paid, further payment will be required, from the hirer, to cover the total cost. The hall will be checked after hire.
- All breakages **MUST** be reported to the Centre Manager. A charge will be made for their replacement.
- All faults e.g. light bulbs should be reported to the Centre Manager.

### **35. Kitchen**

- Hirers must ensure that the oven and burners are turned off, and that the cooker is cleaned.
- The kitchen should be checked to ensure that all taps and electrical equipment are switched off.
- Kitchen surfaces should also be wiped clean.

### **36. Doors, Windows and Lights**

- Hirers must ensure that all lights are turned off before leaving.
- Light switches are located in each room.

- All FIRE EXIT DOORS must be kept clear at ALL times.
- Entrance doors must remain closed during a function to retain heat and noise, and designated Fire Doors should be kept closed.
- Hirers must be certain that all windows and doors are securely shut and locked before returning the keys.

### **37. Privacy Policy**

The Centre operates a Privacy Policy, in accordance with the General Data Protection Regulations, (“GDPR”), with regard to personal data it collects for the purposes of managing the Centre, its bookings, finances, running events, its employees and its fund-raising activities. The Centre only collects personal data that is necessary to enable it to undertake its activities. Personal data may be shared with third parties, where this is necessary to enable the Centre to conduct its activities. We retain personal data for only as long as is necessary. You have the right to ask the Centre about the personal data we hold on you and to request that, but not limited to, any errors in your personal data be rectified or erased or not provided to third parties.

**Please telephone 07949 060567 in case of difficulty.**

### **Special Conditions**

**The Centre Manager may, as a condition of hire, specify additional conditions. These (if any) will be notified to the Hirer in writing and agreed before the booking is confirmed.**

**The following clause is a Special Condition of Hire for all regular Hirers: The Hirer shall, when requested to do so by the Centre Manager, and subject to the sub clauses below, make way for other Hirers on an occasional basis**

- The request to accommodate a special booking will be conveyed to the Hirer by the Centre Manager. Such a request shall normally only be made if it is considered by the Centre Manager to be in the wider interest of the community and/or Hall and after due consultation with the Chair or other PCC Trustees
- Notice of not less than 30 days shall be given for any such request
- The Centre Manager shall endeavour to ensure that requests to give up bookings are not made on consecutive booking dates
- The Hirer shall not be required to give up a booking for more than 10% of the bookings (rounded up to the nearest whole number) in any calendar year
- The Centre Manager shall take account of the effect of a Public Holiday on such requests
- Where the Hirer can identify commitments (e.g. booked speakers, published league fixtures, performance dates etc) it is accepted that these will be amongst the dates the Hirer will not be able to meet any “special” request to give up their booking

## **CHECKLIST FOR HIRERS OF WRITTLE CHRISTIAN CENTRE**

In order that the Hall can be kept in good condition for all, would Hirers please do the following at the end of each hire:

1. Please ensure that the Hall floor is left in good condition (ready for the next user). Sweep or mop the floor to remove any crumbs etc. (Cleaning equipment will be found in the cleaning cupboard outside the main hall doors).
2. Make sure tables are clean before being put away, and put away tables and chairs where you found them.
3. Check that all taps in the lavatories and kitchen are turned off, make sure the lavatories are clean, that the refrigerator is empty and clean if you have used it, and any cups, plates etc. that you have used are washed, dried and put away.
4. Use the bin bags provided to dispose of rubbish in the outside bin and of recycling in the appropriate containers. Any rubbish that exceeds the capacity of the outside bin must be removed by the Hirer.
5. When you leave, check that all fire doors are closed.
6. Turn off hot water.
7. Switch off all the lights you have put on.
8. Lock the outer doors.
9. Return the key

Your deposit will be forfeited if the Conditions of Hire have not been met.

Thank you for your cooperation.

We thank you for your co-operation and hope that you enjoy the use of the Christian Centre. If you have, please tell others; if you have not, please [tell us](#).

**Effective 1<sup>st</sup> January 2022**

**(Reviewed and updated January 2022)**

**(For review January 2023)**

**Hire Charges from 1 January 2022**

Resource	Charge per hour (£) from 09.30 to 18.00 Monday to Friday	Charge per hour (£) from 18.00 to 23.30 Monday to Friday	Charge per hour (£) from 9.30 to 23.30 Saturday and Sunday*
Large Hall	14.75	17.25	26.25
Small Hall	10.25	12.75	17.50
Quiet Room	8.75	11.00	11.75

**Please note that the Church often requires use of the Centre on Sundays and has priority that day.**

- Use of the foyer is included in hall hire for the shared use of hirers
- Use of the kitchen is included in hall hire but cannot be shared with other users
- Hirers wishing to use the kitchen should indicate this on the booking form/hire agreement
- Where the kitchen is required 1 to 3 hours ahead of the event, one hour's additional charge for the relevant hall will be made
- The kitchen contains a refrigerator, freezer, gas hob and oven, microwave, dishwasher, crockery & cutlery, wine glasses (on request), hot water urn and has extensive work surfaces
- Weddings and adult parties will be charged a damages deposit of £200, which will be refunded when the hall committee is satisfied with the condition in which the facilities have been left.
- Similarly, exhibitions and conferences will be charged a damages deposit of £100.
- There is no extra charge for other facilities such as heating or lighting.
- Hire of the hall includes tables and chairs
- Flip-chart and pens are available to hirers
- One-off hire fees include use of the Centre's PRS/PPL licences
- Regular hirers may use the Centre's PRS/PPL licences at a flat rate charge of £5 a quarter

**Regular hirers**

For regular block booking hirers, the above rates were reviewed in June 2021 and will increase them by around 5% from 1<sup>st</sup> January 2022. A 10% discount will be applied to all regular hirers' bookings. A sheet showing the discounted charges will be issued to regular hirers.

These fees are subject to regular review and amendment (next review Autumn 2022) and this document will be updated accordingly.

**Hall Capacity**

The Hirer agrees not to exceed the maximum permitted number of people including the organisers/performers:

Large Hall 120

Small Hall 40

Quiet Room 15

**Supply or Sale of Alcohol**

**Licenses for the Sale or Consumption of Alcohol**

Hirers who wish to provide alcohol free of charge shall obtain permission from the Trustees at the point of signing the Hiring Agreement.

The sale of alcohol requires a licence, the obtaining of which is the responsibility of the Hirer. This can take over 8 weeks to obtain and a copy needs to be given to the Centre Manager at least a week ahead of the event.

**Damages**

Whether or not a security deposit has been paid, the ultimate responsibility for any damage to the Centre, fixtures or fittings rests with the Hirer who is also responsible for ensuring that all equipment is turned off at the conclusion of the event, including equipment used by caterers or bar staff, and accepts responsibility for the security of the Centre during, and at the conclusion of the event. The Hirer is also responsible for the removal of waste from the Centre.

## Complaints Procedure

### Introduction

Writtle Christian Centre is committed to providing our beneficiaries and customers with the best service possible. However, we know that there may be times when we do not meet our own high standards. When this does happen, we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again. We take complaints very seriously and see them as an opportunity to help us see where our services or procedures might be improved. They also give us the chance to put things right for the person or organisation that has made the complaint.

### Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone on the Christian Centre Management Committee and working in the Christian Centre knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information helping us to improve what we do

### Where to send your complaint

Any complaint should be put in writing to the Secretary of the Christian Centre Management Committee, at the following address:

Secretary to the Christian Centre Management Committee  
Writtle Christian Centre  
Church Lane  
Writtle  
Chelmsford  
CM1 3EN

They can also be sent to the Secretary by email at [writtlechristiancentre@gmail.com](mailto:writtlechristiancentre@gmail.com) or you can telephone 01245 420060. If you do complain by 'phone, the Secretary will send you a written record of the complaint to ensure it is factually correct.

### Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any data protection requirements.

**Effective from 1 January 2021**

**(Updated June 2021)**

**By returning requested payment the Hirer is accepting all terms and conditions herein.**

**These Terms and Conditions are effective for all bookings made on and after 01/06/2021.**

**Approved by the Writtle Christian Centre Management Committee,  
(Registered Charity Number: 1130967) on 25/05/2021**

**Writtle Christian Centre is a sub-committee of  
The Parochial Church Council of the Ecclesiastical Parish of Writtle  
Charity number 1130967  
Registered Address: Church Lane Writtle CM1 3EN  
Email: [writtlechristiancentre@gmail.com](mailto:writtlechristiancentre@gmail.com)  
Tel: 07949 060567**