

Glendale Gateway Trust Room Hire Terms & Conditions



1. Booking Application

- 1.1 Requested dates and/or times cannot be guaranteed until the booking is confirmed
- 1.2 All applicants must be over the age of 21 years of age and proof of identity/age may be required
- 1.3 All booking forms must be returned within 3 working days from the date the form was sent
- 1.4 All bookings must first be approved by Glendale Gateway Trust (GGT) and an email will be sent the at least one day prior to your event with details of how to access the building. If for any reason you do not receive an email with access instructions one day before your event, you must phone GGT.
- 1.5 If the booking form is not received within 3 days of the request, your booking will automatically be removed
- 1.6 GGT reserves the right to refuse any booking that is considered unsuitable or that it is unable to facilitate
- 1.7 All licences, risk assessments and other forms (see section 8 for more information) where appropriate must be received before the date of the event
- 1.8 All applications must state the specific room of the building required. No other areas of the building will be available other than the W.C. facilities, lift and accessible bathroom.
- 1.9 No application for room hire will be accepted while any accounts for payment by the hirer to GGT remain outstanding

2. Charges & Payments

- 2.1 All bookings will be invoiced on the last day of the month and should be paid within 15 days
- 2.2 Please note that annual price increases take effect on 1 April and the revised rates will apply to your hire
- 2.7 You will be charged for the hours you have put on the booking form at the time of booking. Refunds will not be given should you use less hours
- 2.8 Additional hours and/or equipment will be charged if you go over/use additional equipment above original booking

3. Prohibitions & Responsibilities

- 3.1 GGT or persons authorised by GGT shall have the right to suspend or act at their discretion should they believe a person is acting or dressed in a way to offend another person.
- 3.2 The Hirer shall ensure that no animals, except guide dogs, are brought into the premises, other than for a special event agreed in writing prior to the booking by GGT. **No animals whatsoever are to enter the kitchen and food preparation area.**
- 3.3 **Permission must be obtained from GGT for:**
 - Use of photographic/video equipment
 - Broadcasting from or within any of the Cheviot Centre
 - Erecting external and internal decorations, flags, emblems, and notices
- 3.4 **The hirer or group is not permitted to:**
 - Smoke or use E-cigarettes anywhere within the centre or the grounds
 - Alter, interfere with, or deface the building or use nails, drawings pins, tacks, glue, adhesive tape or adhesive pads. Use of any such item will result in the hirer being liable for all costs incurred to make good any damage
 - The hirer shall be responsible for any damage done to the premises or the fittings or furniture therein during the time of occupation and shall be bound to meet the cost of the same
 - The use of flammable decorations (e.g. streamers) is not permitted
 - Use the centre for any offensive trade; the holding of auction sales or competitions; any similar purpose; illegal or immoral purposes or for any other purpose which GGT reasonably considers to be a nuisance or cause of disturbance or inconvenience to the owners or occupiers of any adjoining or neighbouring property
- 3.5 The hirer is responsible for leaving the venue in a clean and tidy state. All forms of decoration (including balloons, posters, glass bottles, and all packing, etc.) and any items used in conjunction with food and drink must be cleared away before the end of the booking. Failure to do so will result in an extra charge. Set up/clear down charge is £10 if required
- 3.6 The hirer is responsible for the actions of all invited guests, paying customers, and contractors. The hirer will be held liable by GGT for any costs incurred resulting from actions by any third party

Glendale Gateway Trust Room Hire Terms & Conditions



- 3.7 All music is to be kept to a reasonable level to ensure there is no disruption or nuisance to neighbouring buildings or residential premises. At the end of the event, noise should be kept to a minimum as guests leave

4. Layout & Capacity

- 4.1 The hirer must strictly adhere to the capacities of each venue. Failure to comply with the given maximum capacities below may result in the termination of the hire at any time without GGT being liable to the hirer for damages:

Cheviot Hall – 50 seated/125 standing.

Tom Sale Hall – 50 seated/125 standing.

Board Room – 15 seated/30 standing.

5. Health & Safety

- 5.1 The hirer/all third parties must ensure that all appropriate procedures for evacuation have been agreed upon with all relevant parties and that responsible persons are on duty prior to commencing and throughout the hire
- 5.2 The hirer must ensure that they have read, understood and will comply with the Cheviot Centre Safety Sheet as attached (also available on-site upon request)
- 5.3 The hirer is responsible for ensuring that all gangways, doorways, stairways, exits and designated fire exits are always kept unobstructed and that their clients are aware of the escape routes to the available exits
- 5.4 Hirers are responsible for the recording of attendance details for the purpose of evacuation (GGT can supply a register on request)
- 5.5 GGT is not responsible for the provision of first aid
- 5.6 No explosives, highly flammable spirits or liquid gas containers shall be brought into the centre and the use of naked lights in any part of the building is strictly prohibited
- 5.7 In the event of an accident within the premises, the hirer must report the incident immediately to GGT staff and an accident report form must be completed and returned as specified on the form
- 5.8 If any member of the emergency services or a GGT employee gives a direction to the hirer and that direction is ignored or not complied with fully, GGT shall have no liability for any injury and/or damage to persons or property which may result consequently thereof
- 5.9 The hirer is responsible for ensuring that people attending do not stand on tables and chairs

6. Property/Signage

- 6.1 No equipment, properties or other goods are to be delivered to the Centre without prior arrangement and agreement in advance with GGT staff
- 6.2 Hirers may not store any items at the centre either before the booking or after without prior consent
- 6.3 GGT shall not be responsible for loss or damage however caused to equipment, property or any other item
- 6.4 All electronic equipment that is over a year old must be PAT tested. GGT employees have the right to remove any untested/out-of-date items and will not be responsible for any costs or losses incurred by the hirer because of GGT refusal to allow equipment to be used within the centre
- 6.5 The hirer shall not interfere with electrical fixtures and fittings. No extension from existing electrical fittings shall be made without the consent of GGT
- 6.6 No fixings of any kind (bolt, nails, screws, blue tack etc.) shall be attached to any part of the interior or exterior of the building

7. Safeguarding & Child/Vulnerable Adult Protection

- 7.1 The hirer must comply with all relevant safeguarding legislation and ensure they have appropriate active policies for working with children or vulnerable adults
- 7.2 Hirer is responsible for ensuring all staff/volunteers have undergone necessary DBS or equivalent checks

Glendale Gateway Trust Room Hire Terms & Conditions



- 7.3 Hirers must supply a copy of their Safeguarding Policy for events including vulnerable adults and/or children and young persons
- 7.4 Any safeguarding incidents must be reported immediately to GGT's Safeguarding Officer
- 7.5 Failure to comply with the above will result in immediate termination of your booking
- 7.6 GGT requests that all 16 - 21 Birthday Parties are invitation only and that social media is not used to advertise the event. Confirmation of SIA stewarding required on authenticated letter headed paper

8. Legal and Safety Compliance

- 8.1 Risk Assessments and public liability insurance (PLI) documents are required for room hire that include commercial events; public events; physical activity; special equipment; high-risk groups; contractors/performers or events where tickets are being sold. GGT reserve the right to request Public Liability Insurance and Risk Assessment documents for events considered high-risk or not covered under GGT's own public liability insurance
- 8.2 For major/one-off events the hirer must hold public liability insurance with a minimum compensation of £5 million and will be required to send a copy of such cover to GGT. Private hires by individuals e.g. wedding receptions and birthday parties and hires that are community-based and do not involve a large number of participants such as indoor bowling, tea dances, bridge clubs, etc. are exempt from this. However, the hirer is responsible for their own activities and safe working practices
- 8.3 Hirers must confirm that they have read and understood the Cheviot Centre Risk Assessment. This risk assessment is for the use of hirers of the Hall to ensure the safety of hirers, visitors and members of the public who may be affected by your event. Use of the Hall requires that the hirer is aware of any risks and keeps these risks to a minimum to avoid injury to themselves, their guests or passing members of the public. Hirers are requested to check that the Hall is in a safe condition for use at the start of the event and take measures to reduce any risks identified. Hirers are reminded that users are required to leave the Hall in a safe and clean condition after use and that staff supervision is not provided for this.
- 8.4 The hirer/all third parties must ensure that all licences, stewards, and permissions are in place before commencing the hire. The Cheviot Centre is not licensed for the sale of alcohol. Licences required may include:
 - Alcohol Licence
 - Performing Rights Licence
 - Insurance documentation
 - Any other licence that may be required (if unsure please contact Northumberland County Council, Licencing Department for advice)
- 8.6 The hirer agrees to compensate, and will not hold GGT at fault, in respect of all losses; damages; claims; costs demand; and/or expenses, arising from or in connection with:
 - Any damage to the centre or property caused by the hirer, the hirer's employees, guests, and/or any artist or other contractor(s);
 - Any claim that the performance or any merchandise sold by or on behalf of the hirer or the artist at the centre infringes any Intellectual Property Right belonging to a third party;
 - Any death or personal injury caused by the hirer's negligence (including, without limitation, caused by the malfunction of any sound, lighting, or other technical equipment provided by the hirer or any act of omission of the hirer which invalidates the insurance cover).
- 8.7 Failure to obtain the necessary licences and submit proof of such upon request of the GGT employee may result in the cancellation of the hire at the discretion of GGT. The hirer will remain fully liable for all fees payable in respect of the hire even though the hire has been cancelled. GGT will not be responsible for any costs or losses which are incurred by the hirer as a direct or indirect consequence of such cancellation
- 8.8 GGT has a policy on Data Protection and its compliance with the General Data Protection Regulations. A copy of the Data Protection policy is available on our web site and is on display at the Cheviot Centre.

Glendale Gateway Trust Room Hire Terms & Conditions



9. Performing Rights

- 9.2 The hirer is responsible for their own production and performance and any claims made under the Copyright, Designs, and Patents Act 1988 and any amendments to this act. GGT holds no responsibility in respect of this
- 9.3 The hirer will be responsible for getting all other necessary licences, permission and approvals in respect of any music, film, images or other copyright material used in connection with the performance and/or hire. The hirer will apply for all such licences as may be required, they will be responsible for all costs or fees and will be the named licence holder
- 9.4 The hirer will compensate GGT against any loss which GGT receives arising out of any claim at the instance of a third party (including but not limited to PRS or the owner of any Intellectual Property Rights) which arises from the hirer's failure to comply with this Condition

10. Cancellation Policy

- 10.1 If a booking is cancelled less than 24 hours from the hire date it will result in a 100% charge being made.
- 10.2 Any hire cancelled by GGT due to a failure of the hirer to comply with these conditions shall render the hirer liable to pay for the full cost of the hire and any associated costs of the cancellation. Should a booked room be required for any special event, annual event or departmental activity then the hirer will be advised, where possible, and offered an alternative suitable room.
- 10.3 GGT reserves the right to cancel this hiring by written notice to the Hirer in the event of:
 - The premises being required for use as a Polling Station for a Parliamentary or Local Government election or by-election.
 - Should the room be required by GGT for any special event, annual event or departmental activity then the hirer will be advised, where possible, and offered an alternative room, where one is available.
 - GGT reasonably considering the function will lead to a breach of licensing conditions (if applicable), or other legal or statutory requirements or unlawful or unsuitable activities will take place at the premises as a result of this hiring.
 - The premises becoming unfit for the use intended by the Hirer (e.g. power cut, etc).
 - An emergency requiring use of the premises as a shelter for the victims of flooding, snowstorm, fire, explosion or those at risk of these or similar disasters.

In such case, the Hirer shall be entitled to a full refund of any deposit/charge already paid, but GGT shall not be liable to the Hirer for any other fees or costs.

11. Complaints Policy

- 11. If you think we have failed to provide a satisfactory standard of service, please let us know. Your complaint may be about the quality of the facilities, safety of the users, the handling of a particular situation or issue, the handling of personal data, or any other matter. GGT has a Complaints Procedure, and a copy can be found on our web site <https://glendalegatewaytrust.org/> or by email request to enquiries@wooler.org.uk

If you have any enquiries or need further information, please contact:

Hallmaster Bookings
The Cheviot Centre
Glendale Gateway Trust
12 Padgepool Place
Wooler
NE71 6BL
Tel: 01668 282406
Email: enquiries@wooler.org.uk



Cheviot Centre Safety Sheet

1 . In the event of an emergency, please call 999

2 . Responsibilities in the Event of an Emergency Situation

When a GGT staff member is on site they will act as the Emergency Controller. When there are no GGT staff members on site, the "Responsible Person" (as per the booking form) of each user group/hirer will be responsible for their group.

In the event of a fire/fire alarm being activated, the GGT staff member or, in their absence, the Responsible Person within a user group must telephone 999.

When on site, the Emergency Controller will be responsible for co-ordinating the evacuation and ensuring that everyone is accounted for. The Emergency Controller will liaise with the Fire and Rescue Service upon their arrival and will confirm:

- ☐ that an evacuation has been carried out
- ☐ that everyone is accounted for
- ☐ the location of any disabled persons awaiting assistance in the place of refuge
- ☐ the position of any known hazardous materials.

Additional Fire Marshalls must be provided by the hirer of the building if there is a need to isolate any of the fire detectors for the purpose of the hire. E.g. Cookery displays. The Fire Marshalls are to remain in the area where the detectors have been isolated and manually raise the alarm in the event of a fire.

All GGT employees requiring assistance in the event of a fire must complete a Personal Emergency Evacuation Plan (PEEP) which details the assistance required in an emergency. Any visitors to the building will be covered by the generic PEEP (available on the GGT website). Responsible Person must be aware of the needs of any person with limited mobility in the event of a fire.

All user groups/hirers are required to carry out a Personal Emergency Evacuation Plan (PEEP) for any individual who requires assistance in the event of an evacuation and ensure that those with responsibility for assisting individuals are provided with appropriate information, instruction and training.

3. Evacuation Resources

Staff/User Groups

GGT – A member of staff may not always be present on site.

Users Groups - Each group will have a Responsible Person, responsible for the group whilst using the Cheviot Centre.

Evacuation Aids

On the activation of the fire alarm, an immediate evacuation of the building will be carried out by people using their nearest available fire exit. They will then proceed to the designated assembly point. An immediate evacuation must be undertaken even if it is suspected that it may be a false alarm.

Fire Evacuation Instructions

It is the responsibility of group leaders/instructors to acquaint themselves

with: -

- ☐ the position of and the information held on fire action notices in the room(s) they are using,
- ☐ the sound of the fire alarm
- ☐ Locations of fire exits, fire alarm call points and escape routes in the general area and
- ☐ location of the assembly point, notice board in centre.

Group leaders/instructors are responsible for: -

- ☐ ensuring there is an up-to-date register of persons in their group, or other means for safe evacuation of all personnel, e.g. for large groups, such as audiences, stewards carrying out sweeps of their area of the building without putting themselves at unnecessary risk,
- ☐ ensuring members of their group are aware of fire evacuation procedures,
- ☐ the evacuation and taking roll call of their group, or other means of ensuring all personnel are evacuated, and
- ☐ communication with incident coordinator (caretaker/emergency services).

Members of the group are responsible for

- ☐ informing the group leader/instructor of any assistance they may need in evacuating the building in an emergency

Actions in the event of fire

On discovering a fire

1. Sound the alarm by activating the nearest "Manual Call Point".
2. Call the Fire & Rescue Service by dialling 999.



On hearing the fire alarm

1. Group leader/instructor to supervise the evacuation of the group via the nearest available safe exit(s).
2. Do not stop to collect belongings.
2. Proceed to the assembly point.
3. Do not use the lift.
4. Switch off all electrical appliances, where possible.
5. Close all doors and windows behind you, where possible.
6. Only attempt to tackle the fire if it is safe and you have been trained to do so.
7. Do not take unnecessary risks.
8. At the assembly point have suitable arrangements for ascertaining whether the building has been successfully evacuated e.g. for a small group a roll call, for larger groups stewards confirming their areas of the building are clear and try to account for any persons not present.
9. Communicate with the incident coordinator whether all person(s) are out of the building or that person(s) are missing and their expected location.
10. Liaise with co-ordinator to ensure all relevant information is passed to the Fire & Rescue Service.
11. Do not return to the building until authorised to do so by the incident coordinator