

Proc 4 Bookings Policy

Thank you for choosing Brighthelm for your event, this procedure details our booking terms and conditions. For further information please contact the booking officer.

Statement of Intent

1. The Church (Auditorium and Gardens – built 1825) and Community Centre (North Road Frontage, Roof Terrace and Office and Meeting space – built 1987) are the property of the United Reformed Church (URC) and are managed by Brighthelm Church and Community Centre Trust (Brighthelm).
2. Brighthelm Ltd of Brighthelm Centre, North Road, BN11YD, known as 'Brighthelm Centre'

Bookings and Lettings Policy

3. Brighthelm welcomes the wider community to play a part in life at Brighthelm Church and Community Centre, to visit, to attend events and to use and hire its facilities, be they office spaces (lettings) or meeting rooms (bookings), or to undertake quiet enjoyment of the garden, respecting other users.

Discounts

4. During 2024, Brighthelm will offer reductions to rates in the following three areas:
 - Trinitarian Church Groups. 30% off the cost of renting rooms at Brighthelm. Not including refreshments or equipment.
 - Support Groups: 50% off. Groups are characterised by individuals or small community groups that have come together for mutual support and fellowship, especially where the group is drawn from the most disadvantaged parts of society or where there is demonstrable prejudice or discrimination towards this group. Typical meetings would include twelve step recovery fellowships.
 - Registered Charities, NHS, long term bookings. 15% off. Not including refreshments or equipment.
 - Discretionary discounts are applied at the decision of the General Manager and Bookings Officer.
 - Tenants of Brighthelm receive 50% discount on room bookings

Letting of Office Space at Brighthelm

5. Brighthelm will let office space at Brighthelm Centre to charities, churches, community groups and any other person or persons who are operating activities in line with the *Mission* of Brighthelm.
6. Brighthelm will let office space for permanent usage under lease for periods of one year. All lettings will be handled by the General Manager.
7. All charges, leases and licence agreements will be negotiated and agreed between the interested parties.

- Rent will be paid in advance and a deposit will be required.

Guidelines for Organisations Booking at Brighthelm

- Brighthelm requests all Hirers do not seek to organise or condone activities at Brighthelm that are contrary to our mission. Hirers should refrain from using or condoning language that is blasphemous, vulgar, racist, sexist or in any way derogatory or degrading to any person or group of persons.
- In regards to the use of Brighthelm's premises by other faiths and religions, Brighthelm extends the hand of friendship to others and wishes to increase dialogue and mutual understanding between different faiths and creeds. Brighthelm will therefore allow the use of its space for interfaith meetings, to promote understanding and dialogue between faith groups, but reserves the right to refuse the use of its space for worship by other faiths except on an exceptional basis and by application to trustees.
- To these ends groups will occasionally be asked to submit a statement of faith, for consideration by management or trustees, or a short statement clarifying their values, or their reasons for holding public or private meetings at Brighthelm.
- Brighthelm appreciates that, on occasion, views will be expressed in meetings held at Brighthelm, that are not necessarily the views of the church, staff or trustees. If anyone raises concerns as to the content of events at Brighthelm they are encouraged to raise this with the general manager.
- All groups and organisations wishing to meet at Brighthelm must provide a name with a telephone number and e-mail address. Brighthelm will not make any bookings or lettings to anonymous groups.
- Brighthelm realises that there will be occasions where any policy is not able to satisfactorily cover all possible requests for booking or lettings. Where there is concern or ambiguity as to whether a request for space is not in line with this policy, the potential Hirer will be referred to the general manager who may choose to speak with the Hirer, form an opinion and make a decision. The decision will be final and irreversible.

Booking of Rooms and Use of the Garden at the Brighthelm Centre

- The core *opening hours* of the Brighthelm Centre are:
 - Monday to Friday: 8.00 AM to 8 PM
 - Saturday and Sundays are 8.30 AM to 6 PM
- On occasion, Brighthelm will allow bookings in periods that are "out of hours" and will work with interested parties to ensure adequate staffing or other appropriate arrangements are in place to facilitate the booking. As appropriate, a charge for staffing may need to be levied. This will also be the case for events that require unusually large numbers of staff or technical support. Charging will be at the discretion of the Bookings Officer.
- All other charges will be detailed on the price list, for example refreshments and equipment. This will be discussed with the Hirer in advance.
- All Hirers booking at Brighthelm are required to have adequate public liability insurance in place to cover their meeting or event. On occasion, Brighthelm may request to see the relevant documentation.

19. The Hirer is liable for any physical damages, legal actions and/or loss of reputation that Brighthelm may incur as a consequence of the actions of the Hirer or any of the Hirers guests whilst the hirer is in the control of the venue and shall indemnify and hold harmless Brighthelm against any and all legal actions which may arise from the Hirer's use of the venue.
20. All Hirers must be conversant in the necessary health & safety provision for their meeting. It is the responsibility of the Hirer to complete their own risk assessment relating to their event in the building. Brighthelm can provide Brighthelm Health & Safety policies, evacuation procedures and a template for a Personal Escape and Evacuation Plan for any disabled attendee that may need one.
21. Bookings are not accepted for the following calendar year until October onwards as we review our hire charges. As a result of this, all repeat bookings need to be confirmed for the following year onwards or hirers risk losing their booking slot the following year.

Provision of Internal and External Catering at the Brighthelm Centre

22. Brighthelm does not currently provide catering. All external catering must be in line with Food Hygiene requirements and certification. It is the Hirers responsibility to ensure the catering is in line with these requirements and Brighthelm accepts no responsibility regarding Food Safety.
23. Brighthelm reserves the right to add a discretionary £15 charge to any event that causes undue damage or mess as a result of external catering. Examples include spilt drinks on carpets.
24. Brighthelm has wine glasses and plates for hire to events and requests should be made to the Bookings Officer.
25. Brighthelm provides a hot water tap in the Auditorium and 1st floor kitchen for free use by groups. Urns are provided for use also. Brighthelm permits the use of these as long as the groups adhere to our Storage policy regarding bringing in tea and coffee.

Sale of Alcohol at the Brighthelm Centre

26. Whilst holding a Premises Licence, Brighthelm does not hold a licence for the supply and sale of alcohol.
27. In order to comply with current legislation, all alcohol consumed on the premises will be controlled or permitted by Brighthelm. No alcohol will be consumed without the permission of Brighthelm. Alcohol will not be consumed in the garden.
28. Customers can consume alcohol on the premises that they have brought in themselves with the permission of Brighthelm. This alcohol will be for personal consumption (such as at a dinner) or for group consumption (such as at a function) only. This alcohol must be drunk by the person or group that brings it on to the premises. There can be no charge applied or any other system of exchange put in place for example where tokens are bought to be exchanged for alcohol at a later time. The event organiser must explain to Brighthelm what they wish to do, for example if an event organiser is providing a glass of wine, then the cost to this must be included in a pre-bought ticket or charge applied for the event or provided for free. Brighthelm will seek to approve applications but retains the right of refusal. Brighthelm reserves the right to insist on staffing the event or regularly monitoring the consumption of alcohol.

29. Hirers can apply for temporary events notice to run an event with alcohol at Brighthelm with the permission of the general manager. The Hirer retains all legal responsibility to ensure a safe delivery of the sale of alcohol.
30. Brighthelm retains the right to curtail any event where the management and/or staff of Brighthelm suspect that licensing laws are being contravened.

Bookings Process - Notes to the Customer

31. Provisional bookings will be held as informal temporary agreements between Brighthelm and the Hirer. A booking becomes confirmed when the Hirer and bookings officer confirm the details, usually via email. Confirmation of booking via email forms a contract between Brighthelm and the Hirer. It is acceptable for other details to be organised later.
32. Bookings may be extended with consent via email or phone by both parties. This also applies to changes or day or room.

Cancellation/ Postponement

33. Brighthelm's cancellation policy is as follows:
 - for bookings over £1,000 there is a 20% cancellation fee for events cancelled up to 24^{hrs} before event.
34. Brighthelm may change or cancel the booking due to changes due to your booking contravening this policy, violation of our Zero Tolerance policy, outstanding debts, unforeseen circumstances such as building ground work and security or health and safety reasons.
35. Brighthelm reserves the right to stop and close any event without notice or compensation should it breach any UK Law.

Charges levied by Brighthelm

Deposits

36. Brighthelm will charge a deposit on any event over £1,000. Events over £1,000 will incur a 40% deposit up front. Brighthelm will retain any deposit if the Hirer has not paid any outstanding invoices within 30 days of their invoice.

Payments

37. Terms are currently 30 days. Invoices are issued after the event. The method of payment preferred is BACS transfer. Details are provided on the invoice. In certain situations Brighthelm can accept cash and card payments, with receipts issued.

Room Charges

38. Brighthelm will publish a brochure detailing all the room charges. Charges are reviewed yearly in October for an increase from 1st January of the following year.

Equipment

39. Brighthelm will publish a brochure detailing all the equipment charges. Equipment will always be charged at full price to ensure funds are available for its replacement or repair.
40. It is the responsibility of the Hirer to ensure all equipment used is returned in good and full working condition. Any items the Hirer fails to return will be purchased as new and invoiced to the Hirer.

Storage

41. Brighthelm allows some regular groups to keep their items for weekly use. However we reserve the right to refuse storage. Brighthelm takes no responsibility for the safekeeping of any of the Hirers or their participants belongings, equipment or storage. See our storage policy for more information.

Overstaying

42. Access to room prior to the booked start time, or overstaying at the end is not permitted. A chargeable extension to the booking must be agreed with the booking officer. We reserve the right to add a charge for early entry or late exit.

Child Safety, Vulnerable Adults and Equal Opportunities

43. It is Brighthelm's policy to require all building users who work with children or vulnerable adults to have a Child Protection Policy and Safeguarding Procedures in place, (relevant to these two different groups of people) as appropriate.
44. The General Manager may require Hirers to provide a copy of this policy, copies of any insurance documents and copies of DBS declarations for all paid staff and key volunteers who may come into contact with children and vulnerable adults. Relevant policies and documentation must be produced on request.
45. Brighthelm will be in no way liable for any challenges brought under the provisions of the Act where the Hirer of the facilities has been negligent in their duties towards any person or persons affected.

Fire Safety

46. The Hirer is responsible for the safe conduct of those attending an event during the booking.
47. Brighthelm maintains its own Fire Safety Risk Assessment, but alerts the Hirer to the possible need to conduct their own Fire Safety Risk Assessment for their specific activity.
48. The Hirer is required to co-operate with the management of the centre to ensure that all precautions are maintained.
49. Brighthelm produces instruction on what to do in case of a fire alarm. Every room has the emergency exits clearly displayed by the door to instruct hirers of the evacuation route from that room.
50. Hirers are encouraged to keep a register of attendees in case of a fire alarm. It is the responsibility of the Hirer to prepare a personal evacuation plan for attendees who cannot leave the premises independently in case of evacuation. Brighthelm will need to be consulted two weeks in advance of the event to ensure the relevant safety pre-cautions are in place.

51. The Hirer must keep all entrances and exits clear at all times and conform to the maximum number of people allowed in the rooms booked or let. The Hirer will not interfere with or cover up Brighthelm's fire safety equipment, warning bells, break glasses or exit. The hirer may not prop open fire doors which are designed to be closed.
52. The use of candles or naked flames is prohibited except by permission of the general manager and will be restricted to special circumstances.

Smoking

53. Smoking is prohibited inside Brighthelm in line with the law.
54. Smoking is allowed in the garden and users are required to use the receptacles provided for their smoking waste.

General Housekeeping and Health and Safety

55. Hirers and other building users must comply with health and safety legislation and hold insurance indemnifying Brighthelm from any liability from the actions of those who hire space at Brighthelm.
56. Hirers may request to bring their own equipment on to the premises. This equipment will meet all relevant safety standards and will be made available for inspection by Brighthelm on request. Brighthelm does not allow electrical equipment on site that cannot be shown to be electrically safe.
57. Hirers must ensure that health & safety hazards are not introduced to Brighthelm by negligence, insufficient training or the Hirer's personnel or by errors of omission. For clarity, examples would include introducing trip hazards, boiling water in dangerous containers brought on to the premises without permission, the lighting of incense or candles or the use of electrical equipment that has not been checked for electrical safety.

Terms and Conditions

58. This policy constitutes Brighthelm's Terms and Conditions, made available to our customers on our website and at time of booking.
59. You agree and comply with our rules and conditions for room/garden hire. Brighthelm reserves the right to amend conditions at any time and without notice.

Ends