



## HIRER AND EXTERNAL USER POLICY

### Purpose

This policy outlines the responsibilities, expectations, and conditions of use for all individuals, groups, and organisations hiring or using facilities at Holt Community Centre (“the Centre”). It ensures the Centre remains a safe, inclusive, and well-maintained space for the whole community.

---

### Scope

- Private hirers (e.g., parties, family events)
  - Community groups and clubs
  - Businesses and commercial operators
  - External organisations and service providers
  - Casual and regular users of the Centre
- 

### 3. Booking and Payment

- All bookings must be made through the Centre’s approved booking system or authorised representative.
  - Bookings are confirmed only upon receipt of required documentation and payment
  - Hire fees and cancellation terms are set by Centre management and may be reviewed periodically.
  - Hirers must use the Centre only during the approved booking time, including setup and pack-down.
-



---

## Responsibilities of Hirers

The hirer is responsible for:

- Ensuring all attendees comply with this policy.
- Supervising children at all times.
- Leaving the premises clean and in the condition it was found.
- Removing all rubbish unless otherwise agreed.
- Securing the building (doors locked, lights off, appliances off) if responsible for closing.
- Reporting any damage, hazards, or incidents immediately.

The hirer accepts responsibility for any loss, damage, or injury arising from their use of the premises.

---

## Safety and Compliance

- Hirers must comply with all applicable laws and regulations, including workplace health and safety requirements.
- Emergency exits must remain clear and accessible at all times.
- Fire safety equipment must not be tampered with.
- Maximum occupancy limits must not be exceeded.
- The use of candles, smoke machines, open flames, or hazardous materials is prohibited unless prior written approval is granted.



---

### **Insurance and Liability**

- Commercial hirers and incorporated groups must provide evidence of current Public Liability Insurance (minimum coverage amount as determined by management).
- The Centre is not responsible for loss or damage to personal property brought onto the premises.
- Hirers indemnify Holt Community Centre against claims arising from their use of the facility, except where caused by the Centre's negligence.

---

### **Behaviour and Community Standards**

Holt Community Centre is committed to providing a safe and inclusive environment.

The following will not be tolerated:

- Discrimination, harassment, or abusive behaviour
- Illegal activities
- Excessive noise beyond approved limits
- Damage or misuse of Centre property

Management reserves the right to terminate a booking immediately if behaviour breaches this policy.

---

### **Alcohol and Catering**

- Alcohol may only be consumed with prior approval and in accordance with licensing requirements.
- Hirers are responsible for obtaining any required permits or licences if outside the scope of the Centre's licence at that point in time.
- Food preparation must comply with food safety regulations.



---

### **Cleaning and Bond**

- The Centre must be returned to a clean and tidy condition.
- Additional charges may apply for excessive cleaning or damage.

---

### **Cancellations**

- Cancellations must be submitted in writing.
- Refunds (if applicable) will be processed according to the Centre's cancellation schedule.
- The Centre reserves the right to cancel bookings due to emergencies, safety concerns, or unforeseen circumstances. Where possible, alternative arrangements will be offered.

---

### **Access and Security**

- Access instructions (including keys or codes) will be provided prior to the booking.
- Keys must not be duplicated or shared without permission.
- Lost keys may incur a replacement or rekeying fee.

---

### **Compliance and Breach**

Failure to comply with this policy may result in:

- Loss of bond
- Refusal of future bookings



- Immediate termination of hire agreement
  - Additional recovery of costs where necessary
- 

### **Review**

This policy will be:

- Reviewed annually
  - Updated following changes in legislation, guidance, or Centre operations
- 

### **Approval**

This Data Protection & GDPR Policy is approved by the Management Committee of The Holt Community Centre.

**Date approved:** \_\_\_\_\_

**Review date:** \_\_\_\_\_

Signed (Chair / Authorised Person): \_\_\_\_\_