



# Chain Lane Community Hub

## **Terms and Conditions including General Information**

t: 01423 861066  
e: [info@chainlane.org](mailto:info@chainlane.org)  
[www.chainlane.org](http://www.chainlane.org)  
reg charity no: 115 0969

## Introduction

Thank you for your booking and supporting the Chain Lane Community Hub. We hope that you have a great time.

This handbook is for you to keep and outlines important information regarding the safe use of The Hub and will assist us in making sure The Hub remains a great place for all to use.

Please make sure that you keep a copy of this document, and ensure that you sign and return page 9 to us for our records.

Furthermore, you will also need to attend, prior to your booking or on an annual basis a fire and evacuation procedure.

We hope it is helpful but please get in touch if you have any queries, comments or suggestions.

We can be contacted between 9.00am—5.00pm Monday to Friday on:

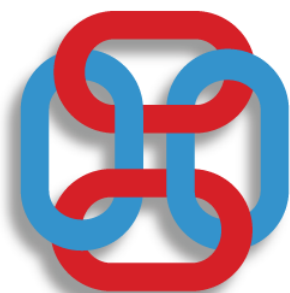
**t:** 01423 861066

**i:** [info@chainlane.org](mailto:info@chainlane.org)

**w:** [www.chainlane.org](http://www.chainlane.org)

Contact for evenings and weekends: the contact number is on the door panel at the main entrance to The Hub:

Thanks again for your support. The Hub wouldn't be the same without you.



Chain Lane  
Community  
Hub

## Hiring the Hub

We would like the Hub to be used by the community as often as possible and we thank you for considering using one of the rooms for your group/event.

### Making a Booking

We ask all potential hirers to fill out a Hub booking form for all events. A copy of our booking form is included in this pack. This allows us to ensure that The Hub is prepared for your use. If you are running an established group we will make contact with you every few months to ask you to confirm future bookings.

#### Hub Use

You must ensure that the premises are used only for the purposes stated on your booking form and ensure that The Hub's policy regarding security is adhered to at all times.

Proper and reasonable steps must be taken to ensure that only those invited to attend actually gain access to the Hub and its facilities, and that there is no intrusion or hindrance to any other Hub user or function taking place anywhere else in the Chain Lane Community Hub.

You must ensure that reasonable steps are taken to limit the noise when arriving and departing from the centre so that you do not disturb or inconvenience our neighbours.

**NOTE: Please allow a period of time on your hire for setting up and cleaning up for the completion of the activity. (approximately 30/60 minutes). Please show consideration for other users of the Hub by vacating your room promptly at the end of your hire period.**

**\*\*If you overrun your booking time—you could be charged extra—also this may have an impact on another booking following yours.**

#### Damages

You (the hirer) will be held personally responsible for any damage caused to the facilities or apparatus hired, and the costs for any such repairs will be charged in full to the hirer in question.

#### Attendance

The hirer **MUST** be present throughout the period of hire and be responsible for ensuring that all group members leave the centre following the event. **NOTE: If the hirer is not present then the hirer must ensure that we are informed and that a named representative reads and understands the terms and conditions herein.**

#### Door Code

Should you (the Hirer) be given a door code to enable access to the Hub the following shall apply:

- You are responsible for the code and must not disclose this to any other person.
- If a staff emergency call out is necessary on an evening or weekend because you have forgotten the code a call out change of £50 will be charged.

The Person named on the Room Hire Booking Form is responsible for ensuring that all of these conditions are met.



Hirers will be invoiced at the end of the month in which they hire The Hub. Please note that payment terms are **14 days** and we request that accounts are settled within these timescales.

Should a hirer fail to settle their account within a reasonable period of time, Chain Lane Community Hub reserve the right to suspend room usage until such times as the outstanding debt has been cleared.

Payment can be made by:-

- Bank Transfer (Sort 40 26 20 Account 21288962) to the account number shown on the invoice - please assist us by quoting your invoice number and Group/event name on the payment;
- by cheque made payable to **Chain Lane Community Hub**;
- by cash in person at the Reception Office and request a receipt of payment.
- One off bookings are to be paid in full before the event takes place

Should you have a query regarding your invoice or account, or wish to discuss payment, please do not hesitate to contact us.

## Chain Lane...

**Will not** : be held responsible for any loss or damage to any personal property left on the premises or car park by the hirer or any person connected with the activity.

**Will not**: be held responsible for people when leaving the building and entering a potentially busy Car park.

**Will not** : be held responsible for any damage to neighbouring properties as a result of a group's activities; in which case the hirer will be required to rectify any damage caused.

**Will** : provide brushes and/or bin liners to aid in the clearing up process after your hire.

**Will** : charge the full room hire fee for any booking which is cancelled within **48 hours** of the event.

**Will** : **charge 50%** of the hire fee for any booking which is cancelled within **14 days** of the event.

**Reserves the right** : not to allow use of parts of the building other than those rooms hired during the period of hire

**Reserves the right** to terminate **ANY** booking and refund the deposit or hire fee if:

the activity is found to be in direct conflict with Chain Lane Community Hub's Equal Opportunities policy; it's Code of Conduct, or the Terms and Conditions set out in this document, or any other reason the Hub Manager feels is justified.

**Reserves the right** : to charge the Hirer for any additional time if they fail to vacate the room at the end of their hire period. **And** also reserves the right to terminate any booking in such cases.

**NOTE** : The hirer will not be charged for cancellations made outside the 14 day boundary and any deposit paid before this time will be refunded to the hirer in full.

Within this Handbook is an Event Register. We would advise you or your group members to complete this on arrival. This will assist in a monitored evacuation in case of fire, to ensure that all participants have left the premises.

## **PLEASE FAMILIARISE YOURSELF WITH THE PROCEDURES BELOW.**

Ensure all fire exits and passages are kept clear at all times

Read the evacuation procedures , a copy is located in the room and inform all group members.

In the case of a fire please sound the nearest fire alarm button and vacate the centre.

The hirer should contact the Emergency Services.

If the alarm sounds, the hirer should instruct all participants to leave the building using the nearest available Fire Exit which are clearly marked throughout the building. The hirer should be the last to leave their room, ensuring that their group members have already evacuated the building.

## **DO NOT STOP TO COLLECT ANY BELONGINGS**

**Dial 999** for the Emergency Services and report the fire immediately.

The address is: CHAIN LANE COMMUNITY HUB, CHAIN LANE, KNARESBOROUGH, HG5 OAS

## **FIRE ASSEMBLY POINT**

All persons should assemble on the **grassed** area next to the notice board at the allocated **FIRE ASSEMBLY POINT**. **DO NOT** obstruct access for emergency vehicles.

Hirers are responsible for making sure that all participants in their care have left the building. If this is not possible then you must inform the Fire Brigade of their last known location as soon as they arrive at the scene.

## **DO NOT RE-ENTER THE BUILDING UNTIL ADVISED BY THE FIRE SERVICES**

The Safety and Welfare of all Hub users is of paramount importance to us. We can all work together to make sure that the Hub remains as safe as possible by following some simple guidelines:

### Smoking

Please note that Chain Lane Community Hub operates a **NO SMOKING** policy. Smoking is only allowed in designated areas **OUTSIDE** the building. Please ensure that used cigarettes are disposed of safely in the smoking bin provided.

### Safe Use

As a hirer we ask that you provide supervision for your event at all times, ensuring that your guests behave in a safe and responsible way and that all activities undertaken are done responsibly, using appropriate safety equipment, etc.

We make every effort to ensure that you take possession of the room in a 'neutral' layout. Furniture is available for you to use. We ask that you return the space - including furniture stacking, heating, etc.; to this layout on completion of your event. Please follow the guidelines in the Closedown Checklist included in handbook. If you discover any damage, faults or other issues, then please let us know by completing the Fault/Damage Log included in this Handbook and passing it onto reception staff or posting through the letterbox.

Whilst Chain Lane Community Hub will provide and maintain safe premises and equipment, please report any potential hazards inherent in the premises or equipment, to The Hub Manager, the Receptionist or email: [info@chainlane.org](mailto:info@chainlane.org)

You must ensure that any electrical equipment you bring for use within the Centre has been PAT Tested within the last 12 months, or bring to The Hub Manager for testing. You will be charged £1 per item.

### First Aid and Accident Reporting

Although the law does not require any group to have a First Aider on site, it would be advisable if you as the hirer, could make arrangements for basic first aid provision. You will be responsible for administering first aid as necessary and recording any accidents in the accident record book. These are located with the First Aid boxes. In addition we would advise that you have access to a mobile phone when on site, should you need to call the emergency services.

#### **First Aid boxes are located:**

- **In the Kitchen next to The Derwent**
- **In the cupboard in The Nidd**
- **in the Hub Reception Office**

**All accidents/ incidents should be reported to the Hub staff promptly** so that we can ensure the Accident Book is completed correctly and to review the circumstances. We define a serious incident as a major fall, significant cut, sprain or break, or any incident involving the Emergency Services.

## Close Down Checklist for Users of the Community Hub

We ask that you leave the room and the Hub how you would like  
to find it.

**PLEASE FIND EMERGENCY CONTACT DETAILS ON SIDE OF FRONT ENTRANCE DOOR**

Return and stack all furniture and leave the room in a 'neutral' layout.

Clean up your rubbish using the bins or bags provided, sweep up and leave the floor clean.

Wash and dry all crockery and utensils used in the kitchen and store them back in the cupboards.  
**Do not leave items on the draining board or worktops.** Electric appliances should be unplugged and stored safely.

Check all taps are turned off in The Nidd, in the kitchen next to The Derwent and in the toilets and that there are no leaks.

Check that there are no obstructions in front of fire doors.

Check all fire access routes are clear.

Check that the fire doors are shut properly.

Check within your room to ensure windows are locked, switch the lights off and close the door behind you. If you are the last hirer out, you will also need to check the toilets and ensure taps and lights are turned off.

## Community Hub – Fault/Damage Log

Please notify Chain Lane Community Hub of any damage or fault, which is found or occurs during your use of the Hub. Once completed please either hand this to a member of staff if available or post through our letter-box located to the right of the main entrance door.

Date and time	Description	Location
<b>Name</b>		



### Event Register

We advise hirers to complete a signing in register for their meeting or event. You should use this register to account for attendees in the event of an emergency evacuation of the building.

**Group: Leader:**

**Attendees:**

### Please Remember:

The Hub's fire alarm is a siren and can be triggered from the various fire points around the building.

If you discover a fire please activate the alarm, exit the building using the fire exits and notify the Emergency Services (out of hours) or The Hub Reception (during office hours)

All persons should assemble on the **grassed** area next to the notice board at the allocated **FIRE ASSEMBLY POINT**. **DO NOT** obstruct access for emergency vehicles.



## And Finally....

### General Data Protection Regulation

Chain Lane Community Hub will process your personal data for the purpose of hiring the premises and for financial reasons only.

Chain Lane Community Hub's Privacy Notice is available on request.

By signing this back sheet of the Terms and Conditions alongside the Booking Form you are agreeing to our charges and Terms and Conditions.

Please return this form to: Chain Lane Community Hub,  
Chain Lane,  
Knaresborough,  
HG5 0AS

**Please Note** - We reserve the right to amend hire prices for rooms and equipment on an annual basis in January of every year

**We also require you to complete a Risk Assessment** of the room you hire to make sure the room fits your activity and the customer base that are attending your session.

Have you supplied /completed the following:-

- Public Liability Insurance
- PAT tested equipment
- Room Hire Risk Assessment

Thank you for your enquiry and please get in touch with us if you need any further assistance.

t: 01423 861066

e: [info@chainlane.org](mailto:info@chainlane.org)

w: [www.chainlane.org](http://www.chainlane.org)

Signed:.....

Dated:.....

t: 01423 861066  
e: [info@chainlane.org](mailto:info@chainlane.org)  
[www.chainlane.org](http://www.chainlane.org)

reg charity no: 115 0969