



Chain Lane Community Hub

Terms and Conditions including General Information

t: 01423 861066
e: info@chainlane.org
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, as it 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 that you sign and return page 10 to us for our records.

Please arrange to attend prior to your booking, or for regular hirers on an annual basis, to ensure you have full understanding of our fire and evacuation procedures.

We can be contacted between 9.30am—12.00pm Monday to Friday on:

t: 01423 861066

i: info@chainlane.org

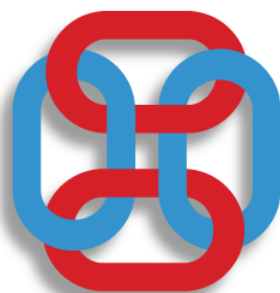
w: www.chainlane.org

To become part of our online community, please Follow us and Like us on Facebook [@chainlanecommunityhub](https://www.facebook.com/chainlanecommunityhub) and on Twitter [@ChainLaneHub](https://twitter.com/ChainLaneHub)

In the event of an emergency with the building, when CLCH staff are not on site, please contact:

TRITON SECURITY ON 01937 842424.

Please be aware that assistance from TRITON will incur **a call out charge of at least £50.00**. If the issue is not an emergency e.g., difficulties with Wifi codes or heating problems, this fee will be passed on to the Hirer.



Chain Lane
Community
Hub

We would like the Hub to be used by the community as often as possible and thank you for considering using one of our 3 rooms for your group/event.

Making a Booking

We ask all potential hirers to fill out a Hub booking form for all events.

If you are running an established group we will keep in regular contact to confirm future bookings.

Hub Use

You must ensure that:-

- * The premises are used only for the purposes stated on your booking form.
- * The Hub's policy regarding security is adhered to at all times.
- * Proper and reasonable steps are taken so that only those invited to attend actually gain access to the Hub and its facilities.
- * There is no intrusion or hindrance to any other Hub user or function also taking place within Chain Lane Community Hub.
- * 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.
- * You, the Hirer, allow a period of time within your room booking for setting up and cleaning up afterwards (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 and ensuring that it is also clean and tidy. Not doing so could have an impact on the booking following yours and you could be charged extra. Any extra costs will be determined by the Hub Manager.

Damages

You (the Hirer) will be held personally responsible for any damage caused to the facilities or apparatus hired. **You (the Hirer) will be charged in full for any repairs or security call-outs resulting from your period of Hire;** or which are caused by the actions of somebody attending that group or event, for which the Hirer is responsible. Please notify the Hub of any damage or fault, either in person or by using the Fault/Damage Log on page 8.

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. **If the hirer is not present then he/she 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 **you are responsible for the code and must not disclose this to any other person.**

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, except for 'one-off' bookings, where the Hirer is required to pay in full before the event takes place.

Payment can be made in the following ways:-

- Bank Transfer (Sort 40 26 20 Account 21288962)
please assist us by quoting the invoice number or Group/Event name on the payment reference
- Cheque made payable to **Chain Lane Community Hub**

Chain Lane Community Hub requests that accounts are settled with payments to be made within **14 days** of the Invoice date. 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 time as the outstanding debt has been cleared. If you have a query regarding your invoice or account, or wish to discuss payment, please do not hesitate to contact us.

Our Room Hire Cancellation Policies

| Cancellations made | % of booking fee charged |
|--------------------|--------------------------|
| Within 48 hours | 100% |
| Within 14 days | 50% |
| Within 28 days | 25% |

Chain Lane Community Hub reserves the right to Cancel any booking and refund the deposit or hire fee if the activity conflicts with Chain Lane Community Hub's:

- Equality and Diversity policy
- Code of Conduct
- Terms and Conditions ...

or for any other reason at the Hub Manager's discretion.

Chain Lane Community Hub 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.
- people entering a potentially busy car park when leaving the building.
- 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.

Chain Lane Community Hub will:

- provide brushes and/or bin liners to aid in the clearing up process after your hire
- only allow use of the room/s hired and not other parts of the building
- never charge a higher price for room hire, on the rare occasions where we are not able to provide you with the room requested and have to allocate you a different room

Furniture is available for you to use.

We make every effort to ensure that you take possession of the room in a 'neutral' layout.

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 on Page 8.

Within this Handbook is an Event Register. We would advise you or one of 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 of which is located in all rooms) and inform all group members.

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

If the alarm sounds, the Hirer should instruct all participants to leave the building using the nearest available Fire Exit. These 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 0AS

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 THAT IT IS SAFE TO DO SO

The welfare and safety 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 these simple guidelines:

Smoking

Please note that Chain Lane Community Hub operates a **NO SMOKING** policy within the building. 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.

You must ensure that any electrical equipment you bring for use within the Centre has been PAT Tested within the last 12 months.

Chain Lane Community Hub will not be responsible for any injury or damage however caused to Hirers or their property, unless this is the result of the negligence of the Hub or its Employees, Trustees or Volunteers.

If you discover any damage, faults or other issues, it is your responsibility to 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 on the premises or equipment to The Hub Management or please email: info@chainlane.org

First Aid and Accident Reporting

The law does not require any group to have a First Aider on site, however, it would be advisable if you as the Hirer, have a good understanding of basic first aid provision. You will be responsible for administering first aid as necessary. In addition we strongly advise that you bring a mobile phone with you when on site, should you need to call the emergency services.

First Aid boxes are located:

- In the Kitchen next to The Derwent room
- In the cupboard in The Nidd room

All Hirers are responsible for reporting accidents and safety related issues 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.

In the event of an emergency with the building, when CLCH staff are not on site, please contact:
TRITON SECURITY ON 01937 842424.

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

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 |
|---------------|-------------|----------|
| | | |
| | | |
| Name | | |

Kitchen Users

The Hub has a well-equipped, modern kitchen with a fridge (with freezer compartment), an electric oven and a range of crockery and utensils which all of our Hirers are welcome to use.

As this a shared kitchen we do ask that you bear this in mind and are considerate of any other groups who wish to use the kitchen. Please also be mindful of noise levels if the Derwent room is being used. We do expect Hirers to leave the kitchen in a clean and tidy state, with all crockery and utensils washed, dried and stored back in the cupboards. Please do not leave items on the draining board or worktops.

Food Hygiene

All Hirers using the Hub kitchen have a responsibility to maintain good food hygiene standards.

For example, you must:

- Refer to the blue poster ***A blueprint for safer shared kitchens***
- Ensure the worktop surface is clean and disinfected before and after use
- Empty the refuse bin (whenever food items are in there) and put this in the external bin
- Bring your own towels with you for drying
- Regularly wash your hands
- Leave the kitchen in a clean and tidy state

For any groups where regular food preparation takes place in the kitchen, you need to contact Harrogate Borough Council's Safer Communities team on 01423 500600 ext: 58515 for further advice.

A useful source of information is the Food Standard Agency's *Safer food better business* (SFBB) guidance, which you can find at:

<https://www.food.gov.uk/business-guidance/safer-food-better-business-sfbb>



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 at the various fire call out 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). During office hours, the Hub office staff should notify the Emergency Services if when / if the fire alarm is activated due to a fire.

All persons should assemble on the **grassed** area next to the notice board; the designated Assembly point.

And Finally....

General Data Protection Regulation (GDPR)

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.

PPL/PRS Music Licence—Chain Lane Community Hub does not have a music licence that covers room hirers.

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,
North Yorkshire
HG5 0AS

Please Note that we reserve the right to amend hire prices for rooms and equipment on an annual basis.

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

w: www.chainlane.org

Signed:.....

Dated:.....

t: 01423 861066
e: info@chainlane.org
www.chainlane.org

reg charity no: 115 0969