



Chain Lane Community Hub

Terms and Conditions including General Information for Hirers

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Introduction

Welcome to the Hub! We want the centre to be used by our community as often as possible and thank you for considering using one of our rooms for your group sessions, classes, meeting or event.

This handbook gives you important information regarding the safe use of the community centre. By following the guidelines included here, you will also be helping us to make sure The Hub remains a great place for everyone to use.

Please keep a copy of this document, for your information. To confirm a room booking, please sign and complete the last page and send this to us. Page 11 for regular Hirers and Page 12 for one-off bookings and private events, e.g., parties.

If you have any questions, we can be contacted during office hours which are between 9.00am—1.00pm Monday to Friday:

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 can incur a call out charge of £50.00+. If the call-out was not an emergency e.g., difficulties with Wifi codes or heating, unfortunately this fee will be passed on to the Hirer.

We ask everyone hiring one of our rooms to fill out a booking form, which includes your contact details. The person named on the Booking Form is responsible for ensuring that all of our terms and conditions are met. In line with our GDPR policy, we keep our Hirers' contact details on record but they will be held confidentially, with access restricted to members of staff and Trustees. Information would only be passed onto a third party if/when you have given consent. A copy of our full GDPR policy is available upon request.

Hiring the Hub

Chain Lane Community Hub will:

- Support you to make and manage your room booking/s
- provide brushes and bin liners, etc to aid in the clearing up process
- not 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
- provide you with tables and chairs, crockery and cutlery for you to use
- make every effort to ensure that you take possession of the room in a 'neutral' layout and in good condition

In return, we ask and expect that:-

- Your room hire is for the purposes explained at the time the booking was made and that other hireable spaces within the building will not be used, unless explicitly agreed
- * Your activities do not significantly impact upon any other Hirer or function also taking place at the same time
- * Reasonable steps are taken to limit any noise made outside the centre, so that you do not disturb or inconvenience our neighbours
- * Your time slot for room hire includes any time needed for setting up and cleaning up afterwards
- * You are ready to leave the room promptly at the end of your hire period. Not doing so could have an impact on the booking following yours and you could be charged extra.
- * The room you have used is left in a good condition and returned to a 'neutral', tidy layout on completion of your event. To help you with that, please use the **Closedown Checklist in our Appendix.**

Attendance / supervision

As a Hirer we ask that you supervise 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.

As the Hirer, you must be present throughout the period of room hire (first to arrive / last to leave). You are responsible for ensuring that all group members leave the centre following the event. If you are not present on any occasion, you must ensure that your 'stand-in'

- ◇ has read and understood these terms and conditions
- ◇ Is adequately insured, wherever appropriate (i.e., not required for private parties)
- ◇ Has read and understands our fire evacuation policy and knows where our fire assembly point is
- ◇ Has a door code

Door Code

When a booking is confirmed, most Hirers are given a door code to enable access to the Hub when staff are not on site. You are responsible for this code and should not disclose it to anyone else.

Shared Kitchen

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, communal kitchen we do ask that you bear this in mind and are considerate of any other groups who wish to use it. 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 out on 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 big outside refuse bin (behind the terrace)
- Bring your own towels with you for drying when possible
- 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>

Health & Safety



The welfare and safety of all Hub users is of paramount importance to us. Together we can work to make sure that the Hub remains as safe as possible.

Chain Lane Community Hub operates a [no smoking policy inside the building](#) but it is permitted in designated areas outside the building. Please ensure that used cigarettes are disposed of safely in the smoking bin provided (on the wall to the right of our main entrance).

Our car park is for use by people visiting the centre and vehicles are left at your own risk. Please ask people to be careful when leaving and entering the building onto what can be a busy car park.

Damages

Whilst Chain Lane Community Hub provide and maintain safe premises and equipment, if you discover any damage, faults or potential hazards, it is your responsibility to let us know by contacting the office.

Personal property brought into the centre or left in the car park, by you or anyone connected with your activity, will be at your own risk. 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.

By hiring a room at the Hub you (the Hirer) are responsible for damage caused by your group during your period of hire to the facilities, equipment, building or to neighbouring properties and you could be asked to rectify any damage, or be charged for repairs.

First Aid and Accident Reporting

We currently have two members of Hub Office staff trained in Emergency First Aid. However, we are not always on site so strongly recommend that our Hirers have a good understanding of basic first aid provision, as you are likely to be responsible for administering it. We strongly advise that you have a mobile phone with you on site, should you need to call the emergency services.

Our First Aid boxes are located in:

- the Kitchen next to The Derwent room (or in the main foyer during Covid-19 measures)
- the cupboard in The Nidd room

All Hirers are responsible for reporting accidents and safety related issues to the Hub office as a matter of urgency. This will ensure that we are made aware of any serious incidents happening 'out of hours', so we can re-stock the first aid box, update our Accident Book correctly and review the circumstances. We define a serious incident as a major fall, significant cut, sprain or break, or any incident involving the Emergency Services.

For your information, we have a defibrillator on site, which is monitored and maintained by Knaresborough PAD.

For regular bookings invoices are issued at the beginning of the month after the room hire takes place. As a reference please use the CLCH invoice number you are given and the Group/Event name. Our bookings and invoices are generated via Hallmaster and you will receive a legitimate email verification request from them once your booking is confirmed. Once verified, our invoices will be emailed to you through Hallmaster.



For one-off bookings & private events invoices are issued by the Hub office once the booking is made and the Hirer is required to pay in full, in advance to confirm the booking. When paying for a party please use the word 'party', your name and the date of room hire. For example, Party Jenkins 06.06

Cancellation Policy

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

Chain Lane Community Hub reserve 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.

Bank Transfer details are:

CAF Bank
 Sort code: 40 52 40
 Account number: 00035222
 Account holder name: Chain Lane Community Hub

Final checklist for one-off bookings, e.g. parties

Final checklist for one off bookings, e.g., parties

yes No— contact
the office

Have you completed and signed your booking form?

Have you paid in advance and confirmed the booking?

Have you received a door code for out of hours access?

There are no staff on site 'out of hours' (evenings and weekends) and you will need a door code to gain access.

Have you attended the centre for a 10 minute fire safety information tour of the building? *If 'No' please arrange to attend the centre in person before your booking takes place to ensure you have a full understanding of our fire and evacuation procedures.*

Have you received a copy of our 'close down checklist'?

Have you read and understood our fire evacuation plan?

If 'yes' to all of these you are good to go! Please sign and date below to confirm the booking.

By signing this document, you are agreeing to both our venue fees and to our Terms and Conditions.

Please get in touch with us if you have any questions. Once you have returned this form to our office we can confirm your booking.

t: 01423 861066

e: info@chainlane.org

w: www.chainlane.org

Signature:.....

Date:.....

Signed by (name in Capital letters):

Final checklist for regular Hirers If ‘yes’ to all of these you are good to go! **yes** **No— contact the office**

Is your current **Public Liability Insurance (PLI)** policy valid? **Please send us a copy**

We require the Insurer’s name, the policy number and the expiry date— there is usually an A4 certificate of insurance which can be emailed to us

PAT testing You must ensure that any electrical equipment you bring for use within the Centre has been PAT Tested within the last 12 months. Has this been done? *If not Abbey Electrical, also located on Chain Lane, do provide this service (telephone 01423 565266).*

Have you completed a Room Hire Risk Assessment, specific to your activities/event/user requirements? *Does the room you are hiring fit your activity/activities and the needs of clients who are/could be attending your session? A risk assessment template is available upon request.*

Do you have the required / valid licenses and permits? It is the Hirers’ responsibility to ensure they have all the necessary licences and permits in place (including for the consumption of alcohol).

PPL licenses are for the use of recorded music in the UK. Because PPL-controlled music in the building is used by commercial and private hirers **we do not require (or have) a PPL licence** so Hirers must make their own arrangements.

Please sign and date below

By signing this document and our Booking Form, you are agreeing to both our venue fees and to our Terms and Conditions. We reserve the right to amend hire prices for rooms and equipment on an annual basis.

Please get in touch with us if you have any questions. Once you have returned this form to our office we can confirm your booking.

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

Signature:..... **Date:**.....

Signed by (name in Capital letters):.....

Emergency Evacuation Procedure

In case of a fire, if the fire alarm is not already sounding:

Activate the alarm by breaking the glass at a fire alarm point

Hirers should instruct all participants to leave the building using the nearest available fire exit and should be the last person to leave the room. **DO NOT STOP TO COLLECT ANY BELONGINGS**

Hirers have a responsibility for maintaining a group register & ensuring that all participants in their care have left the building. Please have a roll call of all group members ready for the fire service.

FIRE ASSEMBLY POINT

All persons should assemble at the designated Fire Assembly Point by the blue CLCH Notice Board at the front of the car park.

Dial 999 for the Emergency Services to report a fire.

The address is:

CHAIN LANE COMMUNITY HUB,
CHAIN LANE,
KNARESBOROUGH, HG5 0AS

DO NOT obstruct access for emergency vehicles.

**DO NOT RE-ENTER THE BUILDING UNTIL ADVISED BY THE FIRE SERVICES
THAT IT IS SAFE TO DO SO**



Close Down Checklist for Hirers

Please leave the room as you would like to find it—Thank you!

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



Clean up any rubbish and use the bins provided. Please empty any bins containing foodstuffs and put bags in the big, green refuse bin behind the wooden terrace.



Sweep up thoroughly and leave the floor clean. There is an orange handled mop in the Derwent room with disposable anti-bacterial wipes, which we encourage you to use.

Wash and dry any crockery and utensils used and put them back in the kitchen cupboards. Wipe down the surfaces.

Built in electrical appliances (such as the fan and the hot water boiler) should be turned off. Any further electrical items should be unplugged and stored safely.

Check in your room that windows are locked, switch the lights off and close all of doors.



Turn off any lights and taps in the room/s you have been in and in the toilets. And the hot water boiler in the kitchen please

Check there are no obstructions in front of fire doors. All fire exit doors (inside and outside) and all internal doors must be securely closed.

Check all fire access routes are clear of obstructions

As you leave the building the door will automatically close & lock behind you. The alarm will automatically set.

