



RED LION HOUSE CHARITY
233 HORNINGLOW ROAD NORTH
BURTON UPON TRENT
DE13 0ST
Charity Number; 1176422

Booking Agreement of Red Lion House

This document contains the terms of use of Red Lion House as well as some basic information to help you get the most out of your activities in the Centre. Please read it carefully and refer to the Lettings Policy on Red Lion House website for more information. www.redlionhousehorninglow.org.uk

The user shall not assign this agreement, sub-let or part with possession of the premises or any part of the premises during the hiring

Access arrangements

Depending on the booking, the method of entry could be any of the following:

- the centre will be opened for you at the time shown;
- you will be issued with a coded key to gain access;
- a caretaker will be on site.

Please do not attempt to gain entry earlier than or stay later than the times stated on the Booking Form. Additional time must be booked and paid for in advance.

Please sign in and out using the RLH Diary on the table in the main room, including information of group numbers.

Hire arrangements

A booking form will be filled and signed. This will include both 'short term' and 'long term' lettings (which are repeat bookings over 10 weeks or more). The booking form and the Booking Agreement details all responsibilities whilst using Red Lion House, as well as the cost and financial arrangements. The booking form will be completed and handed to the Bookings Manager of Red Lion House before a booking starts.

Whilst provisional bookings can be taken over the phone, bookings cannot be confirmed unless the booking form has been submitted. Provisional bookings must be confirmed at least two weeks prior to the booking date requested.

Bookings cannot be taken from anyone under the age of 18.

The organiser or the person booking the room/s agrees to read and abide by the terms and conditions of this, the Red Lion House Lettings Policy, and the Booking Agreement. He/she takes full responsibility for payments.

Payment

Both short and long term tenants will be charged on a monthly basis, in advance, during the first week of the calendar month. Repeated failure to pay on time will result in lettings arrangements being cancelled.

Rates

The Trustees reserve the right to review these regularly in the light of market forces. The Trustees reserve the right to charge a deposit for one-off bookings.

Licensed Events

Red Lion House is not a licensed venue.

Cancellations

The organisation's named contact person must notify the Bookings Manager of cancellations a minimum of 7 days in advance in order to receive a refund (dependent on type of booking). After this time there may be a cancellation fee.

Any changes or cancellations must be received in writing, or by email. Long term users will be asked to give 28 days' notice in writing in order to terminate their lease early. Short term tenants will be asked to give at least 7 days notice, dependent on type of booking. Failure to do so will result in the user being charged at the full rate, unless it has been possible to let the room to another user at short notice. An administration fee of £20 may also be levied.

Security

Your safety and security are very important to the Red Lion House Charity. Please take all reasonable care to guarantee your own safety and security and that of others by shutting doors that need not be left open and by questioning anyone who you feel should not be on the premises. At times there may be more than one group in the Centre, and all parties concerned should be made aware of this.

Fire doors must be kept clear.

Red Lion House Charity is unable to take any responsibility for loss or damage to any possessions, so please always keep valuables out of sight and take any appropriate security measures.

Users conduct

All users will always be asked to show respect for all others using Red Lion House, for the staff and for the property itself. Consideration to the neighbours must be given on entering and exiting the building.

Failure to meet with the requirements of the following may result in cancellation of further bookings: Safeguarding and Security Policies/Insurance/Risk Assessments.

Users must take appropriate measures to ensure the security of their guests and Centre users before any function/meeting takes place. Children must be supervised at all times. In the event of any security problem eg serious unruly behaviour or drinking to excess, which Red Lion House staff feel is posing a threat and is not being adequately dealt with by group leaders, the police will be contacted.

Safeguarding

Red Lion House Charity has Safeguarding Children and Safeguarding Vulnerable Adults Policies and copies are available on the website and in the paperwork file in the kitchen. It is the user's responsibility to be aware of the contents of the policies and to ensure the protection of children and vulnerable adults attending their function/group.

- If the hirer is providing activities for children or vulnerable adults they must provide the DBS number for the designated leader of the group on the Booking Form. This is not applicable if the event is a family party.
- Regular hirers are required to have a Safeguarding Children/ Vulnerable Adults Policy, compliant with Staffordshire's Safeguarding guidelines, in place and a copy needs to be provided to the Bookings Manager at the time of booking.
- Hirers must have relevant Insurance in place and a Risk Assessment for their activity.
- Hirers must ensure that they have the appropriate adult to child ratios complying with current guidance.

Smoking

In compliance with current legislation governing premises with eating facilities, smokers are required to exit the building and stand at least 15 feet away from the Centre entrance. Group leaders are responsible for informing their groups of this policy.

Accidents

All accidents that occur on Red Lion House premises, no matter how minor, should be recorded in the **accident book** which is located in the kitchen with the First Aid kit. The completed record should be brought to the attention of the Health and Safety Trustee, Mr Roy Sutton.

Insurance

You are responsible for the safety of your group. The charity has Public Liability Insurance but it is the responsibility of all groups/individuals to ensure this is adequate cover for their particular activities.

Emergency Procedure

Instructions in the event of an emergency, such as fire, will be displayed in each room. Please read them and check that you know where the exits from the building are. Bookings with large numbers or vulnerable people, should organise a suitable number of appropriate adults to assist in an emergency. It is your responsibility to know who is in your group and you should keep a record of those present. Except for birthday candles, no candles may be used on the premises unless discussed with a nominated Trustee first.

Kitchen and Food Preparation

If you are arranging your own catering you must ensure you comply with all relevant Health and Safety/Food Hygiene regulations. We advise all those using caterers to use a registered food business with a 4 or 5 Food Hygiene Rating. This will help to protect you and your guests.

Children are only to be allowed in the kitchen area under adult supervision and if this is recorded in the Risk Assessment for that group.

Recycling and Rubbish

Bins for recycling are available. All non-recyclable waste must be removed from the premises. If you are catering for your group e.g. a party, then you must bring your own black bin sacks and take your non-recyclable waste away with you.

Equipment

The user will have use of the facilities within the premises, not including use of equipment belonging to other users. The use of the kitchen for full catering will incur an extra charge. Any equipment owned and used by the group must be regularly maintained and maintenance records kept. Any electrical equipment must have a current Portable Appliance Test certificate. The use of portable gas equipment is strictly forbidden. Groups are required to provide Red Lion House staff with copies of the above documents on request.

The user is responsible for the safe custody of articles brought onto the premises and for the damage to or loss of any property, article or things placed or left upon the premises by persons brought into the building by the hirer.

Cleaning and Damage

Please ensure you leave rooms clean and tidy. A brush, dustpan and mop will be available for your use. Please report any damage in the **damages book** which is located in the kitchen. The completed record should be brought to the attention of the Bookings Manager Mrs Helen Hickman.

Storage

The hirer cannot store any equipment on the premises without permission.

Further Instructions

Please follow any additional advice or instructions given by nominated Trustees. Failure to do so, or to adhere to any part of our terms of use, may result in the immediate cancellation/suspension of your booking.

If you have given a deposit, please be aware that:

- any breach of the terms of conditions supplied, or
- failure to comply with any requests or instructions from Red Lion House Trustees, or
- damage to the property of the Centre

may result in the deposit being retained by Red Lion House.

This Booking Agreement needs to be read in conjunction with the following policies:

Lettings
Health and Safety
Safeguarding Children and Young People
Safeguarding Vulnerable adults
Prevent
Environmental

NB: The Trustees of the Red Lion House Charity reserve the right to refuse a booking.

Agreed by the Red Lion House Charity

Date March 2022

Review Date March 2024

Signed*CDean*.....

