

Pioneering Care Partnership Room Hire Operating Procedure



Purpose

This standard operating procedure sets out the Pioneering Care Partnership (PCP) room hire conditions and cancellation policy. The aim of this procedure is to ensure room hire users are aware of our hiring conditions.

Scope

This procedure applies equally to all room hire users, irrespective of differences in organisations.

Policy

Confirmations

All bookings will be treated as provisional until the client sends confirmation to PCP, by way of a completed booking form. This form should be received within 14 days of the booking. If your booking is not confirmed within 14 days of the booking, then we reserve the right to re-let any facilities reserved.

PCP shall be entitled to treat the number of rooms, equipment and guests detailed in the client's confirmation as the contractual number to be charged and catered for. Any reduction in these numbers will incur the cancellation charges as detailed below.

Final numbers for the booking must be submitted in writing no later than 7 days prior to the event. Invoices will be calculated on this number or the number who actually attend, whichever is the greater.

Cancellation/Postponement/Reduction or increase in numbers

Where a client has pre-booked **4 months or over** in advance, we will require notification of any cancellations **6 weeks (42 days)** prior to date of session, otherwise the cancellation will incur a **50% charge**.

Notification of cancellation received in less than **14 days will incur a 50% charge**.

Notification of cancellation received under **5 working days** will incur **full charge**

Buffet cancellation will be charged at **100%** unless over **5 working days** notice is given.

If you have any queries regarding any of the above please do not hesitate to contact us on: 01325 321234

Pioneering Care Partnership

Room Hire Operating Procedure

Timings

Events must start and finish at the times agreed when the booking is confirmed. Events which overrun may attract additional charges based on the current room hire tariffs.

Price Variations

We reserve the right to change our standard tariffs. Our prices are reviewed annually. The prices quoted at the time of booking are current and we reserve the right to increase prices unless a price has been guaranteed by us. Prices quoted are exclusive of Value Added Tax (VAT) in force at the time.

Hire of Equipment

The hire of premises does not include the equipment within the premises. No such equipment shall be used without a hire agreement. The PCP can provide a range of equipment (Laptop, Projector, Flipchart, TV, DVD etc.) for which additional charges will be made.

Any hirer who wishes to bring equipment on site must demonstrate that such equipment has been PAT tested within the last 12 months, prior to such equipment being brought on site. We do not accept any liability for any loss or damage to any such equipment brought onto the site.

Payment

The balance of the booking is payable upon receipt of invoice after completion of the booking. The account shall be raised in the name of the person/organisation named on the booking form.

Invoices are due for settlement within 30 days of issue.

Damage

Fixtures and fittings, or equipment or furniture must not be tampered with, nor the grounds damaged in any way. Should any of PCP's property be damaged, either by any act, default or neglect of the client, subcontractor, employee or guest of the client then the client will be held responsible for the cost of remedial work.

No temporary structure, such as a demountable building or tents may be erected on site without the written approval of the Operations Manager.

Pioneering Care Partnership Room Hire Operating Procedure

Health and Safety

The client and any employee, subcontractor or guest of the client are responsible for and must ensure complete compliance with the PCP's Health and Safety policy. The hirer must make themselves aware of the fire evacuation and first aid procedures, detailed in the essential information for room hire users posters in each room. Clients shall maintain free access to fire exits at all times and shall evacuate the building should an alarm sound.

If PCP so requests, the client shall provide a method statement and risk assessment for the activities and intended use of facilities.

Hazardous, Dangerous or Illegal Substances, Materials or Equipment

Hazardous, dangerous or illegal substances, materials or equipment shall not be brought onto the site under any circumstances. Anyone found contravening this rule shall be removed from the premises and the appropriate authorities informed of the incident.

Disabled Access

The Pioneering Care Centre is a fully accessible building. If the user has any additional access requirements then please contact us.

Conduct

The hirer shall ensure that Delegates act in a proper and orderly manner and comply with all reasonable requests from PCP's staff. PCP reserves the right to terminate any booking during the period of occupation in event of the failure to comply with the above.

Advertising

Any hirer wishing to place advertising, signage or any form of decoration on PCP's grounds, either internal or external, regarding the purposes of the hire, shall obtain permission from the Operations Manager in advance. PCP reserves the right to remove and dispose of any adverts placed without such permission, without compensation to the hirer.

Personal Property and Vehicles

PCP cannot accept responsibility for the safety or security of, or damage to, clothing and personal property of clients, their employees, agents, subcontractors and guests, except in as much as this may arise out of

Pioneering Care Partnership Room Hire Operating Procedure

the negligence of the PCP. No responsibility is taken for any loss or damage, which occurs, in or on any part of the premises. PCP accepts no responsibility for any damage to any vehicle parked on its property.

General Liability

PCP will not be liable to the client in respect of matters beyond its control and English Law will govern any dispute.

Consumption of Alcohol and Food

No wines, spirits or food may be brought into the allocated rooms by clients or guests for consumption on the premises other than a pre-packed individual lunch. All buffets and refreshments provided for delegates must be purchased or ordered from the Centre's coffee shop, with the exception of times when the coffee shop is unable to provide catering. The hirer may not bring any food preparation equipment or food onto the premises without the express written permission of the Operations Manager, such a request must be in writing. PCP reserves the right to levy a charge for hirers who are granted such permission. A full range of catering can be provided upon request.

Smoking

For the comfort of all of our visitors, the whole site is Non Smoking and PCP would ask all attendees to leave the site before doing so.

Use of Computer Equipment

Where the hire includes the use of computer facilities, the hirer may only use computer equipment to run software that is already installed on the machines. Under no circumstances should the hirer attempt to install software of their own. Should the hirer require such software to be installed on the computers, they should contact the PCP in advance for guidance. An additional charge will be made for any software installed. The hirer should also ensure that they have a licence/approval from the software provider in the case of the software being required on multiple machines.

Indemnity

With the object of affording PCP a full and sufficient indemnity, the hirer shall be solely responsible for and shall assume liability for all claims for injury or hiring of the Centre. The hirer shall indemnify PCP against all claims, demands, proceedings, damages, costs, charges and expenses whatsoever in respect thereof or in relation thereto. In the case of

Pioneering Care Partnership Room Hire Operating Procedure

functions held on a large scale, the hirer is required to take out insurance to cover against all claims for injury or damage to persons or property arising out of, or in any way connected with the hiring of the Centre. The hirer shall produce proof that such insurance policies are in place when requested to do so.

Safeguarding Young People

No photographs within the Centre will be permissible which may include persons under the age of 18 years old, without the written permission of the young person's parents or guardians. Any photographs of the PCP remain the property of the PCP and may not be published by third parties without the written permission of the Chief Executive.

Right of Refusal

PCP has the right to refuse any application from a prospective hirer, whose activities are deemed to be in conflict with the PCP's good standing and name or judged to be inappropriate for the venue. The decision of the Chief Executive in this matter is final.

Monitoring & Review

The procedure will be reviewed every 3 years in line with PCP's policy review timetable.