

Booking Terms and Conditions

When you book one of our facilities and sign this form, you are agreeing to our terms and conditions of hire. These are here to make sure that the halls are kept safe and in good condition for other people who use them. Please retain a copy of this form for reference.

Your Booking

- You must be 18 years old or over to hire our facilities.
- Your booking **INCLUDES setting up and clean up time**. If you need extra time for any reason, please talk to staff.
- Your booking is not 100% definite until you pay in full – this includes the deposit. A fee of 10% or your deposit, whichever is greater, will be retained if you cancel a booking up to **2 weeks** before your event.
- The return of your completed hire form and full payment must be made to Kingswells Community Centre before your event. No access to the centre will be supplied until full payment is made.
- Your deposit will not be returned if our terms and conditions are not adhered to, or a member of staff is called out to a non-emergency.
- We will hold your deposit for **1 month** after your event date. You will need to provide your bank details to transfer the money back into your account.
- If COVID or any other pandemic restrictions are announced by the Scottish Government, your activity may be cancelled.
- If COVID or any other pandemic guidelines are in place, you will follow these guidelines as set out by the Scottish Government. Refusal to do so may result in your activity being cancelled.
- We reserve the right to cancel a booking without notice.
- If there are any adverse conditions, either natural or man-made, we reserve the right to close the centres and cancel your event.

Your Security

- Your booking is a **PRIVATE** hire, **YOU** are responsible for the health and safety of your guests and the building.
- A 4-digit access code will be given to you for the Community Centre front door, do **NOT** share it with your guests or other members of the public. If the number is shared it may affect any hires you request in the future.
- Do not enter the centre before your allotted hire time. The front door code is valid for the time of your activity plus 30 minutes after. Please contact staff before your hire if you require longer, additional charges may apply.

- You cannot store items at the premises unless it has been cleared with staff beforehand.
- The **INNER** front door and **COFFEE SHOP** share an access code. Both these codes will be supplied when your booking has been confirmed, again do not share these with your guests or members of the public.
- Keep the doors **CLOSED** - keep you, your guests and our facilities safe. If you decide to jam any door open, you do so at your own risk, we take no responsibility for any resulting adverse situation.
- The last person leaving must make sure that all exits **ARE SECURE**, and lights are switched **OFF**. The front door alarm will not 'beep' if any of the fire exits are open.
- **NO** candles are allowed in the building as there are smoke detectors located throughout.
- You will receive our fire escape plan and details of first aid with our booking confirmation email.

Equipment Available

- There are tables and chairs available for use, please stack or replace back in their original position once finished.
- Crockery and cutlery are available in the kitchenette, along with the use of a kettle, microwave, and fridge.
- Please report any breakages or damage to any equipment or furniture in the centre so it can be repaired or replaced.
- Do **NOT** use the property in the hall cupboard unless consent has been given.

Cleaning and Waste

- **YOU** must keep the areas you hire clean and tidy. There are **ALWAYS** people in the centre after you.
- Cleaning equipment can be found in the cupboard in the cloakroom area and at cleaning points around the centre, details will be provided.
- All waste must be removed from the centre and disposed of. The nearest recycle point is at Hazlehead.

General

- Kingswells Community Centre does **NOT** accept responsibility for loss or damage to any person or property.
- **YOU** are responsible for having the necessary insurance, licences etc., required for your activity.
- **NO** food or drink to be taken into the main hall.
- Do **NOT** use the facilities if you feel they are not fit for purpose.