

One-Off Hire 2018



Upper Hocking Hall

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Dear Hirer,

Thank you for thinking of Whittington Park Community Association for hosting your event or class.

Did you know that by renting space from us you are helping to support the community? Our rental income helps us to run the centre and provide valuable services such as our Over 60s lunch club which provides a freshly cooked, hot meal for our older residents, and our community nursery which gives free nursery care.

We have a variety of spaces to hire. Our rooms and halls can be used for parties, classes, dinners, religious services or meetings. Catering is also available from our community café.

We welcome bookings either as a one-off or ongoing hire.

If you want to know which space is best suited to your needs please contact us and we will be happy to assist and advise you. Tours of our spaces can also be arranged.

Like any other organisation WPCA adheres to its policies. When booking a space with us please note you will need to agree to, and follow, our *Terms and Conditions* described in detail at the end of this pack.

We look forward to hosting you. Do not hesitate to contact us for any help or if you have any questions.

Best wishes,

The WPCA Team

1. Room Hire Rates



Hocking Hall



The Lounge



View from Upper Hocking Hall



The Dining Room



Upper Hocking Hall


	Private Rate (per hour)	Charity Rate (per hour)	Capacity		Amenities
Hocking Hall	£30 (daytime week) £35 (evenings & weekends)	£25 (daytime week) £30 (evenings & weekends)	100 (standing) 65 (seated)	YES	Oven + hob, microwave, kettle, sink, fridge, toaster
Upper Hocking Hall	£30 (daytime week) £35 (evenings & weekends)	£25 (daytime week) £30 (evenings & weekends)	60 (standing) 40 (seated)	NO	Sink, kettle, microwave, fridge
Lounge	£25 (daytime week) £30 (evenings & weekends)	£20 (daytime week) £25 (evenings & weekends)	50 (standing) 40 (seated)	YES	Sink and kettle
Dining Room	£25 (daytime week, evenings & weekends)	£20 (daytime week, evenings & weekends)	15 (seated)	YES	Tea point

Table Sizes

- Small tables: 4 ft by 2ft
→ Hocking Hall: 5
→ Upper Hocking Hall: 5
- Big tables: 2'6 ft by 6'0 ft **and** 2,6 ft by 5'0 ft
→ Hocking Hall: 6
→ Upper Hocking Hall: 2

2. Fire Procedure

IF YOU DISCOVER A FIRE:

1. Immediately operate the nearest fire alarm.
2. Dial **999** to call fire brigade. (*Whittington Park Community Association, Yerbury Road, N19 4RS*)
3. Concentrate on getting people out of the building

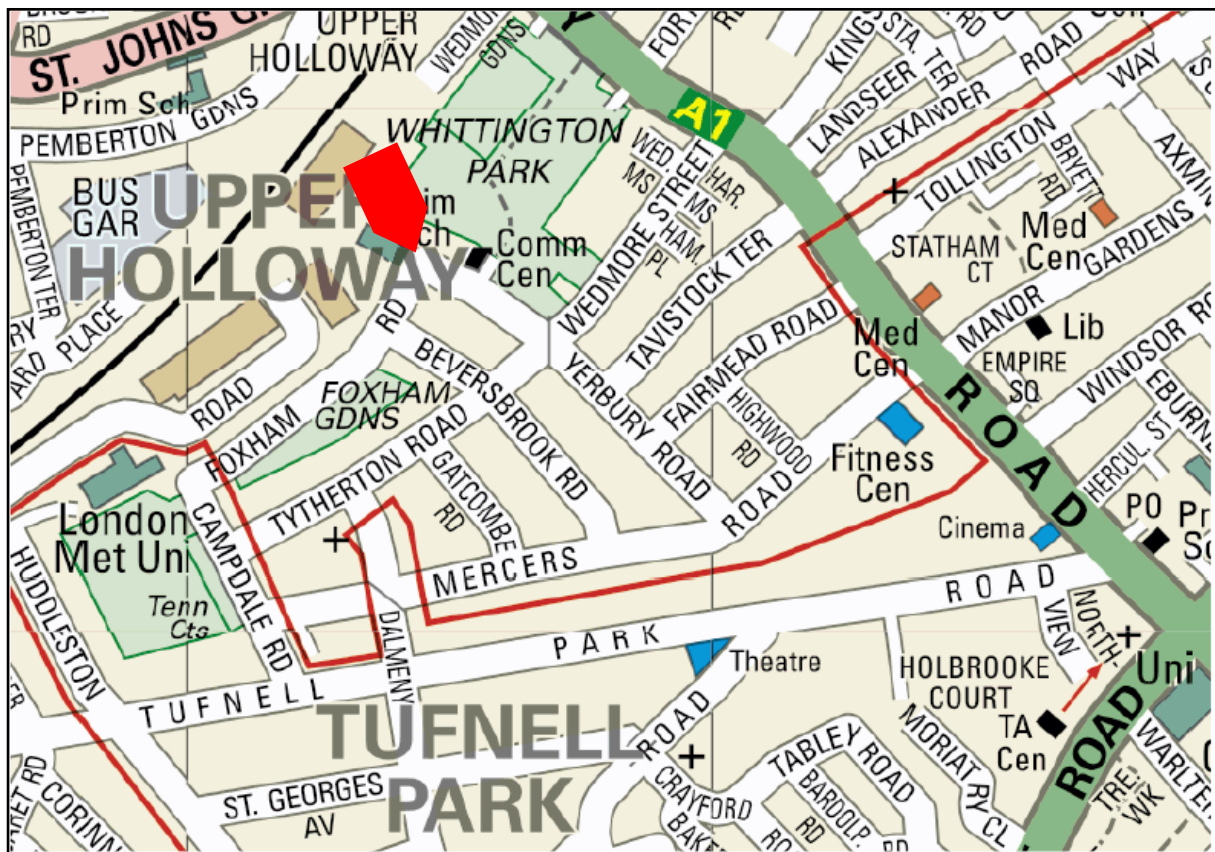
ON HEARING THE FIRE ALARM

4. Leave the building by the nearest available exit.
5. Close all doors behind you.
6. Report to assembly point (*Yerbury Road*).

REMEMBER

- Always call the fire brigade on suspicion of a fire.
- Always use the nearest available exit.
- Never stop or go back for personal belongings.
- Do not re-enter the building once you have left.

FIRE ASSEMBLY POINTS ARE YERBURY ROAD & RUPERT ROAD



3. Cleaning and usage instructions

WPCA is situated in a residential area. Any disturbances from room hirers will be treated very seriously. It is your responsibility to ensure that guests stay within the centre and do not cause any disturbances on Yerbury Road and Rupert Road (facing out onto Whittington Park).

We do not provide cutlery, plates, cups etc. If you are having a party please remember to bring what you need for refreshments or food and drink. A micro-wave is available for heating up food for parties in Lower or Upper Hocking Hall.

Someone else has often booked the space after you. So that everyone can benefit from a clean, tidy space, ready to use, please follow these guidelines:

General info

- Please put chairs back into the cupboard or to the sides of the room after being used.
- If you have taken out tables please wipe them down if they are dirty, fold them away and put them back.
- Setting up and cleaning time needs to be part of your booked time . Your deposit will be taken if you do not leave the space clean, tidy and ready for the next person's use.
- Any spillages on the floor must be mopped up.
- Rubbish should be left tied in black bin bags, extra bags can be found at the base of the bin.
- Please wipe clean all the surfaces used in the kitchen.
- Please leave the floors clean – our caretaker will show you where the broom, mop and buckets are stored.

WHEN LEAVING PLEASE CLOSE ANY WINDOWS AND FIRE EXIT DOORS, AND ENSURE THAT GUESTS GO AWAY QUIETLY.

4. Complaints Policy

WPCA strives to offer an excellent service to its community and hirers. If you feel we could do things better, have an idea to suggest or need to make a complaint, please contact a member of staff by any of the below:

- Calling on **0207 272 1847**
- Emailing hallhire@whittingtonpca.org.uk
- Writing to *Whittington Park Community Association, Yerbury Road, N19 4RS*
- Coming to speak to us directly at the centre during our office hours (9:30am to 5pm, Monday to Friday, closed for lunch between 1.00 pm – 2.00 pm)
- Filling out a feedback form available at the end of this pack, at reception or on our website www.whittingtonpca.org.uk
- Leaving a note in our suggestions' box at reception

WPCA aims to respond to all written complaints within 28 days. Complaints will be placed in the complaints file in the main office. After a complaint has been resolved the final outcome will be placed on file.

5. Booking Form

HIRER					
Name/Organisation.....					
Address.....					
City.....		Postcode.....			
Telephone (inc. mobile if possible)...../.....					
Email:					
We would like to keep you up to date with events, classes and our "Transforming our Spaces" fundraising. Only tick if you don't want to be on our mailing list <input type="checkbox"/>					
YOUR EVENT					
Date: /.../.....			Approximate number of guests.....		
Time - Start:			Purpose of booking and brief description		
- End:					
Are you a community group or charity? <input type="checkbox"/> Yes <input type="checkbox"/> No					
Room required (<i>please tick</i>) <input type="checkbox"/> Upper Hocking Hall <input type="checkbox"/> Hocking Hall <input type="checkbox"/> Stay and Play hub <input type="checkbox"/> Dining Room <input type="checkbox"/> Lounge			Invoice name/address/email, if different from above:		
BOOKING CHARGE					
Room hourly rate	Total hire time	Charge	Discount	Total charge (£)	Payment method
£..... hours	£.....	£.....	<input type="checkbox"/> Cheque <input type="checkbox"/> Cash <input type="checkbox"/> BACS
Date of payment/...../.....	Taken by	Surname, name		Signature
DEPOSIT					
Amount	Payment method	Date of payment	Taken by		
£.....	<input type="checkbox"/> Cheque <input type="checkbox"/> Cash <input type="checkbox"/> BACS/...../.....	Name	Signature	
Returned on/...../.....	By	Signature			

By confirming this booking and returning this form I confirm that I have read and agreed to abide by the *Terms & Conditions of Hall Hire* on page 9.

I understand the booking is only fully confirmed once I have provided my £100 deposit.

TERMS & CONDITIONS

Please read carefully the following Terms and Conditions before signing your booking form. Signing our booking form means you agree to these terms and conditions.

OUR CENTRE & EQUAL OPPORTUNITIES

- WPCA welcomes people of all ages and backgrounds and wishes to host a diverse range of activities and events. All hirers must comply with the Equality Act of 2010 ensuring our community centre is open to everyone regardless of gender, sexual orientation, nationality, age, disability, race and political/religious affiliations.

CHILD PROTECTION & SAFETY OF VULNERABLE PEOPLE

- It is the responsibility of the hirer to ensure that all activities/events involving children or vulnerable adults comply with the Children Act 1989, the Home Office Code of Safe Practice from Harm and any relevant provisions from the Office for Standards in Education (OFSTED). Hirers may also contact Islington Social Services Department to ensure all relevant legislation is complied with.
- All activities/events must comply with WPCA's following policies: Safeguarding Children, Safeguarding Vulnerable Adults. These policies can be made available to hirers upon request.
- It is the responsibility of hirers to ensure that they have met their DBS (Disclosure and Barring Service) obligations if working with children and vulnerable adults.

BOOKING

- A booking form must be completed for all bookings, including ongoing and one off bookings. Dates will not be confirmed until a form is completed (and a deposit paid; see below).

DEPOSIT

- A £100 deposit is required for all bookings to secure and confirm date(s).
- This deposit can be made either in cash or by cheque made to Whittington Park Community Association at least 2 weeks prior to the event. Failure to do so may result in the cancellation of your booking or a booking for the required hall to be given to another user with a paid deposit.
- This deposit will serve as a cancellation fee or as payment for any damage made to the room(s) as a result of your booking(s) after your event has taken place.
- This deposit may be used to offset the costs for cleaning should you leave the room(s) in dirty or unacceptable conditions after your booking.
- This deposit may be non-refundable when hirers fail to pay for their booking(s).
- This deposit is returnable 3 working days after your event.
- **PLEASE NOTE:** If you are paying by BACS transfer. Your deposit of £100 will be returned into your account within 2 weeks after your party date.
- Please supply your bank details so we can process/return your deposit to you.

CANCELLATIONS

- For one off booking(s), WPCA has set these cancellation fees:
 - More than 1 week notification: £30 administration fee.
 - 1 week or less notification: late cancellation fee £100 (full deposit).
 - 24 hours or less: full total cost of booking.
- For ongoing bookings and hirers, WPCA needs to be notified of cancellations at least 1 week in advance. Failure to give notification will result in the late cancellation fee.
- WPCA reserves the right to refuse or cancel a booking if:
 - a) Information supplied by the hirer is found to be false.
 - b) The hirer breaks the conditions of hall hire.
 - c) The safety of staff and/or the security of the building could be endangered.

PAYMENT

- Payments are preferred by cheques made out to *Whittington Park Community Association* or by BACS:
Bank: CAF Bank
Account Name: Whittington Park Community Association
Account Number: 00015493
Sort Code: 40-52-40
PLEASE REQUEST A REFERENCE NUMBER ONLINE BEFORE PAYING.
- Cash is also accepted.
- For ongoing room hires, invoices are issued and payments to WPCA are to be made monthly in advance.
- If the invoice has not been settled and an acceptable arrangement has not been notified, your hire agreement may be terminated and other steps taken to recover the owed amount.
In such circumstance, WPCA reserves the right to charge an interest of 8% above the Bank of England base rate and an administration charge of £100.

GENERAL

- Hirers should receive a Room Hire Pack.
- Hirers must be at least 18 years of age or older.
- Hirers may only use the space(s) they have booked.
- **Hirers may only book space during the centre's running hours (9am to 10:30pm).**
- Hirers are expected to begin and end their function at the time agreed on the booking form, which includes setting up and cleaning. Hirers will be charged for any extra time used for setting up and cleaning up.
- Hirers must leave the premises in the way they were found, including cleaning up all spillages and accidents, sweeping and/or mopping the floor(s) and bagging up all rubbish (see cleaning instructions & notes in the Room Hire Pack). All chairs and tables should be folded and placed by where they were found.
- No food or drink is allowed without prior permission.
- Hirers must accept the directions made by the WPCA staff whilst they are on the site. This includes adhering to noise levels and behaviour, both during the function, entering and leaving the building.

COMMUNITY GROUPS & CHARITABLE EVENTS

- Hirers booking space to host a charitable event or ongoing community-based projects may be eligible to concessionary booking rates. These rates must be discussed and agreed with WPCA and may be subject to additional terms & conditions.

STAFF / VOLUNTEER DISCOUNT

- Staff and volunteers are entitled to community rates for hall hire.

SAFETY

- Hirers are solely responsible for their event as well as the safety and wellbeing of those attending it.
- Hirers must ensure that they are aware of our Fire Safety Policy and Health and Safety Policy available upon request.
- Hirers are responsible to keep a fire register and to adhere to our Fire Safety Policy.
- All fire exits must be left clear and unobstructed at all times.
- No live flames will be permitted, either for social, entertainment or religious purposes.
- The number of persons using the hall must not exceed the maximum number listed in the Room Hire Pack and marketing material including our website and flyers.
- Hirers must ensure that an adult supervises all children attending their function at all times.
- Hirers are responsible for stewarding their own function.
- WPCA will not be held responsible for lost/stolen or damaged equipment bought or left on the premises. Users must ensure their equipment is appropriately insured.

ALCOHOL

- Hirers wishing to serve alcohol for their event must receive prior permission from the Centre Manager.
- Hirers are NOT permitted to sell any alcohol at any time during their function.
- Hirers may serve alcohol (for free) to adults only. Hirers are responsible with ensuring that alcohol is served to adults only. WPCA will not be held responsible for alcohol being served to underage people.

FOOD & DRINK

- Hirers are welcome to bring their own food and drink for their event upon prior consent with the Centre Manager.
- Food must be ready for consumption and may not be cooked or prepared onsite.
- Food and drink must be brought in and disposed of within the time-frame of the booking made. WPCA will not store food and drink before or after a hirer's function.
- Food and drink left behind by hirers at the end of a booking will be disposed of and may be subject to a fee at the Centre Manager's discretion.
- Upper Hocking Hall and the Lounge have access to refrigerators and hirers booking these spaces can use them during the time of their function.

MUSIC LICENCE

- If the hirer is holding a public performance using recorded music it is their responsibility to ensure they have a license with PRS.

ELECTRICAL EQUIPMENT

- Hirers are responsible to ensure that all electrical equipment brought to the centre is safe, in good working order and if necessary has undertaken the required PAT tests in accordance with the Electricity at Work Regulations Act 1989.

ACCIDENTS AND SAFETY INCIDENTS

- In accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations Act of 1995 (RIDDOR):
 - Hirers must report to the Centre Manager any accidents or injuries caused to a member of the public as a result of their event or activity.
 - Any faulty equipment, including electrical equipment, belonging to WPCA or the hirer must be reported to the Centre Manager.
 - Hirers will be asked to report incidents above in the WPCA Incident Log Book.

LOSS OF PROPERTY

- WPCA will not be held responsible for any loss, damage to or theft of property.
- Any lost items will be placed in the lost property box in the Dining Room.

DATA REGISTER

- The contents of these forms will remain confidential in line with the Data Protection Act.

FEEDBACK FORM

Here at Whittington Park Community Association (WPCA) we strive to offer an excellent service to our community, users and hirers.

Your comments are important to us and we want to know what you think. Please fill in this form to give us your feedback. You can hand it back in person to reception, drop it in our suggestions box, email it to us at hallhire@whittingtonpca.org.uk or send it to us by post at *Whittington Park Community Association, Yerbury Road, London N19 4RS*.

Thank you for your time. We aim to respond to you within 28 days.

You can remain anonymous. Should you wish to give us your details please complete the information below in addition to your comments.

Title (please tick): Mr Mrs Miss Ms Other

Forename: _____

Surname: _____

Address (including postcode): _____

Phone: _____

Email: _____ @ _____

Area relating to your feedback (please tick):

General use of the centre	<input type="checkbox"/>
Room Hire	<input type="checkbox"/>
Lunch Club	<input type="checkbox"/>
After School Club	<input type="checkbox"/>
Stay and Play	<input type="checkbox"/>
Website	<input type="checkbox"/>
Other	<input type="checkbox"/>

Do you give us permission to use your comments in our marketing materials?

Yes No

Please use the space below to explain to us your concerns and/or feedback. Feel free to add additional pages if you need more space.

Signature (if you do not wish to remain anonymous): _____

Date (for all): _____

Thank you for your time. You can hand in this form in person to reception, drop it in our suggestion box (by reception), email it to us at hallhire@whittingonpca.org.uk or send it to us by post at *Whittington Park Community Association, Yerbury Road, London N19 4RS*. We will do our best to respond to you within 28 days.