

Conditions of Hire

NIGHTINGALE PAVILION

Nightingale Avenue

Queen Edith's

Cambridge

CB1 8SQ

Email: Sport@cambridge.gov.uk



1. HIRE ADMINISTRATION

Booking Forms

All applications for the hire of the facilities must be made with the Recreation Team and a booking form completed. Via the website <https://www.hallmaster.co.uk/>

The Sports & Recreation Manager will make the final decision on bookings and the appropriate hire charge rate.

Hire Charges

Hire charges may be increased with 28 days' notice. This usually happens with effect from 1st April each year. Hirers will be invoiced monthly in arrears, except for one off booking which will be payable in advance. Charges are made per hour from the time access is required to set up to the time the area is cleared after use in accordance with the following rates unless an inclusive charge applies:

- Business Rate (1) – where an income or profit is generated, or hire is by a private company
- Class Rate (2) – for classes where profit is generated, and hire is not a business.
- Community Organisation rate (3) – where the activity is for people wider than the local area or hire is by public, voluntary, or similar organisations.
- Community Rate (4) – where local residents or clubs provide services or activities for the residents within their area. E.g., birthday parties.

Hirers Liability Insurance

All hirers must have insurance to cover their activity for up to £5million. An hourly charge for Hirer's Liability Insurance will be added to invoices to cover this, unless a current, adequate certificate is sent in with the booking form.

This service is not available for commercial hirers.

Block Bookings: Regular Users

Enquiries for regular use of the premises can be made – this can either be for frequencies between daily and monthly use. Block bookings will be reviewed annually to ensure that the use is in line with the City Council's priorities for the local area.

Some block bookings of 10 or more instances may also be exempt from VAT as per current HMRC guidance at the time of booking.

Booking Times

The times approved for access and vacation of spaces hired must be strictly adhered to. Allow sufficient time for setting up and cleaning after the session.

Changes to approved hours must be made and approved with the Recreation team prior to commencement of the booking.

Cancellation

Charges will be made for the full cost of the booking unless 14 days' notice of cancellation, **in writing**, is given to the Centre Administrator. For cancellation of a block booking 28 days' notice must be given **in writing** to the Centre Administrator. Exceptional circumstances can be discussed with the Centre Manager.

Occasionally we may cancel a booking for a specific event or undertake maintenance work. We will give 14 days' written notice and will try to accommodate bookings in a different room or centre wherever possible. The Centre Manager reserves the right to cancel bookings without notice if health and safety issues arise.

Contact Person

Inform the Recreation Team of any changes to the contact person for bookings.

2. HEALTH AND SAFETY

Particular attention is drawn to the need to observe safety regulations.

- Read the safety notices around the facility
- Do not block or lock any fire exits
- Know the evacuation procedures
- Know the location of fire appliances and exits.

Fire drills will be undertaken from time to time and the building must be evacuated whenever the alarm sounds. New groups will be given an induction to the building, but these can be requested at any time.

People with Disabilities

Use the special requirements section of the booking form to let us know of anyone attending the activity that may need assistance in the event of an evacuation, or has any other particular needs.

First Aid

First aid and body fluid cleaning kits are located in the Kitchen. Ensure group members are aware of this. If items are used notify the recreation team to enable replacement. No charge is made for this service.

Accidents

All accidents must be reported to the Recreation team within 24 hours of happening and an accident form must be completed.

Smoking

The centre is a non-smoking building and site. Smoking is not permitted at the entrances to the centre. This also applies to vapour & e-cigarettes.

Electrical Appliances

All electrical appliances on site are checked annually. If hirers wish to use their own equipment, an in date portable appliance test certificate must be provided 14 days before the booking.

3. USE OF THE PREMISE

Room Use / Equipment

Furniture, equipment, and layout requirements must be arranged with the Recreation Team. Rooms, furniture, and equipment used must be taken care of and left clean, tidy and in a suitable state for the next group to use. The Sport & Recreation Manager reserves the right to charge a group for cleaning and caretaking services where rooms are left in a state that requires the service.

Storage

There are limited storage facilities on site which may be allocated to regular groups or hirers by the Recreation Manager. Cambridge City Council cannot be held responsible for any loss or damage to equipment left on the premises. This will be at the hirer's own risk.

Damage

Any damage discovered or caused by your group must be reported to the Recreation Team immediately. Groups may be charged for repair or replacement.

Notice Boards

To ensure the suitability of material displayed at the facility, please give all posters or advertising material to the Recreation Team who will display in appropriate locations.

Responsibility

The person hiring the premises or grounds will be held responsible for any damage or accidents occurring during the occupation of the premises. Hirers must make any necessary arrangements regarding insurance and licences to cover their activities and meetings.

Temporary Events Notice

For events where music is played, either live or a disco, a Temporary Events Notice must be obtained from Cambridge City Council (Licensing Service), at least 28 days before the event and a copy given to the Recreation Team.

Alcohol

No alcohol is allowed on the premises.

Complaints and Compliments

Customer feedback is highly valued to help us provide the best possible services. Please send comments regarding the use of the building and the facilities to the Recreation Manager. We would like to know what improvements can be made if standards are lower than expected and if any aspects of the service are particularly high or valuable.

Key holding

Those who are key holders for their booking will be required to accept responsibility for the key and the building during the booking times. Keys lost or misplaced must be reported to the Active Lifestyles Team ASAP and groups will be charged for replacement sets. Charges will also be made for alarm call outs.

- end the booking at any time by giving not less than 14 days' notice to the hirer. If the City Council ends the let pursuant to this provision it will refund any hire charge already paid in respect of any period following the end of the booking.

Music and Amplifiers

In the event that amplification is used within the facility for music and / or voice, all musical and sound generation equipment used within the facility shall be connected to and played and channelled through the in-house limited amplification / fixed sound system.

The use of independent amplification / sound systems that are not connected to and fully played and channelled through / controlled by the in-house limited amplification / fixed sound system is prohibited or not permitted within the facility.

With the exception of requirements for access and egress through main front doors of the community centre, all external doors and windows serving the community centre shall remain

closed during the playing of any amplified music / voice.

The use of small unamplified Cd players, radios, smart speakers will be allowed for small scale events (eg Childrens birthday parties) but should be noted on the application for hire form that music will be used during the hire.

Amplified music and voice events on the open space is only by consent and limited to the use as defined in an approved Temporary Events Notice, or consent granted for use of the Open Space by the Open Spaces Team through an application made via the Councils web portal. [Hire a park or open space for your event - Cambridge City Council](#)

If at any point of the hire the noise level is reported as being unreasonably high, the organiser will reduce the noise level if requested to do so by any member of Council staff.

Rights

Cambridge City Council reserves the right to:

- refuse any booking
- end the booking without notice, and without incurring any liability to the hirer, in the event of the hirer breaching any of the conditions of hire
- Local residents have the right to contact the Council if the noise level is unreasonably high and the organiser should reduce the noise level if requested to do so by any council staff.

4. SAFEGUARDING CHILDREN AND ADULTS AT RISK

Safeguarding is everyone's responsibility. Cambridge City Council is committed to safeguarding and promoting the welfare of children, young people and adults. We take our responsibilities seriously and expect all people using our centre to share this commitment.

Bookings that are for activities for children or adults at risk will require an assessment to ensure the hirer has fully considered their safeguarding responsibilities and implemented appropriate policies and procedures. This could include:

- having a safeguarding and lone working policy and risk assessments
- implementing and monitoring safeguarding procedures
- undertaking DBS checks
- ensuring staff and volunteers have safeguarding training and are well supervised

5. EQUAL AND DIVERSITY

Cambridge City Council believes in the dignity of all people and their right to respect and equality of opportunity. We value the strength that comes with difference and the positive contribution that diversity brings to our city. We aim to eliminate prejudice and discrimination, and to promote good relations between different groups enabling our services, buildings and information to be fully accessible, recognising that certain individuals and groups of people can experience significant disadvantage in society, including

- Black and Minority Ethnic communities
- Women (including pregnant women and nursing mothers)
- Disabled people
- Lesbian, gay, bisexual, and transgendered people
- Older people, children, and young people
- Religious and belief groups

We expect our staff to be treated with the same respect and dignity that we offer our customers.

6. PRIVACY NOTICE

The Council's Community Centres and Facilities may collect personal data for the following activities:

1. To respond to enquiries to hire the community facilities
2. To process bookings to hire the community facilities
3. To process payments for the hire of the facilities
4. For centre use monitoring
5. To provide hirers information about the community centre

We collect names, addresses, email addresses, telephone numbers (mobile, landline and work numbers) and photographs (relating to community events and publicity) via online, phone, face to face, or other written interactions.

We process your data with a view to entering into a contract with you as individuals, or the organisations you represent, for the hire and use of our community facilities.

Information on your rights is available at cambridge.gov.uk (search for 'Privacy Notice').

We will not share your personal data with external agencies or individuals unless you have given us permission to do so on the application form for the purpose of enquiries about your activities.

However we may process the information you provide to prevent and detect fraud in any of our systems and may supply information to government agencies, law enforcement agencies, internal audit, regulators or other external bodies for such purposes.

We do not routinely process any information about you outside the European Economic Area (EEA), except in rare cases, where we use all appropriate safeguards.

We will retain your information in accordance with the Council's retention policy. Bookings will be for 6 years plus the current year. We will review our mailing lists annually but you can contact us at any time if you no longer want to receive centre updates. We will delete enquiry information which does not result in a booking within one month.

If you have a query regarding your rights please contact the Data Protection Officer who can be contacted by emailing infogov@3csharedservices.org or you can write to the Council and mark your letter for the attention of the Data Protection Officer, or call on 01223 457000. You have the right to lodge a complaint with the Information Commissioner's Office (ICO).