

GCDA Community Venues – Terms & Conditions of Hire

These Terms & Conditions apply to bookings at GCDA venues, including community centres, hubs, and other GCDA-managed spaces. They are designed to keep everyone safe, protect the building and equipment, and ensure bookings run smoothly.

Venue-specific details such as room capacities, opening times, access arrangements, pricing, deposit levels, and any additional rules will be confirmed in your booking form, room rate sheet, or booking confirmation.

1. Booking and confirmation

1.1 Bookings must be made by a named person aged 21 or over.

1.2 A booking is not confirmed until: - the booking form has been completed, - any required deposit has been paid, - any required documentation has been provided, and - GCDA has confirmed acceptance of the booking.

1.3 Bookings may only be used for the purpose stated on the booking form.

1.4 GCDA reserves the right to refuse any booking or cancel any provisional booking at its discretion.

1.5 GCDA reserves the right to decline or cancel bookings where: - false, inaccurate, or misleading information has been given, - the proposed use is incompatible with GCDA's values or policies, - the event presents a licensing, safeguarding, health and safety, reputational, or operational risk, - payment deadlines are not met, or - the premises are required for an emergency or other exceptional circumstance.

2. Payments

2.1 Unless expressly agreed otherwise in writing, **all bookings must be paid in advance.**

2.2 One-off bookings must be paid in full by the deadline set out in the booking confirmation. GCDA reserves the right to cancel any booking that has not been paid for in full by the due date.

2.3 Regular hirers may only be invoiced under a separate agreed arrangement approved by management. Where invoicing is agreed, payment must be made by the stated due date.

2.4 A refundable deposit may be required. Deposit levels will vary depending on the venue, room, and nature of the booking, and will be confirmed at booking.

2.5 Deposits are held against damage, excessive cleaning, waste removal, overtime, late departure, breaches of these Terms & Conditions, and any other costs arising from the hire.

2.6 Additional charges may apply where specialist cleaning, waste disposal, security, staffing, equipment hire, or other exceptional costs are required.

3. Cancellations

3.1 Cancellation terms, including any retained deposit or charges, will apply as set out in the booking confirmation or venue booking terms.

3.2 All cancellations must be made in writing.

3.3 GCDA will not normally refund payments or deposits where a booking is cancelled by the hirer outside the permitted cancellation window.

3.4 If GCDA cancels a booking, any refund will be handled in accordance with the applicable booking terms and the circumstances of the cancellation.

4. Use of the venue

4.1 Hirers may use only the room(s), area(s), and facilities explicitly included in the booking.

4.2 Hirers must not exceed the maximum permitted capacity for any room or space. Capacity limits will be communicated by GCDA and must be observed at all times.

4.3 Hirers must comply with all venue-specific instructions relating to layout, access, kitchen use, equipment use, bar use, outdoor areas, and shared spaces.

4.4 Rooms and shared areas must not be used in any way that obstructs corridors, fire exits, entrances, circulation routes, or the safe operation of the building.

4.5 Hirers must not use GCDA's address as a registered business address, correspondence address, or map listing address unless expressly agreed in writing.

5. Timing, access, set-up and clear-away

5.1 All bookings must include enough time for set-up, the event itself, and clear-away.

5.2 Hirers will only have access during the booked times unless otherwise agreed.

5.3 The booked period must include delivery, decorating, rehearsing, setting out furniture, clearing away, cleaning, and guest departure.

5.4 Hirers must vacate the premises by the agreed end time.

5.5 Music, bar service, and other licensable or noisy activity must end at the time specified by GCDA for that venue.

5.6 Late departure or overrun may result in additional charges and/or loss of deposit.

6. Condition of rooms and cleaning

6.1 Rooms must be left clean and tidy.

6.2 Hirers must leave all rooms, kitchens, furniture, and any equipment used in the same general condition in which they were found.

6.3 At the end of the booking, hirers must: - remove all personal belongings, decorations, and brought-in items, - put rubbish and recycling into the correct bins or designated area, - wipe down surfaces if used for food, drink, or messy activities, - leave floors reasonably clear of debris, - return furniture and equipment as directed by staff.

6.4 GCDA reserves the right to charge for excessive mess, incorrect waste disposal, failure to clear the room properly, or any cleaning required beyond normal post-hire turnaround.

7. Behaviour and conduct

7.1 Hirers are responsible for the behaviour of all guests, participants, contractors, performers, facilitators, and anyone attending in connection with the booking.

7.2 The following are not permitted: - violence or threatening behaviour, - verbal abuse or harassment, - discriminatory, racist, sexist, homophobic, transphobic, or otherwise abusive language or conduct, - illegal activity, - dangerous or reckless behaviour, - excessive noise, - intoxicated, disorderly, or antisocial behaviour, - damage to the venue or its contents.

7.3 GCDA staff may require any person to leave the premises where their behaviour is unsafe, inappropriate, or in breach of these Terms & Conditions.

7.4 GCDA may terminate a booking immediately where conduct gives rise to safety, licensing, operational, or reputational concerns.

8. Health, safety and safeguarding

8.1 Hirers must comply with all health and safety instructions given by GCDA staff.

8.2 Fire exits, escape routes, and fire safety equipment must remain unobstructed at all times.

8.3 Hirers must familiarise themselves with the fire evacuation procedure and ensure participants know how to leave safely in an emergency.

8.4 Groups must ensure suitable arrangements are in place for first aid and for the safe evacuation and support of disabled users or anyone requiring assistance.

8.5 Where a booking involves children, young people, or vulnerable adults, the hirer must: - have appropriate safeguarding procedures in place, - ensure appropriate supervision at all times, - provide any documentation requested by GCDA, including safeguarding policy, DBS information where relevant, and insurance.

8.6 Hirers must comply with any supervision ratios or activity-specific safeguarding requirements notified by GCDA.

9. Insurance and liability

9.1 Hirers must hold **appropriate insurance where relevant to the nature of the booking or activity**.

9.2 Where requested, evidence of public liability insurance and any other relevant insurance must be provided before the booking takes place.

9.3 Hirers are responsible for all loss, damage, claims, costs, or injury arising from their use of the venue, except where caused by GCDA's proven negligence.

9.4 **GCDA accepts no responsibility for loss, theft, or damage to the hirer's property or to the property of guests or participants.**

9.5 **GCDA accepts no liability for injury, loss, or damage suffered by hirers, guests, or participants, except where caused by GCDA's proven negligence.**

10. Alcohol, bar use and catering

10.1 Alcohol arrangements vary by venue and must be agreed in advance.

10.2 Hirers must not bring, serve, or sell alcohol unless this has been expressly approved by GCDA and is permitted under the venue's licensing arrangements.

10.3 Where bar service is available, alcohol may only be sold or served in accordance with the venue's licensing conditions and any instructions from GCDA.

10.4 Catering arrangements vary by venue and must be agreed in advance.

10.5 Hirers must not assume use of kitchen facilities, tea points, crockery, cutlery, or catering equipment unless confirmed as part of the booking.

10.6 Any food preparation, service, or catering activity must comply with applicable food hygiene and safety requirements.

11. Noise and neighbours

11.1 Hirers must keep noise to a reasonable level both inside and outside the venue.

11.2 Guests must arrive and leave quietly, particularly in the evening.

11.3 GCDA staff may require hirers to reduce sound levels, stop music, close doors or windows, or otherwise modify activity where complaints are received or where necessary to protect the venue's licence or relationship with neighbours.

12. Equipment, decorations and brought-in items

12.1 Any electrical equipment brought into the venue must be safe to use and, where appropriate, PAT tested.

12.2 GCDA reserves the right to refuse use of any brought-in equipment.

12.3 No naked flames, candles, incense, fireworks, smoke machines, bubble machines, confetti, glitter, or similar materials may be used unless expressly agreed in writing.

12.4 Decorations must not be fixed to walls, ceilings, doors, floors, windows, or furniture in a way that causes damage.

12.5 No flammable, hazardous, toxic, or otherwise dangerous items may be brought into or stored at the venue.

12.6 Storage is only permitted by prior agreement and is always at the hirer's risk.

13. Staff instructions and enforcement

13.1 A GCDA staff member or authorised representative may be on duty during the booking. Their instructions must be followed.

13.2 GCDA reserves the right to require immediate compliance with these Terms & Conditions and any venue rules.

13.3 Serious breaches may result in: - immediate termination of the booking, - loss of deposit, - additional charges, - refusal of future bookings, and/or - referral to the police or other authorities where appropriate.

14. Complaints

14.1 Any complaints regarding the booking or the venue must be made in writing within 72 hours of the end of the hire.

15. Agreement

15.1 By signing the booking form, submitting a booking request, or proceeding with the booking after being sent these Terms & Conditions, the hirer agrees to be bound by them.

15.2 These Terms & Conditions should be read alongside the relevant venue room hire information, price list, booking form, and any venue-specific conditions provided by GCDA.