

Payment Policy

One off bookings:- Payment due 14 days before the event to secure the booking.

Regular weekly bookings:- Invoiced at the end of each month, Payment due within 14 days of the invoice date.

Cancellation Policy

You have the right to cancel (in writing) up to 48 hrs before the booking, cancellations made less than 48hrs of the booking will be charged 50% of the booking fee. No shows will be charged 100% of the booking fee.

Terms and Conditions of Hire

1. Whilst on the premises, including the car park, the Hirer(s) are responsible at all times for the conduct of their guests. Please keep noise levels as low as possible because the Centre has neighbours who must be given due consideration.
2. The Hirer(s) are required to satisfy themselves that they have any necessary insurance to cover their activity. The Trustees will not accept any liability for any accident or injury to persons or property unless such incidents arise from negligence by the Centre and within the boundary of the Centre.
3. Vehicles parked within the Centre car park do so entirely at the owners, or drivers, own risk.
4. All food safety and hygiene regulations must be complied with when the kitchen is used to serve food.
5. The hirer(s) are expected to have policies in place appropriate to the type of event they are running.
6. The Hirer(s) must acquaint themselves with emergency exits (to be kept clear at all times), protocols for fire evacuation and contacting the emergency services.
7. The Trustee's expect all activities to finish no later than 9 pm.
8. The times of hire must be adhered to. The key holder has discretion to allow a period of 15 minutes grace both before and after an activity for setting up and tidying up/closing down. Any period over this will be charged at the current rate at the time. Some activities may run back-to-back so prompt finishing times are expected of hirers so that the next group starts on time.
9. Please leave the rooms clean and tidy, especially the floors. The Centre must be left in the same condition as was found at the time of hire. Any departure from this will result in a cleaning charge being made to the Hirer(s).
10. Any form of damage incurred during the period of hire will be charged to the Hirer(s).
11. Alcohol must not be sold on the premises without a proper licence. Alcohol must not be consumed on the premises by anyone under the age of 18.
10. The use of Disco smoke and indoor fireworks is strictly prohibited, as these will trip the fire alarm. Any charges raised by the Fire and Rescue Service for attending a false alarm will be charged to the Hirer(s).
11. The Trustees are the sole authority to take or refuse bookings and reserved the right to exclude any person, or organisation at any time. Where complaints have arisen from a previous booking, the Hirer(s) will be refused any further bookings.
12. Any property or equipment left in the Community Centre is left at the owners risk.
13. The Trustees will make every effort to honour all bookings, however, there may be times when bookings need to be changed or cancelled due to unforeseen circumstances, such as problems with the building, staff non-availability because of illness or personal emergency etc. If such circumstances arise the Trustees will give the maximum notice possible to the Hirer(s). Trustees shall not be liable to the Hirer(s) for any resulting or consequential loss or damage whatsoever other than the return of the whole or part of the Hire Fee.

Contacts:- For Bookings etc tel:- 07868 660756 / email:- grovefarmcc@gmail.com