



Lettings Policy

Responsibility: SRC Committee

Review Cycle: Every three years, or earlier in the event of legislative changes

<u>Date of Adoption / Renewal</u>	<u>Resolution Number</u>
3 October 2017	8208

LETTINGS POLICY

1. Introduction

- 1.1 The council manages a variety of facilities which are made available for hire to users, including the Whitehill Centre, the Council Chamber and meeting rooms, and sports facilities for football and netball at Goldsmiths Recreation Ground.
- 1.2 Letting of facilities is managed through the council office, which will follow the guidance provided in this policy with respect to determining which users groups are permissible and deciding the appropriate rate for the hire.

2. Procedures

- 2.1 Users wishing to hire facilities should contact the council with their initial enquiry. Provisional bookings may be agreed by telephone, subject to completion of a lettings form, detailing contact information, dates and times of hire, acceptance of terms and conditions, provision of copies of any requested insurances (i.e. public liability) and payment of the appropriate fee.
- 2.2 Requests for use of the Whitehill Centre are also subject to the availability of a key holder for the requested dates. Regular users of the Whitehill Centre may be provided with a key upon receipt of a deposit.
- 2.3 In the event of cancellation of a booking, refunds will be made on the following basis:
- Seven days' notice or more – full refund
 - Less than seven days, but more than 48 hours' notice – 50% refund
 - Less than 48 hours' notice – no refund
- 2.4 Users regularly making and subsequently cancelling bookings without good reason, may be refused future requests.
- 2.5 Users may book multiple recurring events and the council reserve the right to offer a reduced fee for regular users.
- 2.6 All bookings will be prioritised on a 'first come, first served' basis.
- 2.7 The decision as to whether to accept a booking or not rests with the council office staff. Any complaint regarding the refusal of a booking should be addresses to the Town Clerk in the first instance.

3. Allowable Use

- 3.1 Generally, hire will be refused to any individual or group representing an organisation deemed not to be in the public interest, or where there is realistic threat of damage or injury to either the facility itself, other users in the vicinity, the council staff or the general public. Hire of any council facility for political use is also prohibited.

4. Lettings Charges

4.1 All lettings charges will be reviewed regularly and a schedule made available to the public via the council's website. The council reserve the right to offer reduced rates to community groups and/or charitable organisations.