

# WEST MOORS MEMORIAL HALL

231 Station Road, West Moors, Ferndown, Dorset BH22 0HZ

## An Introduction to Private Hire Bookings at West Moors Memorial Hall

Welcome to West Moors Memorial Hall. Please spend time to look at the Hall facilities and also [check the availability](#) on our website before contacting our booking agent to check that our facilities are suitable for you and also available.

The West Moors Memorial Hall is run by a charity registered with the Charity Commission. The Trustees are all volunteers who try to ensure that hirers receive good service from us but also that the hall is looked after and kept in a good condition for the next booking. We therefore have a Hiring Agreement based on the model provided by ACRE (Action with Communities in Rural England) and have provided other information on our website for you to look at before you book. These can be found at:

[www.westmoorshall.org/community/west-moors-memorial-hall-15387/hirer-information/](http://www.westmoorshall.org/community/west-moors-memorial-hall-15387/hirer-information/)

- This document: ***An Introduction to Private Hire Bookings at West Moors Hall.***
- ***West Moors Memorial Hall Hiring Terms & Conditions.*** This is the legal document which governs all hiring activity.
- ***Instructions for Hirers***
- ***Using Bouncy Castles and Inflatables.*** This is essential if you plan to use Bouncy Castles or inflatables. If you are planning to use a bouncy castle you must tell us at the earliest opportunity and we will send you a copy of our insurance details.
- ***West Moors Memorial Hall Deposit Retention Guidelines.*** We provide these for the sake of transparency to indicate how we make decisions on the retention of a deposit.

This introduction takes you through the process of booking and outlines the parts of the Hall Hiring Agreement.

### Section A: The Private Hire Booking Process

#### 1) Enquiring about the booking

Once you have checked our facilities and availability online and reviewed the documents relating to hiring mentioned above then to make a booking contact our Booking Agent:

- a. By emailing the Booking Agent at [bookings@westmoorshall.org](mailto:bookings@westmoorshall.org) with the required date, time and details of the event as well as your contact details including a telephone number. **This is the best way to contact the Booking Agent** as the phone is not manned at all times and additionally a written communication is less likely to lead to errors than a verbal one. Also an email creates an easy to follow email trail of the conversation.
- b. By texting the Booking Agent on 07746 939820.
- c. By phoning the Booking Agent on 07746 939820. If you do phone and the booking agent is not available leave a clear message with your contact details. This is not the best way to contact the Booking Agent as in our experience messages and phone calls can be unclear.
- d. By writing to the Booking Agent at:  
Booking Agent  
West Moors Memorial Hall  
231 Station Road  
West Moors BH22 0HZ

This is the slowest way to contact the Booking Agent and the delays can mean that someone else books the date and time you wanted before you.

## 2) The booking details

The Booking Agent will respond and let you know if the date and time is still available.

- a) If the Booking Agent is able to contact you by phone they will collect from you the information we need to manage your booking which includes:
- The date and time of the booking
  - Which parts of the Hall you wish to book
  - The nature of the event you are booking
  - Whether there will be alcohol allowed at the event
  - Whether music (live or recorded) will be played
  - Whether a Bouncy Castle will be used
  - Your full contact details, including
  - The bank details for returning the deposit

Our privacy policy which outlines how we use your data can be found on our website or by [clicking this link](#).

- b) If the Booking Agent is unable to contact you by phone they will send you an email with a request for further information which lists what they need. This will include a Booking Enquiry Reference number – please be sure to include when you reply. If you would like a quotation email then let the booking agent know.

If you wish to proceed with a Provisional Booking then once they have all the information needed they will send you the **Private Hire Booking Agreement Form** with the details for you to check as well as the hire cost, the deposit required and our details for you to pay the deposit. They will also send you the **West Moors Memorial Hall Hiring Terms & Conditions** which you must read.

The Booking Agent will make a provisional reservation on the Hall calendar which remains valid for 1 week from the time the form is sent to you so please watch out for it (remember to check your mail spam filter too). This reservation reserves that booking slot for you.

## 3) Accepting the agreement and paying the deposit

To confirm your booking you must do two things:

- 1) Check all the details on the form, read the **West Moors Memorial Hall Hiring Terms & Conditions**, and then email your acceptance of both (both parts constitute the Hire Agreement) – the details for the email to send are in the Booking Agreement Form.
- 2) Pay the deposit preferably by bank transfer as it is the fastest method. If you pay by cheque we must have enough time for us to pay it in and for it to have cleared.

If we have not received your confirmation of acceptance of the Hire Agreement and the deposit within 7 days then the provisional booking will be cancelled and you will be notified.

## 4) Confirmation of the Booking

Once the Booking Agent has confirmed that they have received your agreement to the two parts of the Hire Agreement and that we have received your deposit in our bank account then the provisional booking will be changed to a confirmed booking and you will be emailed confirmation.

## 5) Payment of the Hire Fee

When we have received the Hire Fee we will send you the key code for the key box next to the side entrance door. **Please remember to take the code with you otherwise you will not be able to get into the hall. If you change the date of your booking we will send you a key code for that new date.**

## 6) An Urgent Booking

Our experience is that bookings are usually made more than a month ahead and this is why we have the provisional booking system to give you 7 days to agree to the terms and pay the deposit whilst reserving your booking. The balance is then payable up to 28 days before the hire date.

For an urgent booking less than 28 days ahead we need to receive your agreement to the hire documents as well as the deposit and hire fee payment as quickly as possible so that the booking can be confirmed. Should the slot be booked by someone else in the meantime, we will notify you and refund any payment you have made.

## Section B: Private Hire Summary Booking Conditions

1. The Hire Charge is payable no later than 4 weeks before the hire date. The Hall’s bank details will have been provided to enable payment to be made. Cheques can be made payable to West Moors Memorial Hall and sent to the Hall.
2. Bookings can be cancelled without charge more than 30 days before the event. If bookings are cancelled within 30 days of the event then the following fees will be charged if we are unable to rehire the hall:
  - 20% of the hire charge for cancellations between 30 days and 7 days of the event
  - 50% of the hire charge for cancellations between 7 days and 72 hours of the event
  - 100% of the hire charge for cancellations within 72 hours of the event
3. The remainder plus the deposit will be refunded as soon as practical.
4. The Deposit amount, generally between £75 and £250, depends upon the assessed risk of potential for damage to the premises. It is fully returnable providing the hall is left in good condition with the key returned and all of the terms and conditions have been adhered to, including leaving the premises, locked, at the booked time.

## Section C: Outline of The West Moors Memorial Hall Hiring Agreement

The Hire Agreement comprises two parts which you agree to by email and paying the deposit:

Part 1 - **Private Hire Booking Agreement Form** which the Booking Agent will send you once they have confirmed availability and have all the required details.

Part 2 – **West Moors Memorial Hall Hiring Terms & Conditions** which the Booking Agent will send you with Part 1. This contains the ACRE Standard Conditions of Hire and the Halls’s Special Conditions of Hire – please take time to read these in full.

A list of the ACRE Standard Conditions of Hire and the Hall’s Special Conditions of Hire follow.

### 1) The West Moors Memorial Hall Standard Terms and Conditions of Hire

The Hiring Agreement incorporates a section containing 30 Standard Conditions of Hire. For reference and brevity, these are listed below, but all Hirers should familiarise themselves with the Conditions prior to the hire.

#### ACRE Standard Conditions of Hire

1. Age	16. Smoking
2. Supervision	17. Accidents and dangerous occurrences
3. Use of Premises	18. Explosives and flammable substances
4. Insurance & Indemnity	19. Heating
5. Gaming, Betting and Lotteries	20. Animals
6. Music Copyright Licensing	21. Fly posting
7. Music	22. Sale of goods
8. Film	23. WiFi Services
9. Safeguarding children, young people and vulnerable adults	24. Termination of the WiFi Service
10. Public Safety Compliance	25. Availability of WiFi Services
11. Noise	26. Privacy and Data Protection
12. Drunk and disorderly behaviour and the supply of illegal drugs	27. Cancellations

13. Food, Health and Hygiene 14. Electrical appliance safety 15. Stored equipment	28. End of Hire 29. No alterations 30. No rights
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These standard conditions apply to all hirings of the West Moors Memorial Hall. If the Hirer is in any doubt as to the interpretation and meaning of the Conditions, the Trustees should immediately be consulted.

## 2) The West Moors Memorial Hall Special Terms and Conditions of Hire

These Special Conditions of Hire are a part of the Hiring Agreement, supplement the Standard Conditions, and apply to all events including those at which regulated entertainment, or the sale of alcohol takes place.

### WMMH Special Conditions of Hire

1. Hours of opening and specific exclusions 2. Capacity of the Hall 3. Age supervision and alcohol 4. Dangerous and unsuitable performances 5. Film shows 6. Loud Music 7. Means of escape 8. Outbreaks of fire	9. Animals 10. Bouncy Castles and Other Inflatables 11. Trampolines 12. Electrical Equipment Safety 13. Cancellation 14. No alterations 15. End of Hire
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## Section D: Hire Deposit Requirements and Deposit Retention Conditions

### Reasons for a Deposit and a Retention

Deposits are not required to secure a booking.

However, a deposit will be required at the time of booking to cover any unplanned work that arises as a result of the event, or costs that might be incurred by the Hall because of the event.

### Deposits

A returnable deposit of up to £250 will be charged to the organiser of a 'Private Hire' event (defined below) based on the Hall Trustees' experience of known risks to the Hall.

A **Private Hire event** is generally a one-off event organised through the Booking Agent by a person not normally known to the Hall, and who is not on the Hall's list of Regular Users. The nature of this event must be made clear to the Booking Agent.

### Deposit Retentions

In exceptional circumstances, a portion of the deposit, up to 100%, may be retained by the Hall if any of the Booking Conditions are breached, as set out in the following table. Deposits are generally refunded within 10 days of the hire.

Breach of Booking Conditions	Retention	Rationale
The Hall is left untidy / not fully cleaned or needing extra cleaning and / or tidying	£20	Offsets extra work for Trustees and Caretaker and any extra cost charged by cleaners
Damage caused to any part of the Hall	20% to 100%	Depending on repair costs and determined solely by the Trustees
Police and / or Fire services attend the Hall due to disruption	100%	Disturbance to neighbours and the Hall's reputation
Hall left unlocked / keylock not secured / internal fire doors wedged open risking intrusion and damage.	100%	The Hall's insurance is compromised or at worst invalidated if the Hall is left open or if internal fire doors are wedged open.
Lights left on / windows left open	10%	Contribution to extra power cost

Loud music impacting neighbours leading to a complaint	100%	Extra cost / time for Trustees dealing with neighbours
Entry before booked time and / or exit after booked time	Published Hire Charge	Hire charges are payable for the full time that the Hall is occupied by the hirer or his / her representatives
Not declaring the full nature of the event booked, in breach of the hire agreement.	100%	For insurance and other purposes, the Hall Trustees need to be fully aware of the hirer's planned use of the Hall.

The Trustees reserve the right to make adjustments to these Retentions according to the circumstances of the case. Payment to the Hall of the deposit and the hire charge represents full acceptance by the hirer of the Booking Terms and Conditions. If there is a 100% retention and hirers leave the Hall well after 23:30, a further hire charge may become payable.