



Younghayes Centre,
169 Younghayes Road, Cranbrook,
EX5 7DR

Owned and managed by
Cranbrook Town Council

YOUNGHAYES CENTRE

Information Pack and Conditions of Hire

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Welcome

Thank you for considering the Younghayes Centre in Cranbrook for your event. We truly appreciate your interest. This booklet is designed to provide you with all the necessary information to ensure your session runs smoothly.

The Town Council provide community assets for public use, these include the Younghayes Centre Community Hall, Sports Facilities such as Cricket and Football Pitches, Multi-Use Games Area (MUGA).

By signing the hire agreement, you agree to follow the requirements outlined in this booklet and to comply with Health and Safety and Fire Safety during your hire period. We ask that you take the time to read it carefully. We hope you have a wonderful experience at the Younghayes centre. If you have any questions or need further assistance, please do not hesitate to reach out to us.

The Younghayes Centre

1. **Parking:** The car park is shared with other users and has a 2-hour time limit. If you or your guests will be staying longer, please ensure vehicles are moved after two hours.
2. **Accessibility:** The centre is fully accessible with ground floor facilities. A lift is available for access to the upstairs conference and meeting rooms.
3. **Hall Equipment:** The hall storage cupboard contains 15 six-foot trestle tables, 90 chairs, and 25 blue mats. The hall itself is 180 m² with high ceilings. **Please note:** The play equipment and other items are **not** for general use. A dustpan, brush, and sweeper are available in the hall storage cupboard for cleaning the floor.
4. **Kitchen Facilities:** The Younghayes Centre has a fully equipped catering kitchen, including tea and coffee-making facilities. You are required to bring your own supplies.
5. **Key Safe:** The key safe is located next to the green post box. You will receive the code and other relevant door codes via email the week of your event, after full payment is received. Once you have opened the front door, please return the key to the key safe and scramble the code. This ensures other booked hirers can access the building. By signing the hire agreement, you agree to keep the key code information confidential and adhere to this policy.
6. **Door Security:** The hirer is responsible for the security of the building during the hire period. If necessary, appoint a door person to prevent unauthorised access.
7. **Feedback:** We value your feedback. Following your booking we will send an email link to a short 2-minute survey. We would be grateful if you would take the time to complete this.

Hiring Procedure Including Fees & Payments

1. **Application for Hire:** Please fill out the accompanying booking form and return it to bookings@cranbrooktowncouncil.gov.uk. The person who signs the form will be our main contact and responsible for payment and following the guidelines.
2. **Booking and Payment:** Bookings should be made through Cranbrook Town Council. One-off bookings must be paid in full 14 days before the event. Payments should be made by bank transfer. Regular hirers will receive monthly invoices, agreed upon at the time of booking. **Note: payment must be received in advance unless an alternative arrangement has been agreed.**
3. **Charges:** The Council reviews its hire charges annually. A schedule of fees is available upon request.
4. **Deposit Requirement:** A refundable damage deposit may be requested.
5. **Cancellation:** If you need to cancel, please let us know as soon as possible. A 100% cancellation charge will apply if less than 7 days' notice is given.
6. **The Town Council reserve the right to refuse or cancel bookings due to:**
 - Non-Compliance with the terms and conditions
 - Maintenance or emergency repairs

In rare cases, the Council may need to cancel bookings due to unforeseen circumstances. A full refund or alternative date will be offered.

Public Liability Insurance

Commercial hirers or organisations that charge for entry must provide proof of public liability insurance with a minimum of £5 million.

Private hirers may be covered under the council's insurance for low-risk, non-commercial events (e.g., birthday parties, meetings). Hirers should check the requirements before making bookings.

Third-party providers (e.g., caterers, entertainers, sports coaches, etc.) must have their own third-party insurance and provide a copy of their risk assessment for their activity to the hirer.

Health & Safety

- Commercial companies are required to conduct a risk assessment relevant to their event or activity.
- Any accidents, injuries, or hazards must be reported to the Town Council immediately.
- The provision of first aid is the hirer's responsibility.
- Hirers must ensure that all children and vulnerable adults are supervised by responsible adults.
- The use of hazardous materials, fireworks, or flammable decorations is prohibited.
- Bouncy castles must display either a PIPA or RP11 inspection certificate.

Fire Safety

- Hirers must familiarise themselves with emergency exits, the location of fire extinguishers, and evacuation procedures.
- Fire exits must be kept clear at all times.
- Candles, open flames, and pyrotechnics are not permitted.
- If the fire alarm sounds, all attendees must evacuate immediately and assemble at the designated fire assembly point (**Younghayes Car Park**).
- The hirer must ensure that the emergency services are called using 999.
- **The lift will automatically shut down and cannot be used to evacuate the first floor. Evacuation must take place via the stairs. It is the hirer's responsibility to ensure they have adequate procedures in place for the evacuation of those with mobility issues.**
- The hirer must conduct a headcount and report any missing persons to emergency services. Re-entry to the building is only permitted once authorised by the emergency services.
- All portable electrical equipment must display a current portable electrical test sticker.
- The hirer is responsible for setting the room occupancy level in line with fire safety regulations and guidance.
- **In the event of the fire alarm sounding all equipment must be shut down if safe to do so.**

Terms & Conditions

Facilities must only be used for the agreed purpose and time.

- **The hirer is responsible for the security of the building during the hire period. If necessary, appoint a door person to prevent unauthorised access.**
- Hirers must respect nearby residents by keeping noise levels reasonable.
- Smoking and vaping are strictly prohibited inside any council building.
- Any decorations, banners, or equipment used must be removed after use.
- The hirer is responsible for setting up and packing away any furniture and equipment.
- The hall and kitchen must be left clean. A cleaning fee may be charged if necessary.
- Food hygiene regulations must be followed when using the kitchen.
- Alcohol may only be served or sold with an appropriate license. Hirer will need to apply for a Temporary Events Notices (TEN) from the local licencing authority.
- Any damage to council property must be reported, and repair costs may be charged to the hirer.
- A damage deposit may be withheld if additional cleaning or repairs are required.

The Town Council reserves the right to inspect its facilities during hire to ensure compliance with its terms and conditions.

Failure to comply may result in:

- Loss of deposit
- Additional charges for cleaning and damages
- Future booking restrictions or bans

Agreement

By signing the attached booking form, you agree to:

- Comply with the terms and conditions and any additional council regulations
- Accept full responsibility for your event and its attendees
- Ensure safe use of all hired facilities

The terms and conditions ensure all health and safety, fire safety and liability requirements are met while maintaining a fair and accessible use of the town's community assets.

Contact Information

For general queries, further information, or to report non-urgent issues regarding the facilities, please feel free to contact Cranbrook Town Council during office hours at 01404 514552 or emailing bookings@cranbrooktowncouncil.go.uk

If you need assistance outside of office hours, please call 07861 980066.

In the event of an emergency that requires immediate assistance, please dial **999**. This number connects you to emergency services such as police, fire brigade, and ambulance. Make sure to provide clear and concise information about your location and the nature of the emergency to ensure help arrives as quickly as possible.