



BOOKINGS POLICY

This policy establishes the guidelines for hiring Town Council-owned spaces to external organisations, businesses, and individuals.

"Town Council-owned spaces" include The Younghayes Centre, Ingrams Sports Pavilion and Pitches including the Multi-Use Games Area (MUGA), event spaces, and any other land or buildings currently or in the future owned by the Town Council.

Conditions of Hire

- Hirers must be at least 18 years old.
- Hire is not accepted for political rallies, demonstrations, or any illegal or immoral purposes.
- Bookings are subject to availability.
- Bookings must be accompanied by a completed booking form.
- All hire charges must be paid at least fourteen days in advance. Unless otherwise agreed in writing by the Council.
- Bookings will not be accepted on the condition that the hirer will be invoiced for the hire charge after the hire date.
- Block bookings for all Council premises and spaces are available upon request and with written agreement from the Council. Block bookings for sports facilities will only be accepted if they relate to the sport(s) traditionally associated with the season. Priority will be given to sports typically associated with the sports season at that time.

Charges

- Standard rate hire charges are set by the Finance and Personnel Committee and can be viewed on the Council's website.
- The standard rate applies to all hires except:
 - a) Hiring from individual(s) residing in Cranbrook for private events where no charges are applied including subscription charges.
 - b) Hiring events organised by Cranbrook-based community groups run by volunteers which are held purely for the benefit of the community, with no charges made other than to recover event specific costs.

In cases of a) or b), a 50% discount of the standard rate will be applied.

- Councillors and Council Officers may reserve a space without charge, but only in connections within their roles.
- The hire charge may be paid at the time of booking or at least 14 days before the hire date. Bookings will be held up to 14 days prior to the hire date but will not be confirmed until the full hire charge has been paid.
- Facilities at Council premises can be hired at an hourly rate set by the Finance and Personnel Committee.
- Sports Pitch Facilities at Ingrams can be hired in their entirety including the pavilion for a morning session, an afternoon session, or an all-day session. The morning sessions consists of any time before 13:00 or any part thereof, the afternoon session is any time after 13:00 or part thereof.
- Individual football pitches can be hired at an hourly rate, this will include the use of the corresponding number of changing rooms.

Cancellations

- Cancellation of non-sport related bookings with at least 7 days' notice can receive a refund or the offer of an alternative date.
- Cancellations of non-sport related bookings made within 7 days prior to the hire date will incur a cancellation fee equal to 100% of the hire charge.
- For sporting events, a 100% cancellation charge will apply to cancellations within seven days of the event unless the sporting event is cancelled because the playing surface is deemed unplayable by officials. Where this occurs, the council will agree an alternative date and issue a credit to the hirers account.
- The Town Council reserves the right to cancel a booking at any time provided there is good reason to justify the action. The Council will in all cases act reasonably when cancelling a booking, in these circumstances the hires will receive a full refund or the option of an alternative date.

Disputes

Any and all disputes that cannot be resolved by Council officers will be referred to the Town Clerk and the Chair of the Council for resolution. Where a resolution is not agreed upon, the matter will be referred to the next meeting of the Council or the Finance and Personnel Committee, whichever is sooner.

Deposits

The Council reserves the right to retain a refundable deposit which will be held against the repair and/or recovery of any damages and/or losses caused as a direct result of the booking.

When available, the deposits will be taken via a pre-authorisation of a credit or debit card. The pre-authorisation will be realised back to the hirer following the hire date and provided no damage is found.

The deposit holding is to protect the council from potential costs associated with the hire such as damage to a room, theft from council premises or unpaid service charges.

Where the Council receive BACS payments, the deposit will be payable at least fourteen days prior to the booking and refunded once the hire has been successfully completed.

Town Council Event

Where events are organised and run by the Council as a ticketed event, no refunds will be approved except in the circumstance of the Council cancelling or re-scheduling the event.

Third Party Events

Events run by third parties are of no connection to the Council.

Ticketed events are the sole responsibility of the organiser. The Town Council will not accept responsibility for selling and/or refunding tickets for any events operated by third parties and will not accept responsibility for any loss associated with any such event.

Data

The Privacy Policy available on the Town Council website will apply to any personal data collected or retained by the Town Council in connection with the booking of Council own space.