



CRANBROOK PUBLIC OPEN SPACE

Information Pack and Conditions of use

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

Owned and managed by
Cranbrook Town Council

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Welcome

Thank you for considering the Public Open Space 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 event runs smoothly, including essential Health and Safety guidelines.

By signing the hire agreement, you agree to follow the guidelines outlined in this booklet. We kindly ask that you take the time to read it carefully. We hope you have a wonderful experience. If you have any questions or need further assistance, please don't hesitate to reach out. We're here to help!

Public Open Space

1. **Parking:** Parking is available outside of the Younghayes Centre EX5 7DR. 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:** We believe that everyone should have the opportunity to enjoy the beauty of our country park. To support this, we are pleased to offer a mobility scooter for hire at no cost. Please email bookings@cranbrooktowncouncil.gov.uk for further information and to obtain the relevant booking form.
3. **Facilities:** The Younghayes Centre is fully accessible with ground floor facilities, available to the public Monday-Friday 10:00-14:00.
4. In the event of an emergency **call 999**.

Hiring Procedure

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. **Council Liability:** The Council is not liable for: a) Damage or loss of property brought onto the site. b) Loss or injury to persons using the site. c) Interruptions or cancellations due to machinery breakdown, electrical failure, fire, flood, or government restrictions.
3. **Booking:** Bookings should be made through Cranbrook Town Council. One-off bookings must be paid in full 14 days before the event. Please include time for setup, cleaning, and vacating the area within your usage period, as other users may have bookings immediately before or after yours.
4. **Payment:** Payments should be made by bank transfer. Regular hirers will receive monthly invoices, agreed upon at the time of booking.
5. **Cancellation:** We understand plans can change. 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.
In rare cases, the Council may need to cancel bookings due to unforeseen circumstances. A full refund or alternative date will be offered.

Health and Safety

- Commercial companies are required to conduct a risk assessment relevant to their event or activity and ensure you have the relevant insurance cover. A copy of the users liability insurance must be seen prior to the event taking place. If preparing food, hygiene and food safety are your responsibility.
- Any accidents, injuries, or hazards must be reported to the Town Council immediately.
- The provision of first aid is the hirer's responsibility.
- A defibrillator is located outside on the front of the Younghayes Centre building, in the yellow box near the bicycle parking.
- 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.
- Ensure you have access to a mobile phone in case of an emergency.

Terms and Conditions

- The Public Open Space should only be used for the purposes agreed upon in the booking form.
- Please note that the area will remain open to the public during your activities, ensuring everyone can enjoy the space.
- The charge helps cover the maintenance of the area.
- We do not have a license to supply or sell alcohol. If you wish to sell alcohol, you can apply for a Temporary Event Notice online through the local licencing authority.

- If you plan to show films, please make your own arrangements to comply with copyright regulations.
- For those intending to have music, live or recorded, please complete the relevant questions on the booking form and keep the volume at a considerate level for our neighbours.
- Please ensure that no illegal activities or actions that may cause nuisance or annoyance to the Council or neighbouring residents occur on the land. Your cooperation helps maintain a pleasant environment for everyone.

How should the Public Open Space be left?

- We ask that you keep all areas clean and tidy. If any cleaning is needed due to your use of the Public Open Space, we may need to charge you for it.
- Please make sure to remove all rubbish from the site. Any waste you generate should be placed in a bin or taken home.
- Don't forget to take all your belongings with you when you leave the Public Open Space.
- If you notice any damages, please report them right away using the contact numbers provided.

Charges

Events involving business use, entrance fees, hire or fundraising are chargeable in accordance with the number of attendees and are available from the Council.

Contact Information

For general queries, further information, or to report non-urgent issues, 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.

We're committed to ensuring your experience is smooth and enjoyable, so don't hesitate to reach out if you need anything.