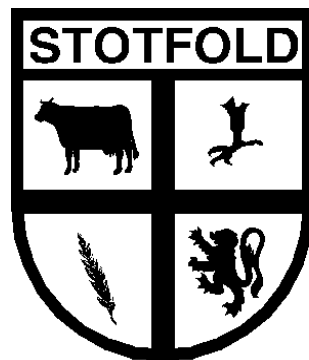


**GREENACRE CENTRE  
VALERIAN WAY, STOTFOLD, HITCHIN, HERTS, SG5 4HG**



**HIRER'S HANDBOOK**

***The Greenacre Centre is designed to accommodate a wide range of functions.***

***It is hoped that the information contained within this booklet will help you to plan your event and make the best of the facility.***

***If you need additional details, or have any queries about the Centre and its operation, please contact:***

Stotfold Town Council  
The Greenacre Centre  
Valerian Way  
Stotfold  
Hitchin  
Herts  
SG5 4HG

Tel: 01462 730064

Email: [enquiries@stotfoldtowncouncil.gov.uk](mailto:enquiries@stotfoldtowncouncil.gov.uk)

## **A SUMMARY OF FACILITIES**

### **KITCHEN**

There are **no** directly accessible facilities for the preparation of hot food or washing of dishes at the Greenacre Centre. Equipment for keeping food hot using a naked flame or hot coals is not permitted. Those systems using a gel heating mechanism will be permitted, if in a contained unit.

There are ample electric sockets available in the Chamber with access to an electric urn (at a minimal cost), kettle/s, drinking crockery etc. for making and serving hot drinks. Usage of the Town Council's crockery is restricted to drinks for your meeting/event. Used crockery should be collected onto a tray and placed on the table at the side of the room. Staff will place the used crockery into a dishwasher on site.

No food should be left on site following your event – all food items should be removed from the premises by the Hirer.

### **COUNCIL CHAMBER (77m2)**

Set out in meeting layout to enable use of the projector, screen and sound equipment. Any alterations to the initial layout will need to be returned to that format by the hirer.

The room is carpeted therefore no party hiring/messy play is allowed. Water cooler with filtered water available to use free of charge.

### **TOILETS**

Male and female toilets are located off the main hall corridor, together with one disabled toilet with baby changing facility.

### **CAPACITY**

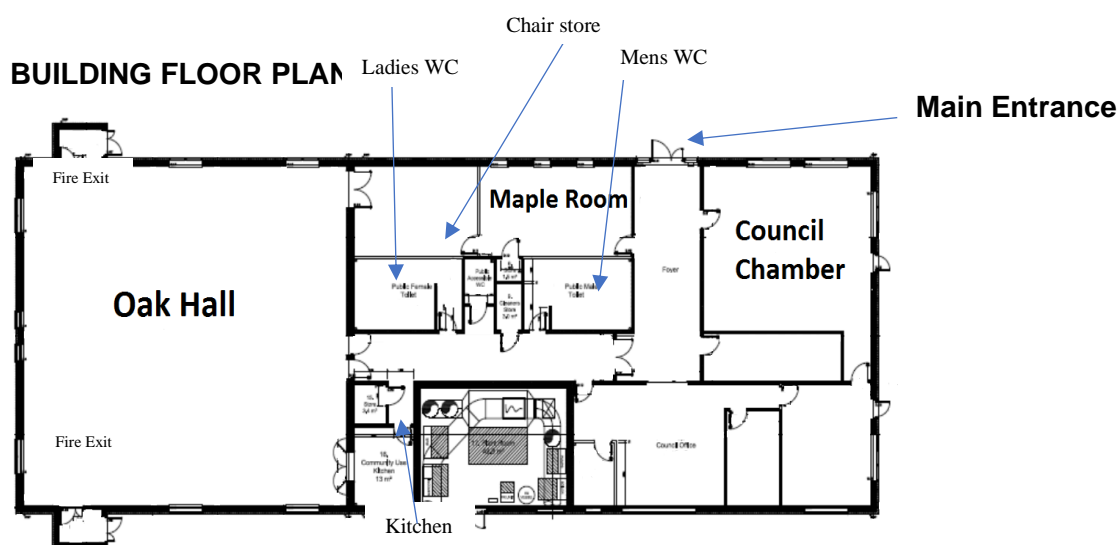
The maximum capacity for events in the Council Chamber is 60 people.

## FURNITURE AND EQUIPMENT

- 10 tables 6ft x 2.6ft
- 250 upholstered stacking chairs
- 100 cups, saucers
- 200 mugs
- Hot Water Tap

Fire safety equipment and first aid supplies meet the statutory requirements.

There is no payphone situated within the Greenacre Centre, all Hirers must ensure that a mobile phone is available for use in emergencies.



## PARKING

There are parking spaces located to the rear of the Greenacre Centre – accessed from Buttercup Road, with two disabled bays situated at the front of the building – accessed from Valerian Way. **Please note that Buttercup Road is one-way.** The building has disabled access via the main entrance. Vehicles are to be parked only in the marked bays and must not obstruct any other area within the car park or main entrance. Please refrain from parking in adjacent residential streets.

**The information on the following pages cover the conditions of which hire, and the restrictions placed on Local Authorities on activity in the Centre. Signature on a Hiring Agreement commits the hirer to their observance. Hirers should therefore read this information carefully and consult the Town Clerk if they are in any doubt as to the meaning of any items. For the purposes of these conditions, the term HIRER shall mean an individual Hirer or, where the Hirer is an organisation, the authorised representative.**

## **GREENACRE CENTRE - CONDITIONS OF HIRE**

1. All applications for use of the Council Chamber and other accommodation must be made to the Town Clerk, The Greenacre Centre, Valerian Way, Stotfold, during office opening hours. Bookings may also be made in writing or by telephone. The latter should be confirmed in writing within fourteen days. In all cases a holding deposit of 25% of the booking fee must be made with the Town Clerk within seven days of making the booking. The outstanding sum is due no later than two weeks prior to the booking. Arrangements for a regular booking may be made at a reduction over these rates.
2. All provisional bookings **MUST** be followed up by a signed hiring agreement and deposit payment within two weeks otherwise Stotfold Town Council reserve the right to cancel the provisional booking without notice.
3. Before a regular booking can be considered, an organisation must book a room or rooms within the Greenacre Centre for a minimum of four hiring sessions, paid in advance. Regular hirers of Town Council facilities are invoiced monthly in arrears with a 30-day credit period. After the fourth pre-paid regular hire, a 10% discount will be applied. By signing a hiring agreement, you will agree to settle outstanding invoices within the 30-day credit period by the relevant payment methods. Failure to do so will result in the Council's Credit Control & Bad Debt Policy being implemented.
4. A damage deposit payment of £250.00 is required as insurance against possible damage caused during the hire. This payment can be collected (if in the form of a cheque or cash) from the Town Council offices the first working date following your hire, or we can destroy it (if a cheque) for you with your agreement. The damage deposit may also be made by pre-authorisation method on a debit or credit card. The sum will not be taken from your account, unless damages occur, however the bank will hold this sum, so sufficient sums must be available.
5. Stotfold Town Council reserve the right to charge a one off £100 cleaning fee for any big parties or messy hires. This is at our discretion and is not negotiable if we feel the charge is appropriate.
6. In the event of a cancellation more than one month away from the hire date 50% of the deposit paid will be refunded. In the event of a cancellation within one month and more than two weeks away from the hire date the whole of the deposit is retained. In the event of a cancellation less than two weeks away from the hire date the whole booking fee is retained.
7. a) The TOWN COUNCIL reserves the right to cancel a hiring in the event of the Centre being used for Elections, Blood Donor sessions, Essential Public Meetings which impact on the local community, as an Emergency Accommodation Centre, and for some whole Community events, in which case the Hirer shall be entitled to the refund of any deposit already paid. Regular bookings from one hirer will not be cancelled to accommodate extra dates from another regular hirer unless the Town Council Staff themselves are able to negotiate an amicable agreement.

- b) In the event of the Centre or any part thereof being rendered unfit for the use for which it has been hired, the TOWN COUNCIL shall not be liable to the Hirer for any resulting loss or damage whatsoever.
- c) The Town Council reserves the right to refuse any application for hire without stating its reasons for doing so.
8. The charges for the Centre are determined by the TOWN COUNCIL'S Buildings Management Committee. The Committee may alter these charges without notice.
  9. The charges only go some way towards covering the expense of running the Centre, the remainder is met by the Parish Rate, and for this reason fees are doubled for non-parishioners.
  10. Free lets will only be granted for non-commercial, educational, cultural or charitable purposes where no compulsory admission charge is made and where all profits from the event benefit the community of Stotfold. Requests for free lets must be made in writing to the Buildings Management Committee in good time before the booking.
  11. THE HIRER should include time needed for preparation and clearing up in establishing the total time of hire required. The hirer is responsible for making sure that the premises are not left unattended and unsecured at any time during or at the end of the hire period.
  12. The hours of hiring shall be as stated when the booking is made, whether used or not. No extensions to bookings will be granted at the start of or during the booking. Adequate time should be allowed at the end of events to ensure that the premises may be vacated at or before the end of the hire period, so as not to interfere with the needs of other users and to observe the Public Entertainment Licence Conditions for hours of use.
  13. At the end of the hire, THE HIRER shall be responsible for leaving the premises and surrounds in a clean and tidy condition, and any contents, such as furniture, temporarily removed from their usual positions properly replaced, otherwise the Town Council shall be at liberty to make an additional charge.
  14. THE HIRER shall, during the period of hiring, be responsible for supervision of the premises, the fabric and the contents, their care, safety from damage however slight or change of any sort, and the behaviour of all persons using the premises whatever their capacity, including proper supervision of car parking arrangements so as to avoid obstruction of the highway.
  15. THE HIRER shall not use the premises for any purpose other than that described in the hiring agreement and shall not sub-hire or use the premises or allow the premises to be used for any unlawful purpose or in an unlawful way, nor do or bring on to the Premises anything which may endanger the same or render invalid any insurance policies in respect thereof.
  16. THE HIRER shall be responsible for obtaining such licences as may be needed, whether for the sale of or supply of intoxicating liquor, from the Performing Right Society, from the Phonographic Performance Limited or otherwise, and for the observance of the same.
  17. THE HIRER shall ensure that nothing is done on or in relation to the premises in contravention of the law relating to gaming, betting and lotteries.
  18. THE HIRER shall comply with all conditions and regulations made in respect of the premises by Fire Authority, Local Authority, the Local Magistrates' Court or otherwise, particularly in connection with any event which includes public dancing, music or other similar public entertainment or stage plays.

20. THE HIRER shall, if preparing, serving or selling food observe all relevant Health and hygiene legislation and regulations.
21. THE HIRER shall ensure that any portable appliances brought into the premises must have a current Portable Appliances Testing certificate.
22. THE HIRER shall ensure that any activities for children under eight years of age comply with the provisions of the Children Act 1989 and only proper persons have access to the children.
23. THE HIRER and/or other responsible persons present should be conversant with the location of first aid and firefighting equipment and the procedures for emergency evacuation of the premises (these are clearly displayed at several points in the Centre).
24. HIRERS are responsible for all aspects of the safety and welfare of children attending any function they organise. There must be a reasonable ratio of adults to children. Please ensure that children attending do not arrive before, or leave after, the hirer. The key holder cannot be made responsible for them. Those who organise clubs or classes for children should have clearance from the Disclosure and Barring service and have a Child Protection Policy in force.
25. If the premises are in use for any public contest, exhibition or display of boxing, wrestling, judo, karate or any similar sport, a fully equipped and signposted first aid point shall be provided to the satisfaction of the Town Council and shall be staffed adequately by trained first aid personnel.
26. A first aid box for the Council Chamber is provided and this can be found to the right of the entrance door to the Chamber from the foyer.
27. Users of the Greenacre Centre are responsible for safeguarding their own personal effects or other property and all such items brought into the Hall shall be placed/and or used there entirely at the owner's risk.
28. All equipment, goods or appliances brought into the Greenacre Centre for use during the period of hire shall be removed at the end of that period, unless prior arrangements to the contrary have been made.
29. Tables and chairs are available to use and must be set up and put away by the hirer. Please note, erection of tables must be carried out by two people due to their weight. Chair trolleys and a table trolley are available for the hirers' use.
30. Temporary decorations shall not be erected or fixed in any way to any part of the Centre without prior consent being obtained from the Town Council.
31. All refuse resulting from the hire shall be bagged and deposited by the hirer in the refuse bin chained to the rear of the building, for removal by the key holder. The room being hired shall be handed back in a clean and tidy condition, floors swept, and surfaces wiped down where appropriate.
32. The insurance held by the Town Council provides limited cover for personal and social users of the Centre, and the Clerk will provide details on request.
33. All hirers are informed that Residual Current Devices are fitted within the building, which controls all power at mains. If a faulty plug or any faulty electrical equipment is used; all power with the exception of lighting, will go off.
34. Use of sand, water, slime, playdough or clay (for play) is prohibited in any area of the building.

35. There is no storage available for hirers.
36. THE HIRER shall ensure that no animals except assistance dogs are brought into the Centre.
37. There is to be NO SMOKING inside the premises at any time, this includes e-cigarettes.
38. THE HIRER shall ensure that the minimum of noise is made on arrival and departure – the building is located in a residential area and we ask you to be considerate to our neighbours.
39. When exiting the car park to the rear of the building please DO NOT turn right onto Buttercup Road. This road is one-way and therefore you must turn left and follow the one-way system back out onto Valerian Way.
40. A noise limiter is fitted to the main hall. Anyone wishing to use amplified music or voice systems will be subject to the noise limiting device which will prevent amplified sound from going above the set level of 90dB (A). Should sound levels go above the set level, power to all sockets will be cut, and will continue to until noise levels are reduced.
41. The building has been constructed using noise reduction measures such as double-glazed windows and acoustic lobbies. These fire escape lobbies are to be used for emergency evacuation purposes only and are not to be held open for ventilation or general access. Security Tags have been fitted to all fire doors which are designed to break open in an emergency. A breach of these conditions, whether notified during or after the booking, will result in immediate cessation of the booking or cancellation of future bookings, with any hiring fee retained + a charge of £100 per security tag broken.
42. In the event that an adjacent resident makes a complaint to the keyholder about noise from a booking during that hiring session, the key holder will return to the facility to assess the nature of the complaint and deal with appropriately, according to their direction by the Town Council. A warning may be given, and if reoccurs during the same session, the hirers £250 damages deposit may be retained, or their future bookings assessed.
43. Members or employees of the Town Council, or persons authorised by them, shall have the right of entry to the premises at all times.
44. The Town Council reserve the right to make alterations to any of the Conditions of Hire from time to time and at its own discretion.



## **PUBLIC ENTERTAINMENT**

The Chamber is licensed for public entertainment consisting of music and/or singing and or dancing under the Local Government (Miscellaneous Provisions) Act 1982 by Central Bedfordshire Council.

Full details of the conditions attached to the licence can be obtained on request, but those that may have a direct effect on the Hirer include:

- A readily identifiable, responsible adult (over 21 years old) must be present throughout the hire period to exercise general supervision, and must also ensure that relevant conditions relating to the licence are observed; properly controlled access and egress from the building; be fully conversant with the location of safety equipment and the procedures for emergency evacuation in the event of emergency, including the provision of assistance for any disabled persons present; take all other reasonable precautions for the safety of the public and maintain good order and conduct of those present. Other similar adults may be required to assist with these functions according to the type of persons present.
- Any temporary electrical installations must be in accordance with current IEE wiring regulations; not to be placed in proximity to combustible materials; not to obstruct gangways or exits routes, and be removed at the end of the hire period. Portable appliances using liquefied petroleum gas or spirit, may not be used.
- Barriers for checking or controlling admission may not be used, and no vehicle or object shall be placed so as to interfere in any way with the free use of exit routes.
- Chair clips are to be used during any public performances. Chairs are to be linked in lengths of no more than 12 and no fewer than 4. Gangways are to be maintained at 1.05m.
- The premises may open or be kept open only between the hours of 08.30 and midnight Monday to Sunday. There are specific and stringent constraints placed on noise levels generated by activities within the Chamber. In particular, no amplified sound shall be allowed after midnight.