

Terms and Conditions of Room Hire at Christchurch, Ilkley

1 . General

The Trustees of Christchurch want to provide a warm welcome to all groups who use their premises and seek to ensure that you will find our premises clean and safe. However, if at any time you become aware of a dangerous situation, we would ask you please to ensure that people are safe and are informed of the issue concerned and that you make one of our Caretakers aware of the situation. You will find the number of the Duty Caretaker on the board outside their office door near the entrance to the Lower Hall.

2. Health and Safety

The Trustees have carried out a comprehensive health and safety risk assessment of the premises which is revisited periodically and is available for inspection from the caretakers. The following risks have been identified and the purpose of this document is to make you aware of the relevant ones. Due to the wide variety of activities taking place on the premises, we do ask that before you use our rooms, please take a moment to consider the tasks and activities that will take place and take appropriate steps to assess the risks of the activities that happen during your sessions.

The principal residual risks that we have identified associated with using our buildings are as follows:

2.1 Fire - Ensure that those attending sessions are made aware of the following and familiarise themselves with the nearest fire exits. In the event of a fire, the fire alarms will sound. **Follow the instructions posted in the room and at the fire exits.** You must maintain clear access to fire doors **at all times** and must not obstruct the door or the approach to it.

2.2 Slip and Trip Hazards — If using trailing cables (e.g. for a projector), ensure that the cables are covered. A rubber cover can be borrowed from the caretakers by prior arrangement. If any liquid is spilt, ensure that it is mopped up quickly and people alerted to any possible slip hazard.

2.3 Lift — If anyone becomes stuck in the lift please ask them to follow the instructions

Inside. Children should not be allowed to use the lift unsupervised.

2.4 Electrical Hazards There are low level sockets in most rooms. All children must be supervised to ensure that they don't insert anything into these.

2.5 In the event of an accident, ensure that a Caretaker is informed and that details of the incident are entered into the Accident Book located in the café or in the filing cabinet in the cloakroom opposite the caretakers' room (at the top of the stairs leading to the Lower Hall). This is a legal requirement.

3. Safeguarding

Christchurch is committed to safeguarding as an integral part of its life and ministry. Safeguarding is about the action the Church takes to promote a safer culture. This means we will:

- promote the welfare of children, young people and adults
- work to prevent abuse from occurring
- seek to protect and respond well to those that have been abused.

3.1 Purposes

The purposes of this safeguarding policy are to ensure procedures are in place and people are clear about roles and responsibilities for children, young people and vulnerable adults in our care and using our premises

3.2 Good practice

We believe that good practice means:

- All people are treated with respect and dignity.
- Those who act on behalf of the Church or the person in charge of a party hiring a room(s) should ensure that no-one meets or works alone with a child or vulnerable adult where the activity cannot be seen unless this is necessary for pastoral reasons, in which case a written note of this will be made and kept by the hirer noting date, time and place of visit.

Our governing bodies require every hirer of our rooms to sign to say that our church safeguarding policy has been seen and that it or an equivalent policy will be followed.

You can read our church safeguarding policy here:

https://www.christchurchilkley.org.uk/files/ugd/b3b484_f2e88222fd5a4a579bfbf2353564a9d2.pdf

Should you have your own safeguarding policy please forward it to our safeguarding officer Ann Thake, care of Christchurch office.

3.3 Complaints procedure

It is hoped that complaints can generally be dealt with internally by the organisation. However, if the complaint is of a safeguarding nature, relating to possible abuse of children or vulnerable adults, then it is very important that the church Safeguarding Officer is consulted as statutory services may need to be informed.

A complaint may be made to a person who will be appointed by the Trustees. If a complaint is made to another person, it should be passed to the church Safeguarding Officer who will arrange to meet with the complainant and attempt to resolve the complaint. If the complaint is regarding this person or a member of their family it will be referred to the Methodist District Safeguarding Officer.

4 Cancellation Policy

Notice of any change in a booking is needed as the caretaker needs notice of any change in plans for room set up, or locking up after a meeting. Also, if a room unexpectedly becomes available it can be used for another event. Your help with this would be appreciated.

We require 14 days cancellation notice prior to your scheduled date. Cancellation of a booking less than 14 days before the date will incur a charge.

If a late cancellation is reasonable, for example snow, floods, then no cancellation fee will be applied.

In the event of a cancellation, Christchurch will charge a cancellation fee as below.

- 4.1.** 10% of your total amount will be charged if you cancel or make any changes from 14 to 8 days prior to your scheduled arrival date.
- 4.2.** 30% of your total amount will be charged if you cancel or make any changes from 7 to 3 days prior to your scheduled arrival date.
- 4.3.** 50% of your total amount will be charged if you cancel or make any changes from 2 days prior to your scheduled arrival date.
- 4.4.** 70% of your total amount will be charged if you cancel or make any changes 1 day prior to your scheduled arrival date.
- 4.5.** 100% of your total amount will be charged if you cancel or make any changes on your scheduled arrival date or no show.

For cancellations, please contact our Facilities Supervisor by email to roombooking@christchurchilkley.org.uk or at the Christchurch office, telephone number 01943 603209, between 9:00am to 1:00pm Monday – Friday.

*Approved by Trustees meeting on Monday 24 January 2022
Amended April 2024*