

BOOKING POLICY

Droxford Community Hub (DCH) CIC

Company Reg. no. 11937091

Through the generous support of the National Lottery Fund, South Downs National Park Authority, various charities, local authorities and the residents of Droxford, the village has built a Community Hub and annexe, attached to St Mary & All Saints Church. This opened fully in January 2020.

The facilities include an attractive cafe seating area/community room, a kitchen, a food preparation room and toilets. These are sub-licensed to Droxford Community Hub Community Interest Company (DCH CiC) from the Friends of Droxford Church (FODC) via a license with Droxford Church PCC. DCH CiC manage the operations of the facilities, including hirings.

DCH recognises its unique position within Droxford village and pledges to manage & run the Community Hub for the benefit of the residents of Droxford and the surrounding area. It will encourage use of these facilities for a variety of purposes and the following policy outlines how the facilities can be booked and on what basis.

What is available?

- The Cafe seating area (24 seated or 40 standing)
- Kitchen and food preparation room (subject to specific conditions, detailed below under 'Conditions for Hire')

Note: private hiring of the cafe seating area/community room is not available when the cafe is open to the general public or when the church is in use for services, including weddings and funerals.

Available equipment

- Kettle
- Oven
- Dishwasher
- Fridge (with limited capacity depending on café usage)
- Limited amount of crockery/cutlery (cups, saucers, side plates, teaspoons, small forks)

Note: the use of the coffee machine in the kitchen is ***not permitted*** at any time unless one of the Wilfrid's Baristas, who has been trained in its use, is present and operates the machine.

Who can book?

- Anyone living or working within Droxford and the surrounding areas
- Charities and support groups particularly those with connections to the village and surrounding area
- Authorities and support groups e.g. Neighbourhood Watch, Citizens Advice, local Police, Local Authorities, health organisation etc
- Local and common interest groups e.g. mother and toddler, foreign language conversation groups, knit and natter, gardening clubs, flower clubs etc
- Local church(es)
- Local school(s)

Exclusions

Bookings will not be accepted from the following:

- Any organisation engaged in an activity which, in the view of DCH, promotes racism or inequality in any form
- Any organisation engaged in an activity which might negatively impact on the reputation of DCH, FODC, the church or the village of Droxford in general
- Any person, group or charity that has previously caused damage to the facilities or who have not left them in in clean and tidy state

Note: DCH has the absolute right to refuse access to individuals or groups who fall into any of the above categories

How much does it cost to hire the facilities?

- Charges for not-for-profit organisations and private hirers will be kept to a minimum to ensure that no group or individual is excluded from hiring on the basis of price
- Costs of hiring are primarily designed to cover basic costs of heat and light with a small contribution towards depreciation costs
- Residents of Droxford or organization based in Droxford will also receive a 25% discount on the prices below (deposit will not be subject to discount)
- Small groups (12 or less) representing local organisations who wish to use the Cafe seating area whilst the Cafe is open may do so free of charge. Such groups must advise the booking secretary in advance of how many people will be present, so that seating provision can be made.
- Bookings for commercial use* are subject to different hiring charges. See below for details. No discount is available for commercial bookings

	Private/not-for-profit hire	Commercial hire
Exclusive use of the Cafe seating area (when the Cafe is not open) (Hiring period must include setting up and clearing up time)	£5 per hour	£10 per hour
Use of kitchen and food preparation room booked at same time as Cafe seating area (Subject to certain conditions - see under "Conditions for Hire")	Half day (up to 4 hours) add £5 Full day (4 hours +) add £10	Half day (up to 4 hours) add £10 Full day (4 hours +) add £20

Drinks made using the coffee machine and/or Wilfrid's equipment and supplies will be charged at £1 per drink.

Definition of commercial use: If a hirer is making a profit from the event for their personal gain, then the booking is defined as being for commercial use.

Cleaning

If a booking is made which takes place outside café opening times, the following options are available

Option 1: The hirer cleans the kitchen and food preparation room according to the hygiene and cleaning checklist provided at the time of hire. In addition, they pay a £15 cleaning charge for cleaning of the other facilities (Café seating area, toilets and corridors)

Option 2: The hirer undertakes to clean all the annexe facilities themselves. This is to be done in accordance with the hygiene and cleaning checklist provided at the time of hire. If the cleaning is not done to a satisfactory standard, then a £15 charge will be deducted from the deposit.

Hirers must advise the booking secretary of which option they wish to take at the time of booking.

Deposit: A deposit of £50 is required which will be returned if premises are left clean and tidy and no damage to property or equipment has been identified. The deposit is increased to £100 if the kitchen is also hired.

The deposit must be paid at the time of booking, along with the booking fee. The deposit will be withheld if the agreement is broken in any way.

A single holding deposit will be taken for rolling bookings

How do I book?

- Bookings must be made by contacting the bookings secretary using the email address on the website 'Bookings' page at <https://wilfrids.org/bookings>
- No booking is deemed to be confirmed unless the booking has been made through the website and an affirmative response received
- Bookings (including the deposit payment) must be paid for a minimum of fourteen days in advance either by cheque made out to 'Droxford Community Hub CIC' or by cash or credit card at the Café.
- No refunds will be given unless at least seven days' notice is given in writing of the cancellation
- All bookings will be on a first come, first served basis and no group or individual will take priority with the exception of any special religious ceremonies eg funerals
- Bookings can be made up to six months in advance on a rolling monthly basis. Regular Hirers will be invoiced in advance and payment must be made for a minimum of fourteen days in advance of the first booking.
- In the unlikely event that it is necessary to cancel a booking due to a religious service taking place, all reasonable efforts will be made to make suitable alternative arrangements but DCH cannot guarantee that suitable facilities will be available
- Following booking confirmation and payment, details for secure access to the building and the keys will be sent to the Hirer at least 24 hours before the booking takes place.
- Following the booking, the keys must be promptly returned to the secure location and the building secured (if appropriate). Keys not returned within 24 hours may result in a charge being made for either replacement keys or lock(s) as necessary

Conditions of Hire (please also refer to Additional Terms and Conditions)

- There must be an individual named by the Hirer who has responsibility for compliance with all relevant legislation and no booking will be accepted without a nominated responsible person. This person must be over the age of 18 years. This person must agree to the terms of the Booking Policy and the Additional Terms and Conditions and sign to indicate their agreement on the booking form.
- Whilst use of the kitchen with a room booking is permitted, the use of the coffee machine in the kitchen is **not permitted** at any time unless one of the Wilfrid's Team Leaders, who has been trained in its use, is present and operates the machine.
- Any damages or breakages to equipment, crockery, cutlery, glassware etc will be charged in full to the Hirer
- At the conclusion of the rental period an inventory, hygiene and cleaning checklist will be provided and must be completed and signed as completed by the named individual. The kitchen must be left in the same condition that it is found.
- The named individual is responsible for the activity or event to Droxford PCC in respect of any damage to the Church and Churchyard and office in the annexe. (see Additional Terms and Conditions for further detail)
- The named individual is responsible for the activity or event and must ensure that individuals attending the event are made aware of what to do in the unlikely event of a fire or any other emergency (see Additional Terms and Conditions for further detail)

Review

The effectiveness of this policy and associated arrangements will be reviewed at least annually under the direct supervision of the DCH Board of Directors.

Signed..... Date

Review Date: January 2023

The named individual is responsible for the activity or event to Droxford PCC in respect of any damage to the Church and Churchyard and office in the annexe.