



# Community Room Booking Conditions

## Bookings

1. All bookings for non-Sheltered residents can be made using the form found online: <https://www.curogroup.co.uk/residents/getinvolved/book-a-curocommunity-room/> or by calling 01225 366000.  
Sheltered residents can make bookings through the Sheltered Housing Team, this can be done by contacting their designated Sheltered Housing Officer directly or by calling the local Sheltered Office: Peasedown, MSN and Radstock: 01225366333  
Bath: 01225 366331  
Keynsham: 01225 366334
2. A minimum of two weeks' notice should be provided for bookings.
3. The hirer is responsible for any damages or loss of furniture, equipment or crockery and for any rubbish/waste/litter left behind during the period of hire. The hirer will pay Curo the amount required to make good or remedy any such damages, loss or littering.
4. The following is prohibited: (i) Alcohol being sold without holding the appropriate licence; (ii) Charging an entry fee, excluding events where a contribution is required to cover cost of materials; (iii) Playing live music or television without the appropriate licences; and (iv) Illegal or illicit activities.
5. Curo accepts no responsibility for property brought onto the premises or for any loss or damage incurred. Vehicles and their contents are parked in Curo car parks at their owners' risk.
6. Curo accepts no responsibility or liability in relation to the use of the community room during the period of the booking.

## Payment

7. The booking fees are as follows:
  - a. Free for sheltered residents.
  - b. £5 per hour for any non-commercial organisation, including Curo colleague teams, charities, community groups, not-for-profit organisations etc.
  - c. £10 per hour for any commercial organisation.
  - d. Using kitchen facilities for cooking may incur an additional flat fee of £10.
8. Full payment must be received to confirm the booking, payment can be made by either of the below methods:
  - a. BACS Payment: Curo Places General Account Sort Code: 20-47-06  
Account Number: 70302554  
Payment Reference/Description: Room Hire + Address
  - b. Paypoint phone:  
Call 01225 36600 and supply the name of the community room and dates/times of booking.

## Cancellations

9. Cancellations made by an external group or organisation with less than 24 hours' notice will be charged 100% of the booking fee.
10. Cancellations must be made via telephone, letter or email and will be effective from the date of receipt of the cancellation.
11. Curo reserves the right to cancel, if a booking is prevented by circumstances outside of their control. In this event, Curo will refund the booking fee.
12. Curo does not accept any liability for losses incurred due to the cancellation of the booking.



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## Catering

13. The hirer can use the kitchen facilities provided for the purposes of preparing hot and cold beverages free of charge. The hirer is responsible for provision of tea, coffee and other refreshments.
14. The hirer will be expected to provide appropriate certificates for hiring an external caterer (i.e. Food Hygiene Certificate, Health & Safety Certificate & Risk Assessment).
15. Curo accepts no liability for food and refreshments provided by the hirer or any third party.

## Parking

16. Parking is primarily resident use only at most Curo sheltered housing sites and therefore limited. The hirer will need to make their own parking arrangements.

## Health and Safety

17. Read "an easy guide to health & Safety" as detailed on the governments HSE website:  
<http://www.hse.gov.uk/abc>

## Insurance

18. Resident hirers are covered by Curo Public Liability Insurance. Non-resident hirers will need to provide their own Public Liability Insurance, where appropriate.

## GDPR

19. Please refer to our Customer Privacy Notice on the Curo website for further details:  
<https://www.curo-group.co.uk/about-us/legal-information-incl-privacy-cookies-notices/privacy-notice-for-customers/>

## Breach of Terms

20. If a hirer is found to have:
  - a. breached the terms of this policy
  - b. abused the booking policy
  - c. left the community room or kitchen in an unfit state,Curo reserves the right to refuse future bookings.