

Room Hire Terms and Conditions

The Anthony Seddon Centre

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Please take a moment to read the Terms and Conditions below, which outline the details of your room booking, including payment, cancellations, and some important information to help ensure a safe and comfortable environment for everyone using the Centre.

By signing or returning the Room Booking Form (FO-RH-01), you confirm that you have read and agree to these Terms and Conditions.

If you have any questions about anything in this document, please feel free to get in touch; we're always happy to help.

Contact: Emily-Jane Boffey reception@tasfund.org.uk

1. General Booking Conditions

These Terms and Conditions form the basis of the agreement between the Hirer and The Anthony Seddon Fund (TASF) for the hire of rooms and facilities at The Anthony Seddon Centre.

1.1 We are unable to accept or enter into third-party terms and conditions.

1.2 Any changes to these Terms and Conditions must be agreed in writing by both parties.

1.3 All bookings are considered provisional until a completed Room Booking Form (FO-RH-01) has been received and, where applicable, full payment has been made in line with the payment terms set out in Section 2.

1.4 We may not be able to accept a booking if, in our reasonable opinion, the proposed use of the space:

- May result in excessive noise or disruption, particularly outside of standard hours;
- Could cause offence, distress, or intimidation to others, including the promotion of discriminatory or intolerant views;
- Poses a risk to public safety or order or could negatively impact the reputation of the charity or its community.

1.5 Rooms and facilities should be used for the purpose(s) outlined in the Room Booking Form. If your plans change, please let us know in advance so we can agree any updates in writing.

1.6 The Hirer must be aged 18 or over and is responsible for the behaviour and conduct of all attendees during the booking.

1.7 We may ask for additional information, such as references, proof of insurance, or further details about the booking, before confirming the hire.

1.8 Acceptance of a booking does not grant any tenancy, lease, or exclusive rights to the space beyond the agreed hire period.

2. Room Bookings and Payment

2.1 Where applicable, full payment of the room hire fee is required in advance when returning the Room Booking Form (FO-RH-01).

2.2 An invoice will be issued once we have received your completed booking form. Payment is due within 14 calendar days of the invoice date.

2.3 For bookings made within two weeks of the event, full payment is required at the time of booking to secure the room. If payment is not received promptly, we may need to cancel the booking.

2.4 Payment by BACS transfer is preferred. We also accept payment by cheque or cash (up to a maximum of £500). Unfortunately, we are unable to accept card payments at this time.

2.5 If any additional costs are agreed in advance, such as extended use of the space or extra resources, these will be invoiced after the event.

2.6 If payment is not received, we may take steps to recover the outstanding balance. This may include referral to an external debt recovery service, and any associated costs may be passed on to the Hirer.

2.7 Where applicable, access to the room(s) will only be available once full payment has been received and cleared into our bank account. Please allow up to five working days for bank transfers or cheque payments to clear.

3. Amendments or Cancellation by the Hirer

3.1 If you need to cancel, postpone, or make changes to a confirmed booking, please let us know in writing as soon as possible (email is fine).

3.2 If less than one week's notice is given, the full room hire charge will apply.

3.3 If between one and two weeks' notice is given, 50% of the room hire charge will be payable.

3.4 If two weeks' notice or more is given, a full refund will be provided for any pre-paid bookings.

3.5 If there are significant changes to your booking, such as the date, time, room, or intended use, this may affect the availability or cost of the booking. We'll always review and confirm any changes with you in advance.

3.6 Any applicable refunds will be processed within 10 working days of written confirmation of cancellation.

4. Booking Damage Deposit

4.1 We may request a damage deposit depending on the nature of the booking and the type of activity planned. This will always be discussed and agreed in advance.

4.2 The Hirer is responsible for any damage to the premises, furniture, fixtures, or equipment that occurs during the booking.

4.3 Any costs for repair, replacement, or specialist cleaning may be charged to the Hirer. Where a damage deposit has been taken, we may retain all or part of the deposit to cover these costs.

4.4 If the cost of any damage exceeds the value of the deposit, the Hirer will be responsible for covering the additional amount.

4.5 We will always aim to notify you of any issues or costs as soon as possible following your booking.

5. Termination of the Booking by TASF

5.1 We may need to cancel or end a booking, either before or during an event, if in our reasonable opinion:

- The event or activity does not meet fire safety requirements, health and safety legislation, or our internal policies;
- The booking presents a risk to the safety of the public, staff, or volunteers;
- The behaviour of the Hirer, their guests, or any associated third parties causes disruption, distress, or harm to others using the Centre.

5.2 We are committed to providing a safe, respectful, and inclusive environment for everyone. We do not tolerate abusive or discriminatory behaviour of any kind. This includes (but is not limited to) racist, sexist, homophobic, transphobic, or otherwise offensive language or conduct.

If this occurs, we may need to end the booking immediately and ask those involved to leave the premises.

5.3 In these circumstances, refunds will not be issued, and we may seek to recover any costs associated with damage, disruption, or safeguarding responses.

5.4 – Force Majeure If we are unable to fulfil part or all of a booking due to circumstances beyond our control (such as extreme weather, fire, flood, power failure, or a public health emergency), we may need to cancel the booking. We will always aim to notify you as soon as possible.

5.5 In these situations, we are not liable for any direct or indirect losses incurred. However, any pre-paid hire fees will be refunded in full.

6. Contracted Access Times

6.1 Access to rooms and areas within The Anthony Seddon Centre must be agreed in advance and is limited to the times confirmed on the Room Booking Form.

6.2 The start time should reflect when access is first needed, including any time required for set-up or equipment delivery. Access will not normally be available before this time.

6.3 Access before 9:00am may be available by prior arrangement. Please note this will incur an additional surcharge of £10 per booking.

6.4 We ask that the room is vacated by the agreed end time, allowing enough time to clear the space, pack away materials, and leave the room in a suitable condition.

6.5 If the room is used beyond the agreed time, additional charges may apply at the standard hourly rate.

6.6 If a booking runs significantly over time without agreement, a member of staff will speak with you in the first instance. If this is not resolved, we may need to bring the session to a close and may review future bookings.

7. Room Set-Up

7.1 We'll set up the room based on the layout requested on your Room Booking Form. If no layout is specified, a standard set-up will be provided.

7.2 If you're bringing your own equipment or materials, you'll be responsible for setting these up, using them safely, and removing them at the end of your booking.

7.3 Any electrical equipment brought into the Centre should be Portable Appliance Tested (PAT) and clearly labelled. We may ask for proof of testing and may not be able to allow the use of equipment that is not appropriately tested or considered safe.

7.4 We may also ask that certain equipment or items are not used if they do not meet fire safety requirements, health and safety standards, or our internal policies, or if they may pose a risk to others.

7.5 Your booking covers the room(s) agreed on the Room Booking Form. Access to other areas of the building (such as offices, storage areas, or the kitchen) will only be available if this has been agreed in advance.

7.6 If you need additional access for deliveries, storage, or set-up in other areas, please let us know in advance so we can coordinate this and minimise disruption to others using the Centre.

8. Health and Safety

8.1 We ask that all hirers and attendees follow relevant health and safety guidance and any Centre policies during their time with us.

8.2 For certain activities, we may ask for a risk assessment in advance; this is particularly important for higher-risk activities, physical sessions, or where vulnerable individuals are involved.

8.3 If your booking involves a paid facilitator, third-party organisation, or external provider, we may also request a copy of Public Liability Insurance. Where required, this should normally be provided at least seven days before the event.

8.4 You will be provided with key fire safety information on arrival. We ask that the Hirer ensures all attendees are aware of fire exits and basic safety procedures at the start of the session.

8.5 In the event of an emergency, please follow staff instructions and support the safe evacuation of all attendees. The fire assembly point will be explained on arrival.

8.6 If we believe an activity presents a risk to health, safety, or wellbeing, we may need to pause or stop the session.

9. Maximum Capacity

9.1 Each room at The Anthony Seddon Centre has a maximum capacity based on fire safety and health and safety guidance.

9.2 We ask that the number of attendees does not exceed what has been agreed on the Room Booking Form, unless this has been discussed and confirmed with us in advance.

9.3 If capacity limits are exceeded, we may need to limit entry or pause the session to ensure the safety of everyone in the building.

9.4 The Hirer is responsible for monitoring and managing attendance numbers throughout the booking.

10. Intoxicating Liquor and Drugs

10.1 Alcohol must not be served or sold on the premises without prior written agreement from TASF. If alcohol is to be sold, the Hirer will need to obtain a Temporary Event Notice (TEN) from the local authority and provide a copy in advance.

10.2 Alcohol must not be served to anyone under the age of 18. The Hirer is responsible for ensuring appropriate supervision and compliance with all relevant laws.

10.3 The possession, use, or sale of illegal drugs is not permitted anywhere on the premises. If there are concerns that someone may be under the influence of illegal substances, they may be asked to leave and the booking may be ended in line with Sections 5.1 and 5.2 of these Terms.

10.4 This also includes situations where individuals arrive in a way that may cause concern or discomfort to others, including the strong smell of substances such as cannabis. As a mental health charity, we aim to maintain a safe and comfortable environment for everyone using the Centre.

10.5 If there are concerns about drug use or excessive alcohol consumption, we may need to refuse entry or bring the event to a close.

11. Complaints and Disputes

11.1 If you experience any issues during your booking, please speak to a member of staff on the day. We'll always do our best to resolve things as quickly as possible.

11.2 If the issue can't be resolved at the time, you can raise it with the General Manager. If they are unavailable, or already involved, the matter can be referred to the Chief Operating Officer (COO).

11.3 In some cases, we may ask for a brief written summary of the concern to help us understand the issue and look into it properly.

11.4 Where a formal complaint is made, it will usually be reviewed by the General Manager or COO. We'll always aim to resolve matters fairly and, where possible, through open discussion.

11.5 If the issue remains unresolved, you can request a further review by a Trustee of The Anthony Seddon Fund. Contact details can be provided on request.

11.6 We take all feedback seriously and aim to respond in a timely, fair, and transparent way. In some cases, a final decision may need to be made by the charity.

12. Safeguarding

12.1 We ask that all hirers follow The Anthony Seddon Fund's safeguarding policies, including our Child Protection Policy and Safeguarding Vulnerable Adults Policy. Copies of these can be provided on request via office@tasfund.org.uk.

12.2 If your booking involves working with children, young people, or vulnerable adults, we may ask for evidence of appropriate safeguarding arrangements. This may include:

- A current Safeguarding Policy;
- DBS checks for staff or facilitators;
- Relevant safeguarding training.

12.3 Please be aware that children and young people may be present in the building during your booking, as we run dedicated services for younger age groups. We ask that all activities are delivered in a way that is safe, respectful, and appropriate for a shared environment.

12.4 If there are any safeguarding concerns, or if safeguarding expectations are not being met, we may need to end the booking in line with our duty of care.

13. Insurance

13.1 If your booking involves working with children, young people, or vulnerable adults, we expect appropriate public liability insurance to be in place, along with relevant DBS checks for staff or volunteers.

13.2 While we may request copies of documentation, it is the Hirer's responsibility to ensure that all appropriate insurance and safeguarding requirements are in place and up to date.

13.3 If you're unsure whether your activity requires specific insurance or checks, we recommend seeking appropriate advice before confirming your booking.

13.4 We may ask for a copy of your insurance certificate or confirmation of safeguarding arrangements at the time of booking or prior to your event.

14. General House Rules and Centre Information (for Room Hire)

These house rules are here to help your booking run smoothly and to make sure the Centre remains a safe, welcoming, and respectful space for everyone.

By signing or submitting the Room Booking Form, you agree to follow these guidelines and ensure your guests do the same.

Arrival

On arrival, a member of the team will confirm your booking details and provide a short overview, including:

- Fire evacuation routes and alarm sound
- Any scheduled alarm tests
- First aid procedures and emergency contacts
- Access to the designated smoking balcony (first floor)
- Wi-Fi details (if needed)

Fire Safety and Evacuation

- In the event of a fire alarm, please leave the building calmly using the nearest safe exit.
- We ask that the Hirer keeps a simple attendance list and helps account for all guests during an evacuation.
- Staff will follow Centre procedures and support a safe evacuation.

Respect for Others and the Space

- The Anthony Seddon Centre supports people from a wide range of backgrounds and experiences. We ask that all Centre users, volunteers, and staff are treated with kindness and respect.
- The Centre is a busy, community space. While we do our best to manage noise, we cannot guarantee complete quiet at all times; we appreciate your understanding.

Conduct and Behaviour

- The Hirer is responsible for the behaviour of all guests while on the premises.

- Behaviour that causes distress, harm, or discomfort to others is not acceptable.
- We ask that all activities are delivered in a way that reflects a shared, inclusive environment.

Cleaning and Room Condition

- We ask that rooms are left in a clean and tidy condition, including removing belongings, disposing of rubbish, and returning furniture to its original layout where possible.
- We understand that some general cleaning is always needed after normal use; however, excessive mess or damage may result in additional cleaning charges.
- Noticeboards are available for posters or materials. Please do not attach items to walls, doors, or furniture.
- Use of white tac may be possible on designated surfaces; please check with a member of staff in advance.
- Any items left behind after your session may be removed and disposed of.

Health and Safety

- Please report any accidents, incidents, or near misses to a member of staff as soon as possible.
- We may follow up on incidents in line with our health and safety procedures, and we ask for your cooperation if needed.

Access Times

- Access is only available during the times confirmed on your booking.
- We recommend allowing enough time within your booking for set-up and pack-down.
- If your session runs over the agreed time, additional charges may apply.
- Access to other areas of the building (e.g. for deliveries or storage) is only available if agreed in advance.

House Rules Agreement

- The Hirer is responsible for making sure all guests, facilitators, or contractors are aware of and follow these guidelines.
- By signing or submitting the Room Booking Form, you confirm your agreement to these House Rules and the full Terms and Conditions of Hire.