



Terms and Conditions Agreement Rules

Applying to use the Centre

- 1) Application for use of the Centre are made to the Operations Manager via Reception Bookings.
- 2) The right to refuse any application for the use of the Centre's facilities is reserved for the Operations Manager (OM). The Operations Manager may refuse an application to use the Centre facilities if the use by a particular organisation or individual presents a risk of public disorder or of alienating the Centre's beneficiaries or supporters or is not in line with our charities aims and objectives or insurance.
- 3) All arrangements for the use of the Centre's facilities are subject to MSMPH reserving the right to cancel bookings when the premises are rendered unfit for the intended use.

Hours of Opening

Facilities are normally available for the use of hire between the hours of 9am to 9pm Monday to Friday, 10am to 5pm on Saturdays. The Centre can be opened later in the evenings and weekends but only by advanced application and agreed by the Operations Manager.

User Conditions & Guidelines

Moss Side Millennium Powerhouse is a community centre for young people, the wider community and other youth organisations. We want your visit to be positive and enjoyable. Please can you ensure that all your staff and young people are fully aware of the guidelines below before your visit.

By signing the booking form, you agree to the following conditions:

- All staff and young people are to sign in via reception.
- The Hirer/person in charge of the activity shall not be under 18 years of age and must be on the premises for the entire period of hire.
- You will appropriately supervise young people/groups at all times.
- You will have the appropriate ratios of staff to young people to conform to your Safeguarding Policy.
- Regular hirers will be required to sign a Partner Code of Conduct and agree to adhere to its contents.

POWERHOUSE

- Your group is to stay within the areas you have booked.
- You will ensure that your group does not abuse centre staff, or any other building users whilst at MSMPH. The centre has a Zero Tolerance approach to abuse against any person within the premises of MSMPH. We expect you to challenge negative behaviour and manage your group effectively. Failure to do this could result in your group being asked to leave the site and affect future bookings.
- Please ensure that noise levels do not impact on other users of the building.
- You are responsible for tidying up and the removal of all rubbish and equipment at the end of your session.
- In the event of a fire alarm, you will guide your group to the outside evacuation point, making sure that you have not left any of your group behind.
- The hirer agrees to indemnify, and keep indemnified, MSMPH against all proceedings, claims, costs, expenses and liabilities in respect of any injury to anyone and/or any loss of, or damage to property of anyone, arising from, or caused by, the hire of the facilities.

Failure to follow these guidelines could result in your group being asked to leave the premises and result in the review of future bookings.

Maximum Capacity

The Centre has a maximum capacity for each room and grounds (see table) and on no account shall these figures be exceeded. Capacity is subject to seating arrangements, equipment and nature of activity. Room users are expected to undertake a risk assessment to evaluate room capacity.

Payment Terms

Charges and this policy will be reviewed annually.

The following terms apply:

- A minimum fee of 1 hour will be charged.

140 Raby Street, Moss Side, Manchester, M14 4SL
Tel: 0161 226 4335 | Email: reception@msmpowerhouse.org.uk
Registered Charity No. 1077564 | Company House No. 03802430

POWERHOUSE

- All prices charged exclude VAT.
- Invoice details – please provide correct invoicing details on your booking form, with a PO number if required at the time of booking.
- The room hire fee, and any fees due in respect of equipment hire, will be invoiced via email. Should the Hirer fail to pay any invoices within this period MSMPH have the right to refuse future bookings.
- Full payment needs to be made **a minimum of 14 days before your booking**. If your booking is made with less than 14 days' notice, payment is due at time of booking confirmation. Failure to pay can result in your booking being cancelled ahead of schedule.

Cancellation Policy

MSMPH's Operations Manager, CEO or Chair of the Trustee Board have the right to cancel or terminate bookings at any time, without a notice period if it is the best interests of MSMPH.

Overall booking:

If you choose to cancel your complete booking, the following procedures must be followed:

- Cancellation must be confirmed in writing via email to Reception.
- The notice period must be a **minimum of 2 weeks** prior to your cancellation date.
- All equipment stored must be removed by the last date of your booking.
- All outstanding hire charges must be paid by the last date of your booking.
- Contact Reception if you want to transfer your booking to another date.

Cancellation charges:

All cancellations and amendments must be confirmed to us in writing via email to reception@msmpowerhouse.org.uk ; you will receive a written acknowledgement in return.

If you cancel your booking, cancellation fees will be charged as detailed below.

1. More than 2 weeks' notice – no charge
2. 1-2 weeks' notice – 50% of fee charged
3. Less than 7 days' notice – 100% of fee charged
4. No show – 100% of fee charged

140 Raby Street, Moss Side, Manchester, M14 4SL
Tel: 0161 226 4335 | Email: reception@msmpowerhouse.org.uk
Registered Charity No. 1077564 | Company House No. 03802430

POWERHOUSE

5. If booked and cancelled within 3 days, a £5 admin fee will be charged

Acknowledgement and confirmation of your cancellation request will be given by return.

Damage to or Loss of property/equipment

- 1) You are liable for any damages, either accidental or purposeful, caused by your group.
- 2) You should inform centre staff straight away if there is damage that could be a health & safety risk.
- 3) You should inform centre staff by the end of your session if any damage has occurred, this will be recorded and repair charges could apply.
- 4) MSMPH is not liable for any items that are left behind by any persons. If located they will be put in a secure Lost Property box and kept for 2 months before being donated. It is not MSMPH responsibility to locate owners of any located property/equipment.

Key management

- 1) For long-term bookings, you must submit a request to the Operations Manager if you require keys for your sessions.
- 2) It is not guaranteed that you will be given a permanent set depending on the times of your booking, but keys will be made available to you for each session if approved by the OM.
- 3) You must inform the Operations Manager of the names of all key holders for your group.
- 4) You are responsible for the keys given to you during your booking.

- 5) If a set of keys is lost/stolen/misplaced, you need to inform the Operations Manager immediately.
- 6) Charges for new sets of keys will be invoiced.
- 7) Key charges are as follows:

£20.00 per door key

£10.00 per access card

- 8) If you are using a storeroom on a regular basis, a copy of the key is to be kept in reception for emergency use.

POWERHOUSE

Storage

The permission of the Operations Manager must be obtained before goods or equipment are left or stored at the Centre.

You may be allotted specific storage for your equipment on a long-term basis. It is not guaranteed that you will have an individual storage facility, you may have to share space with other user groups.

You are responsible for ensuring that your equipment is stored in a safe manner that does not restrict access to other users, and that there are no chemicals, combustible or hazardous materials left on site at any time.

Ongoing bookings

All long-term bookings are subject to an annual review and a new booking form will need to be submitted and approved each year.