

Terms & Conditions

By returning the Booking Form you agree to the Terms and Conditions.

1. Booking requirements

1.1. You need to be 16 years or older to make a booking at Empire Hall. If you are younger than this, please ask your parent, guardian or unit leader to make the booking on your behalf. We may be able to liaise with you as well, depending on the circumstances.

1.2. Bookings can be taken up to 24 months in advance.

1.3. For residential stays the Leader-in-Charge must have the relevant residential qualification or be running the event as part of their assessment (as agreed with their assessor). It is not the responsibility of Empire Hall to arrange or provide residential assessment.

2. Booking Procedure:

2.1. Availability for the Hall checked on the calendar on the website. We endeavour to keep availability up to date.

2.2. Bookings must be made by completing and submitting the appropriate website form.

2.3. Correspondence will then be by email; it is your responsibility to supply the correct email address and check your junk / spam folders.

2.4. If we can accept your booking, we will confirm it as a Provisional Booking, issue a Booking Form and request a non-returnable Deposit. We aim to do this within a fortnight of your enquiry (usually much sooner). If we cannot accept your booking for any reason, we will inform you of this.

2.5. We will hold your Provisional Booking for three weeks (21 days) from the date we send you the Booking Form. Your Booking will only be confirmed after we have received from you the fully completed Booking Form and payment of the non-returnable Deposit.

2.6. If there are six weeks or fewer to the date of the Booking, we require payment of the full hire charge, as detailed in the Invoice we will send you at the same time as you return the Booking Form, in order to confirm your Booking.

2.7. For non-residential bookings full payment is required three weeks (21 days) from the date we send you the Booking Form, in order to confirm the Booking.

2.8. Otherwise, we will contact you 6 weeks prior to your Booking date and ask you to confirm final numbers and arrival/departure times. We will notify you of any price or other changes at the same time. We will then issue you with an Invoice for the balance of the payment.

2.9. Full payment must be received within two weeks (14 days) of the Invoice being issued.

3. Prices and Payments

3.1. We display our prices on our website and take all reasonable care to ensure that the prices displayed are correct.

3.2. We reserve the right to alter prices at any time. We will endeavour to notify confirmed Bookings of any annual price increases at the start of the new year, but it is the

responsibility of the Leader making the Booking to check the website and to budget for such an increase.

3.3. You will be charged at the published rate when we send you the Invoice for payment (6 weeks prior to your booking).

3.4. Payment can be made by cheque or by bank transfer - details of how to pay are detailed on the Booking Form and the Invoice.

3.5. If you think the Invoice is wrong, please contact us promptly to let us know, in order that the Invoice may be corrected and reissued.

3.6. If our Invoice contains an obvious pricing error that could reasonably have been recognised by you as a mispricing we reserve the right to cancel your Booking if you are not willing to pay the published rate. In this circumstance refunds will be issued, if applicable, in accordance with our cancellation policy.

4. Amendments, Postponements, Cancellation Policy and Refunds

4.1. You can contact the Booking Secretary at ehhorley@gmail.com at any time to discuss your Booking. Please provide us with your Booking Reference and the date of the Booking.

4.2. You are required to supply all such information which is reasonably required for us to confirm and manage your Booking, including ensuring that the information you supply is accurate, true, and complete. You shall promptly inform us of any changes.

4.3. You can postpone your Booking by notifying us by email up to 12 weeks (84 days) in advance of the start of your Booking and we will carry over the Deposit to a new date, subject to availability.

4.4. If you want to postpone your Booking with fewer than 12 weeks (84 days) until the start of the Booking, we will treat this as a cancellation and will not refund your Deposit. You can move your Booking to a new date, subject to availability. The Invoice issued 6 weeks prior to your new Booking will be for the full cost of the Booking (i.e. no Deposit will be deducted).

Cancellation Policy -

4.5. If you tell us you have changed your mind within the 21-day Provisional Booking period and you have not paid the Deposit, no payment is required.

4.6. If you tell us you have changed your mind within the 21-day Provisional Booking period and you have paid the Deposit, we will refund the Deposit.

4.7. If you tell us you wish to cancel after the 21-day Provisional Booking period has passed, you will not receive a refund of the Deposit.

4.8. If you do not want to postpone to alternative dates, and there are more than 12 weeks (84 days) until the date of your Booking, you are not required to pay anything further.

4.9. If you cancel within 12 weeks (84 days) of the start date of your Booking, you will not receive a refund of the Deposit, and you will also be required to pay £85 for each day of your Booking, unless the hall is re-let for those dates.

4.10.

If you cancel within 6 weeks (42 days) of the start date of your Booking, the full amount on the Invoice is payable.

5. Our rights to cancel your Booking

5.1. We reserve the right to cancel your Booking if:

5.1.1. you do not abide by these Terms and Conditions;

5.1.2. you do not make any payment to us when it is due and you still have not made payment to us within 5 days of us reminding you that payment is due;

5.1.3. you do not, within 10 days of us asking for it, provide us with the information that is necessary for us to issue the Invoice for the balance of payment.

5.2. If we cancel your booking for any of the above reasons, you will be charged in accordance with the cancellation policy above.

6. Insurance and loss of property

6.1. It is your responsibility to arrange or confirm appropriate insurance against cancellation, curtailment, personal accident, personal liability and theft.

6.2. Empire Hall only accepts liability for loss, damage or injury resulting from negligence by Empire Hall.

6.3. We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for: a) death or personal injury caused by our negligence; b) fraud or fraudulent misrepresentation; c) any breach of your statutory rights, including the rights to receive services as described and supplied with reasonable skill and care.

6.4. We must be notified of lost property within 2 weeks of the end of your Booking date, as any items found are disposed of after this period.

7. Statement of assumed risk

7.1. Outdoor and adventurous activities often involve learning new skills in unfamiliar environments. Both participants and persons with parental responsibility must accept an element of risk. To minimise risk we regularly risk assess our site and these are available on the website. You must produce your own risk assessment(s) for any activity on site or within the buildings which you are responsible for.

8. Data protection:

8.1. All data you supply will only be used for the purposes of your Booking and in accordance with the Empire Hall Privacy Policy.

Conditions of Hire

1 - The Hirer will be responsible for cleaning including sanitising door handles, light switches, window handles, equipment, toilet handles & seats, wash basins and all surfaces, including tables, that have been used during your period of hire. Cleaning products are kept in the toilet cupboard. Hoover and Brooms are located by the exit. COSHH sheets can be found in the emergency file in the Kitchen.

2 - The Hirer is responsible for leaving the Premises clean & tidy and to remove their rubbish.

3 - Please ensure items used in the Kitchen are washed in the dishwasher. For Hygiene purposes please do not use tea towels on Empire Hall's Kitchen equipment. All items to be washed in dishwasher and dried with blue roll.

4 - Damages and Breakages must be reported to EHHorley@gmail.com any damages deemed payable by the hirer to be sent to the treasurer.

5 - The sale of alcohol and the Hire of external businesses must be notified to the secretary at the time of booking to ensure all licenses have been obtained.

6 - The Hall must be vacated by 10pm unless previously arranged. All music to be turned off by 11pm. All persons to have left premises by midnight. Please consider our neighbours when having your event.

7 - The Hirer is responsible for replacing all chairs & tables once they have been cleaned, ensuring they are not dragged across the floor. There is a chair carrier available.

8 - The Hirer shall not put any items apart from white tac on the walls, windows or floors. Chalk may be used on the patio. All electrical equipment must be PAT tested before being used.

9 - The Hirer shall observe the fire regulations as displayed in the Hall, please make a note of the assembly points.

10 - It is against the Law to smoke inside the building.

11 - Do not obstruct the neighbours driveways, a parking marshal may be needed for your hire.

12 - Hirer's are recommended to have their own first aid kit available. If any items are required from the First Aid kit available in the Hall, please fill out an accident report form and send to EHHorley@gmail.com notifying of the items used.

13 - If the emergency services are called to your event, you will require the Hall's address - **EMPIRE HALL, VICTORIA ROAD, HORLEY RH6 7AW**

14 - We have the right to close the hall if there are safety concerns, if this affects your event we will do our best to inform you promptly and you will not be charged.

I have read and understood Empire Hall's Hire Conditions

Signed.....

Print:.....Date.....