

TERMS AND CONDITIONS OF HIRE AND HEALTH, SAFETY AND FIRE PRECAUTIONS FOR PRIVATE HIRERS

Norfolk Polonia CIC
West Earham Community Centre
Wilberforce Rd | Norwich | NR5 8ND

REV.02.2026.3

1. INTRODUCTION

- 1.1. For the purposes of these Terms and Conditions, an "event" refers to any organised use of the venue, including but not limited to private celebrations, social gatherings, meetings, and functions.
- 1.2. The community centre is managed mostly by a voluntary management committee who dedicate their own time and energy to keep and make this venue available for diverse social activities, please respect this. This document can be updated, and hirers always agree to the last sent version applicable at the time of their booking. New updates will be indicated by the revision number (REV.month.year.number) at the top of the document.
- 1.3. Building capacity: main hall (100 persons), small room (8 persons) and kitchen (5 persons).
- 1.4. Payment is due before the event starts (see 2.2). We do not require a deposit. By paying the hire fee, you agree to the 'Terms and Conditions of Hire and Health, Safety and Fire Precautions for Private Hirers'.
 - 1.4.1. By entering and using the premises, the hirer and their guests are deemed to have accepted and agreed to abide by these Terms and Conditions, regardless of whether full payment has been made. Failure to pay the hire fee does not exempt the hirer from compliance with this document, nor from liability for damages, penalties, or charges arising from the event.
- 1.5. The building will be opened and closed by members of Norfolk Polonia CIC. We do not hand over the keys to the building.
- 1.6. In the event of an emergency, please call 999 immediately and then 07492012200.

2. REGULATIONS

- 2.1. Private hirers (ad-hoc) can view a booking calendar on wecc.uk and book space by email (weccnorwich@gmail.com), phone or text between 10am and 6pm (07492012200) or in person (our office is open during the week by appointment).
- 2.2. **Private hirers must pay the total hire fee for the premises before the event starts.** We prefer payment online or by card; however, cash payments are also accepted. Drinks purchased at the bar are payable in cash only.
- 2.3. **Cancellations** (after payment and more than 48 hours before the event) are subject to a cancellation charge of **15%** of the total hire cost. Cancellations made within 48 hours of the

booking will be charged at **50%** of the total hire cost. Cancellation charges reflect losses incurred by the venue due to the cancellation of an exclusive booking.

- 2.4. Groups and hirers should be aware that use of the venue (inside and outside) is monitored by CCTV (24/7). For security reasons we cannot switch off our CCTV system. CCTV is operated in all buildings by Norfolk Polonia CIC, which is registered with the Information Commissioner's Office (ICO) under the Data Protection Act 2018 (reg. no. ZB190564).
- 2.5. The hire of the small room includes the use of tables, chairs and TV screen and does not include a kitchen. If necessary, we can provide a kettle and coffee and tea to the room (self-service) if this will be agreed before a payment. The kitchen can only be used in the event of an emergency using the first aid kit. All other paragraphs relating to the use of a main hall and building (2.9, 2.10, 2.11, 2.12, 2.13, 2.14, 2.15, 2.16, 2.17, 2.18, 2.19, 2.20, 2.21, 2.22, 2.23, 2.24, 2.27 & Points 3, 4, 5, and 6) also apply to room hire. Please note that there is no CCTV in the small room. However, photos were taken before the room was put into use. Hirers renting small rooms cannot hire our bar. They cannot consume alcohol.
- 2.6. The hire of the main hall includes a Bluetooth audio system, disco lighting, film projector (with screen), tables, chairs and use of the toilets (with all facilities) and kitchen. Kitchen appliances: fridge/freezer, oven, water heater and microwave. Hirers are requested to bring their own cutlery or plates. A map showing all the necessary information is displayed in the main hall.
- 2.7. Hirers using the kitchen must follow all basic safety and hygiene rules. Appliances (such as the oven, hob, microwave, water heater, or kettle) must be used responsibly and under supervision of an adult. Hot surfaces, sharp tools, and cleaning chemicals should be handled with care. Norfolk Polonia CIC is not responsible for any accidents or injuries resulting from improper use of the kitchen or its equipment.
- 2.8. Hirers wishing to have alcohol during their event must book the West Earham Community Centre in-house bar and follow all bar rules. The bar hire fee remains at £10 per hour (to open the bar; drinks not included). The bar is open only between 7pm and 11pm. The bar can open later, but it must stay open until the end of the event. A one-off cleaning fee of £30 is also required for parties involving alcohol, and the hirer can leave the building once their event has finished. All drinks must be paid for separately in cash at the bar during the event. Events with alcohol are based on mutual trust and respect — excessive disorder or damage may result in refusal of future bookings.
- 2.9. The venue opens for private hire at a set time. No additional time is allowed for preparation or clean up after the event. All must be included in the hire time.
- 2.10. All hirers must leave the premises in a clean and tidy condition (exception - customers renting the bar and paying for the cleaning service). Every time after using the venue the hirer must sweep all flooring, empty bins, mop all spills, sticky patches etc. wipe all surfaces, tables and chairs with any stains and remove all their property, return all equipment to designated storage area, ensure all lights are switched off. We

- provide cleaning equipment, including vacuums and mops.
- 2.11. General waste bins (red) for all general waste are located at the rear of the building (operated by Biffa). Please note that we are not responsible for any personal items left in the building after an event.
 - 2.12. The hirer must not use nails, tacks, screws or similar objects or fix adhesives to any part of the premises, its fixtures and fittings. No permanent decorations of any kind may be placed on the structure of the premises without the Management consent. **Touching or decorating the ceiling is not allowed.** Breaking this rule carries a £150 fine. The hirer will receive an invoice after the event, with payment due within 21 days. Legal action may be taken in respect of unpaid invoices.
 - 2.13. We kindly request that a responsible representative of the hirer must be present on-site throughout the hire period to oversee the event and ensure proper care of the premises. This will help to minimize the risk of any accidental damage or misuse of the facilities.
 - 2.14. All hirers are responsible for children and children should be supervised by adults. Any damage due to children's behaviour, shown on CCTV footage, may incur associated charges.
 - 2.15. The hirer is also financially responsible for any damage, loss, or inappropriate behaviour caused by their guests during the hire period. This includes deliberate holes in walls, broken glass, damaged lights, posters and advertising signs removed and destroyed without reason, deliberate damage to fixed parts of the building such as kitchen equipment, toilets or the main hall, and deliberate damage to garden items including flowers and plants. We reserve the right to carefully inspect the premises after a hire, even if the hirer has left the premises. Any evidence of damage will be recorded or photographed and sent to the hirer, along with any associated charges.
 - 2.16. The hirer must not sub-let any part of the premises.
 - 2.17. The hirer may use only the booked rooms (main hall or small room) and stick to time and purpose set in booking.
 - 2.18. The Music Licence PPL PRS (no. 02122200) has been granted to the Norfolk Polonia CIC.
 - 2.19. All hirers are requested to keep the reasonable noise level, especially of live and recorded music. Any music entertainment must finish by 11pm (only low sound levels after 10pm). Premises should be vacated by midnight.
 - 2.20. Hirers must abide by the maximum number of people allowed in the centre.
 - 2.21. Bicycles, roller blades skateboards or similar items must not be used inside the premises.
 - 2.22. Smoking or vaping is strictly prohibited inside the building. There is a smoking area outside. If evidence of smoking is found (by WECC staff with CCTV footage) at the event, the hirer will be charged a one-off fee of £50. The hirer will receive an invoice after the event, with payment due within 21 days. Legal action may be taken in respect of unpaid invoices.
 - 2.23. Smoke machines or decorations (e.g., candles) inside the building are forbidden.
 - 2.24. No dogs, except guide dogs, or pets in any area of the building.
 - 2.25. We allow bouncy castles (up to 2 meters / 6.5ft height only) or soft toys for children (under parental supervision).
 - 2.26. Access points must be always kept clear. For safety reasons all equipment (tables, chairs etc.) or other items brought into the building by users (e.g., buggies) must always be kept clear.
 - 2.27. Private hirers are responsible for any problems arising from inappropriate behaviour by the hirer/group. Any incidents that affect the safety of the building and/or other users will be reported to the authorities. We have the right to cancel or terminate the event if it becomes unsafe and the hirers are aggressive or do not abide by these terms and conditions. In this case there will be no refund. We have the right to call the police in the event of danger.
 - 2.28. Hirers must book a bar if they wish to have alcohol. If evidence of alcohol consumption (such as discarded containers, strong odours or CCTV footage) is found at a non-alcoholic event, the hirer will be charged a one-off fee of £100. The hirer will receive an invoice after the event, with payment due within 21 days. Legal action may be taken in respect of unpaid invoices.
 - 2.29. All penalties, fines, and additional charges specified in this document are payable within 21 days of the invoice date. Failure to pay may result in legal proceedings and the recovery of additional enforcement or debt collection costs.
- ### 3. HEALTH, SAFETY & FIRE PRECAUTIONS
- 3.1. When you arrive, please familiarise yourself with the emergency exits and the designated assembly point which is outside of the front of the building. There is a plan showing the location of both fire exits and extinguishers in the main corridor.
 - 3.2. No obstacles should be placed in front of emergency exits and exit corridors must be always kept clear.
 - 3.3. Fire extinguishers are located in the main hall (for use on paper, cardboard or textile fires, not electrical or flammable liquid fires). There is a carbon dioxide extinguisher in the kitchen (to be used for electrical fires). There is also a fire blanket in the kitchen. If you discover a fire, activate the nearest alarm point and dial 999 for any of the emergency services. If time allows close doors and windows to limit the fire spreading. As the hirer you are responsible for ensuring the safety of your users/guests.
 - 3.4. Upon hearing the fire alarm, you must evacuate from the building immediately and assemble away at the designated assembly point.
 - 3.5. There is a first aid box in the kitchen. Hirers are requested to inform the WECC management of what items were used and the incidents they were used for.
 - 3.6. Please record all accidents or incidents while using the premises and provide this information to WECC management team.
 - 3.7. Major or serious accidents/incidents should be reported to: Health & Safety Executive – 0845 300 9923 and Norwich City Council on 0344 980 3333
 - 3.8. Please have in mind that occasionally Fire Marshall will be testing a fire alarm and evacuation procedure (unannounced).
 - 3.9. Neither the Norwich City Council nor the WECC management are liable for any action or failure to act which results in personal injury or damage or loss of property except to the extent that such personal injury, death or damage to property occurred due to negligence of the Norwich City Council, its

servants or agents within the scope of their authority.

4. ELECTRICAL EQUIPMENT

Hirers should be aware it is now required by the *Electricity at Work Regulations 1989* to take precautions against the risk of death or personal injury from electricity in work activities. These regulations also cover leisure activities in community centres. All portable electrical appliances that are used in the Centre (this includes radios, disco equipment, musical equipment, etc.) must be tested by a N.I.C.E.I.C. certified electrical contractor. All equipment in the building is PAT tested and labelled.

5. INSURANCE

The West Earham Community Centre (WECC) holds its own Public Liability Insurance to cover the general use of the premises. However, the Hirer remains responsible for any damage to the building, its fixtures, fittings, or contents caused during the rental period due to their negligence, wilful acts, or failure to comply with these Terms and Conditions (as detailed in section 2.14). The Hirer is also responsible for the safety and conduct of their guests during the hire period. In the event of significant damage to the premises, including damage caused by fire, the city council's fire insurance (where applicable) will address the cause, and there may be a legal right of recovery from the Hirer if negligence or a breach of these terms is established. **Please note: This section does not require private hirers to obtain their own separate Public Liability Insurance.**

6. CAR PARKING

There is no car park at the Centre, but road parking is available.

7. GOVERNING LAW & JURISDICTION

These Terms and Conditions are governed by the laws of England and Wales. Any disputes arising from this agreement shall be subject to the exclusive jurisdiction of the courts of Norwich, England.