Parish Council

Community Facilities Handbook

(Pinetrees, JMH, Moredon CC & The Reading Rooms)

April 2026

Includes Conditions of Hire Information & Guidance and Safety Instructions

Please contact the Booking Team on 01793 466499 where we will be pleased to provide any further help or assistance.

Contact the Booking Team

Phone: 01793 466499

Email:

Assets@centralswindonnorth-pc.gov.uk

Admin@centralswindonnorth-pc.gov.uk

Websites:

CSNPC: https://centralswindonnorth-pc.gov.uk/

Booking: https://councilbookings.com/Central_Swindon_North_Parish_Council/1/

Please Note

Smoking & Vaping is prohibited at all sites.

Alcohol is prohibited on all sites (unless otherwise agreed).

Bouncy castles are prohibited on all sites.

Helium balloons are prohibited on all sites.

Deep far fryers are prohibited on all sites.

Conditions of Hire

The Hirer or Tenant agrees to adhere to all facilities guideline during the Hire Agreement.

The Hirer, Tenant or visitor takes full responsibility for their own actions and the actions of their group / party whilst using the facility and does not hold The Council liable for the misuse or disregard of the Terms / Conditions & Guidelines that are in place at the time.

Room Capacity

Pinetrees Community Centre (The Circle, SN2 1RF) - ///cheer.rooms.start

- Main Hall: 120
- Meeting Room: 30
- Café: 40
- Kitchen: 8
- Meeting Room: 30

John Moulton Hall (Penhill Drive, SN2 5DU) - ///magazines.shuttling.pelt

- Main Hall: 60
- Meeting Room: 28
- Kitchenette: 5
- Kitchen: 4

Moredon Community Centre (1 The Street, SN25 3ER) - ///firework.pickle.twigs

- Main Hall: 100
- Community Room: 25
- Kitchen: 5

The Reading Rooms (The Circle, Pinehurst Road, SN2 1QR) - ///hopes.join.glass

- Main Room: 25
- Store Room: 3
- Kitchen: 5

1. Agreement

A. Your confirmed booking, together with these conditions, forms the legal agreement.

B. The Hirer shall make arrangements with the Booking Team in respect of any other matter not provided for in these conditions at least 10 working days before the date of hire.

Working days defined as:

A. Monday to Friday 9.00am to 4.00pm

B. All Council sites are closed for Bank Holidays.

2. Interpretation

A. The 'Hirer' means the person hiring any of the Community Centre or site and shall include any person purporting to act on behalf of such Hirer.
No person under the age of 18 years will be accepted as a Hirer.

B. The booking period means the period of time reserved for the hire.

3. Hire

A. The Parish Council may refuse any application for hire without giving a reason.

B. Applications for hire must be received and paid for at least 14 working days prior to the date.

C. All bookings received with less than 14 days notice must make payment upfront.

D. The hire period must terminate, and the premises vacated at the end of the booked period in accordance with the application form or request in writing or via booking system. Setting up and cleaning times should be included in the booking period.

E. The Hirer shall not use the Centre or any part thereof for any purpose other than that stated in the application and for which the same is let.

F. The Hirer shall not sub-let or assign the Centre or part thereof.

G. The Hirer shall not use any other room other than that stated in the application form.

H. The Hirer shall not use the Centre or any part thereof outside of the time stated in the application form.

4. Making a Booking

A. Bookings can be made via the online booking platform, by going to the Councils website, in person, via email or over the phone.

B. Block bookings are invoiced monthly.

5. Payment

A. All bookings including block bookings must be paid in advance (14 working days) and payment must accompany all single applications of hire, using the on-line payment system at the above booking sites, over the phone using a credit/debit card, in person in the office. Payment can be made by cash, debit /credit card.

6. Acceptance and Invoicing of Booking

A. Once your booking request has been processed you will receive an invoice via the email address you have registered online. If your request is declined than you will receive an email explaining the reasons i.e. not available. Once payment is made you will receive a confirmation that the booking has been accepted, subject to the Hirer complying with these Conditions and any special conditions of hire.

B. Please note: Your booking remains provisional until payment has been made.
C. Failure to make payment prior to booking will result in termination.

7. Charges

A. Hire charges will be in accordance with the current charges as laid down by the Parish Council. The Council reserves the right to vary the hiring fees at any time before the event for which the facility has been hired, notwithstanding that payment of the fee has been made giving one month's notice at any time.

B. In exceptional circumstances a late booking may be accepted, less than 7 days before event taking place, at the Centre manager's discretion, after taking into consideration availability of staff cover and operational matters. Payment must be made immediately if site is confirmed available and you wish to proceed.

7. Refunds

These will be made to the organisation, club or individual stated in the hire agreement. (We are unable to refund to individuals where the hire agreement is in the name of an organisation or club).

8. Cancellation

A. **By the Parish Council**.
The Council may terminate any Agreement for Hire at any time up to and including the date of hire if the Council become aware of any fact which would at face value not be in the interest of the Council to proceed with the hiring agreement or which might prejudice the Council's standing and responsibilities as a local authority.

The Council also reserves the right to cancel any hiring in the event of the Council requiring the property in question for the purposes of any Parliamentary, Local or European elections; for the purposes of civil emergency or any other event of local or national importance where the use of the premises by the Council is essential for the Council to fulfil its functions and obligations as a local authority, and where the need for the Council to have use of the premises was not reasonably foreseeable at the date of acceptance of the Application for Hire.

In the event of such cancellation as much notice as possible of cancellation will be given by the Council to the Hirer but no minimum period is stipulated and the Council's liability to the hirer will be limited to a full refund of any deposit monies and any other payment made by the Hirer to the Council in respect of the hiring.

B. By the Hirer.

Provisional bookings. There will be no charge for a cancellation of provisional bookings up to 14 days in advance.

Confirmed bookings. Notice of cancellation must be received in writing by the Booking Team no less than ten working days before the date of the hiring.

Cancellations received in writing (including email) with less than 10 working days prior to the hiring commencing may incur a cancellation fee of up to 50% of the amount owed or the whole booking fee if the facility has no chance to rebook the facility for further activity, change staffing levels and to cover administrative and other costs. (As per current charges).

No refund is payable with less that 24hrs notice.

C. In the case of cancellation by the Council arising from the Hirer failing to comply with the conditions of hire, the full charge for the booking may be made.

D. In the case of cancellation by either party due to lack of heating, water etc. a full refund will be due for the period of hire when the facility is not used.
Where the hirer chooses to continue with the hire the full fee will be due.

9. Booked Period

A. Where the booking has not commenced within 30 minutes of the booked start time and notification hasn't been received, the booking will be terminated. Access after this time where it can be accommodated, will incur a further charge. Please call the duty team on 01793 466499 if you know you will be delayed, to avoid being charged.

B. The Council will not be responsible for any loss to the Hirer due to the facility not being available at the booked start time. The Councils liability to the Hirer will be limited to a refund payment made for the unavailable booked period.

C. The booking period **includes** any setup and pack away time. The Hirer must leave the premises by the end of the booking period.

D. There are no bookings outside normal operating hours. These can be found on the Parish Council website.

10. Breach of Contract

A. The Parish Council shall not be liable for breach of contract or be held liable for any expenditure incurred or loss sustained, directly or indirectly by the Hirer as a result of refusal, cancellation or termination.

11. Accidents

A. N.B. First Aid Kits are not provided for hirers but are for the public needs. When any accident occurs please contact the Parish staff during office hours immediately or 01793 466499.

B. Call 999 in an emergency.

12. Hirers Responsibilities

A. The Hirer or the Organisation under whose behalf he or she is responsible or a responsible person, whose name and address has been notified to the booking Team before the date of the hiring, must be in attendance at the premises throughout the hire period.

B. The Hirer will be responsible for supervision, safety, control stewarding, admission & removal of those attending the hiring and provide a sufficient number of suitably qualified persons to carry out these responsibilities.

C. The Hirer will be responsible for ensuring the Community Centre's Fire Safety and Evacuation procedures, are brought to the attention of those attending their function or event.

D. The Hirer shall ensure that all activities are conducted in an orderly and lawful manner.

E. The Hirer shall at the end of the period of hire, leave the facility in a tidy and orderly state and all rubbish must be placed into secure refuse/plastic bags and left in the reception area. The hirer must ensure that all nappies are taken off site for disposal where specific nappy bins are not provided. A refundable deposit bond is taken for party or function bookings. Where the noncompliance of this condition requires extra cleaning time an appropriate additional charge of £25.00 per hour may be made to the Hirer, taken from the deposit.

F. The Hirer shall report any faults, damage, or lack of services e.g. water to the caretaker in person or via phone on 01793 466499

G. The Hirer shall report any dissatisfaction with the booking during any induction procedure or to the Booking Team within two working days to allow the concerns to be investigated.

13. Displays/Party Decorations

A. Nothing is to be displayed or fixed in or on site without prior permission.

B. Helium balloons are strictly prohibited.

C. Balloons using air are permitted. They may be affixed to any glossed wood surfaces with magic tape/easy peel that leaves no marks when removed.

D. Blu-tack is strictly prohibited; however for support on what can be used under certain circumstances ask Duty officer.

E. Table decorations are permitted.

F. All decorations must be removed at the end of the hire period.

14. Music/Noise

A. Noise levels must be controlled so as not to cause annoyance to local residents or other Hirers. Any officer/servant of the Council responsible for the facility has authority to control the volume of sound caused by people, musical equipment or other noise making devices.

B. You may be asked to turn music down or stop completely should an officer deem it too loud or inappropriate.

15. Children

A. The Hirer shall ensure that children (under 16) are supervised at all times.

B. The Hirer shall ensure no children enter a kitchen without supervision.

C. Use of inflatable play equipment & ball games are not permitted.

16. Animals

A. Only assistance animals for those with a disability are allowed on the premises. The exception is for events that involve showing or demonstrations, however these animals must be caged and only removed from the cage if held for a specific demonstration or showing and are not allowed to move around the floor area.

17. Insurance and Risks

A. Hirers shall indemnify the Council from and against any claim for damages, costs or expenses which may be made against the Council in respect of personal injury, death or loss of or damage to property sustained by any persons and occurring during or in consequence of the hiring and which shall arise from any act or omission by the Hirer or persons using any of the Community Facilities as a result of the hiring.

B. The Hirer is responsible for the preservation of good order and shall fully compensate the Council for any damage to the premises or any damage to, or loss of, other property of the Council of whatsoever description arising out of, or incidental to the hiring.

C. The Hirer is responsible for insuring their property and equipment against all usual risks.

D. The Council does not accept responsibility for any clothing, or articles left by the Hirer, their guests, assistants, agents or any member of the public or any property during the period of hire.

E. Public Liability Insurance is only valid for the rooms booked during the booked period as stated on the application for hire agreement.

18. Health and Safety

A. The Hirer is responsible for ensuring the maximum numbers as per capacity are not exceeded.

B. Fire or appliances with naked flames are not permitted in or on any property subject to the Hire Agreement without the prior written consent of the Council. The Hirer will comply with all conditions attached to such consent.

C. No alterations or additions may be made to the lighting or power arrangements existing at the time of hire without the written consent of the Council. The Hirer will comply with all conditions attached to such consent.

D. The Hirer is responsible for ensuring that no exits or fire exits from or within the facilities are blocked inside or outside and that no chairs or obstacles are placed in the corridors, walkways or access areas leading to emergency exits and that fire appliances are not removed or tampered with.

E. All Hirers are required to be familiar with the emergency evacuation procedure for the building (see Evacuation Instructions Guidance and Information Notes) and provide evidence of regular drills when requested.

F. In the event of a fire alarm being raised the Hirer is responsible for ensuring safe and immediate evacuation.

G. No furniture or furnishings may be brought into the facility either temporarily or permanent without prior written permission. Permission will only be considered where current Fire Regulations can be met.

H. Electrical Appliances must not be brought into the facility by the Hirer or any person on the Hirers behalf either temporarily or permanently without prior written permission and all appliances must have a current portable appliance certificate. (PAT) Any items with a naked flame are prohibited within the building. Barbeques can be used outside only with the express permission of the Community Facilities Team subject to written appropriate risk assessments being provided.

I. Groups/Hirers will be required to comply with Health & Safety legislation.

19. Kitchens

A. No communal items will be provided for use i.e. cutlery, crockery, trays etc.. These must be supplied by the hirer and removed from site after use.

B. Bookings on a Weekly/Single/Occasional basis - Hirers using the fridge must remove all foodstuffs at the end of their session.

C. Bookings on a daily basis - Hirers using the fridge must remove all foodstuffs at the end of the week and comply with appropriate hygiene standards.

D. Deep fat fryers are not permitted.

20. Equipment/Storage

A. The Hirer shall not bring any equipment onto the premises without the prior permission of the Council.

B. No items are stored on site without prior agreement.

C. Where it is agreed in writing that the hirer may store goods or equipment at the Facility the Council does not accept responsibility or liability for any loss, damage or injury whatsoever arising from the storage of such goods or equipment subject to common law and any statutory rights for the time being in force.

D. No items will be stored on site that can easily be transferred to and from the site easily for each period or hire.

21. Entertainment/Alcohol

A. Alcohol is not allowed on the premises (unless otherwise agreed in advance).

B. If alcohol is found on the premises the booking will be terminated, and you will be asked to leave.

C. If the Centre is not left in a clean and tidy condition at the end of the booking period, or if any damage is sustained to the Centre, a charge will be deducted from your bond to cover costs.

22. Parking

A. We do not guarantee availability.

B. Vehicles must be parked in designated bays where marked, where bays are not marked, vehicles must not prevent emergency vehicles accessing the site. Under no circumstances must vehicles be parked in disabled parking bays (unless a disabled permit is displayed) or areas that are clearly not suitable of intended to be used as parking bays.

C. No blocking or parking bays or double parking is allowed. Where possible alternative parking will be displayed in the entrance or can be found on our website.

23. Broadcasting Rights

A. Broadcasting (sound/TV) filming or photographic rights cannot be exercised without prior written consent from the Council. No copyright music shall be performed/played on the premises without the application requesting this having been confirmed.

24. Live and Recorded Music

A. Where sound recordings (Smart Speakers, CDs, DVD's, tapes or records etc,) are played in 'public' the Hirer has the responsibility of ensuring that the appropriate licence fees are paid to Phonographic Performance Limited (PPL).

25. Access

A. All access restrictions and guidelines in place must be adhered too. The Hirer shall at all times permit full access to the Council's duly authorised officers and agents to enter or inspect the hired premises.

B. Police Officers have the right of entry at all times.

26. Termination of Hire and Exclusion from Premises

A. If the Hirer shall refuse or omit to comply with any of the foregoing conditions or with any instruction conveyed to him/her by any officer/servant of the Council responsible for the facility on behalf of the Council, the Hirer and his/her servants may be excluded. Conduct during prior hiring's may result in future hiring's being denied, but without relieving them of their obligations under their contract with the Council.

B. The Council reserves the right to halt or terminate the hiring at any stage in an emergency, including over-crowding or breach of the peace.

27. Additional Charges

May apply when:

A. A booking is taken outside the required notice period.

B. A hire commencing prior to or exceeding the booked time will be charged at the appropriate hourly rate.

C. To reopen closed facilities due to non attendance will incur a charge equal to the late booking fee.

D. Where the hirer has not left the facility in a tidy, orderly or to an appropriate level of cleanliness with rubbish bagged cleaning surcharges will apply at a minimum rate of £25 per hour.

E. Where there has been any damage to the premises or damage to, or loss of, other property of the Council the hirer shall fully compensate the Council. Any additional charges will be deducted from any deposit paid and where charges are in excess of the deposit an invoice will be made for the remainder of the charges.

F. Providing a service outside of normal operating hours/days.

G. Where the Hirer is responsible for false activation of any alarm charges will be made to recover all costs incurred.

H. Where equipment loaned / hired is not returned or damaged.

Notes:

A. **Information and Guidance Constitution**
If you require any assistance, please contact Booking Team who can advise where assistance can be accessed.

C. Disabilities/Special Needs/Diversity
Please contact Booking Team with any requests.

D. Charge Band Policies & Criteria
Full details of our charges for Community Facilities are available upon request from Booking Team.

E. Mail / Post
Use of the Community Centres as a mailing address is prohibited for non-tenants. All mail will be returned to sender. Failure to stop mail being delivered to Community Centres will result in any future bookings being cancelled and any new bookings being declined.

F. Community Centres Managed by the Community or other Groups
The Community Facilities team are unable to assist with availability details for other venues as they are managed by voluntary management committees not CSNPC. please see details under website Links for non-Council Community Centres.

G. Children/Young People and Vulnerable Adults
The Council has a responsibility to protect the community using its facilities and in the present case it does so by imposing a contractual provision on the hirer. By agreeing the contract, the relevant Hirer under (b) and (c) of the Booking Application for Community Facilities, agrees to comply with the Disclosure and Barring Service (DBS) standards which would be undertaken by consent of the prospective employees/volunteers. A failure of a relevant hirer to observe this condition would result in an immediate withdrawal of the use of the facilities.

H. Disclosure and Barring Service (DBS)
Voluntary Action Swindon can facilitate DBS checks for voluntary organisations that have adults working with children, young people or vulnerable adults. They can be contacted by telephoning 01793 538398 or emailing to: info@vas-swindon.org. Details of umbrella bodies (a registered body that gives access to DBS checks) can be found on the DBS website https://www.gov.uk/disclosure-barring-service-check.

I. Events Extensions to normal Hiring times
We do not grant extensions outside of normal opening hours

28. Licences Guidance

A. **PRS** - is a fee collected on behalf of the Performing Rights Society that issues licences and distributes the licence fees to composers and music publishers. It applies to any event where music is played* other than where the music is incidental (background), or it is a Private function such as a family party where all guests are invited. Where these fees are due, we collect and pay the fees direct to the PRS as we have a responsibility for ensuring that events in our building are licensed.
   * Played includes videos, tapes, DVDs, Karaoke etc.

B. **PPL** - Phonographic Performance Limited issue licences and distribute the licence fees to record companies, recording artists and musicians. A licence for PPL is required when you play sound recordings such as CD's, tapes and records, subject to their control in 'public'. Public is determined as any event except a family or domestic gathering. The responsibility for obtaining the necessary licences is with the hirer, not Swindon Borough Council. If you require further information, please contact PPL on 020 7534 1000 or visit www.ppluk.com.

29. Public Holidays

A. We do not open on Bank Holidays.

30. Bond

A security bond (deposit) of £100.00 for damages must be paid in full 14 days prior to the hire date and will be returned to the hirer within 14 days: A security bond is held until inspection and released when the hire agreement has been fully adhered to. All or part of the bond can be retained unless the following conditions are adhered to:

1. The facility is returned in an acceptable condition, mirroring that of how it was provided. It must be clean, tidy and have no excessive damage above that of ‘fair wear & tear’.

2. Bins are provided at all sites for use. The venue must be left tidy and rubbish collected and left within the designated area. However, all personal items & belonging must be collected and removed from the facility at the end of the function.

3. The building, grounds and car park must be vacated at the end of your allotted time, keeping noise to an acceptable level, being mindful of neighbouring properties and other users as you leave.

Please continue any conversations off site to allow the duty staff member to securely close and lock the facility and avoid additional time charges.

Parish Council

Signed Agreement

I …….. (Hirer) agree to the above Terms and

Conditions relating to my booking on …… (date), I agree my party will

be finished, the venue cleaned and all rubbish removed by the end of my allocated booking time.

I am aware that failure to abide by these Terms & Conditions may result in losing part or all my bond.

Signed ……. (Hirer)

Date ……. (Hirer)