

# Clifton Campville Village Hall (CCVH)

## POLICIES & PROCEDURES



**CHARITY # 1046105**

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# **Trustees & Management Committee**

## **Elected members -**

Linda Fletcher

Pat Green

Julie Smale

## **User Representatives -**

Pat Moore - Community Coffee shop

Chris Muspratt - RNLI/Whist Drive

## **Representatives -**

Sarah Ennis (Link person) - PCC

David Lodge - Parish Council

Sue Wadham - Coneyberry Millennium Green Trust

Rebecca Williams – SASA( St Andrew’s School Association)

## **Co-Opted members -**

Jayne Mahony

Helen Paton

Vaughan Taylor

## **Current Positions -**

**Secretary** - Linda Fletcher

**Treasurer & Booking Secretary** - Patricia Green

**Vice Chair** - David Lodge

**Chair Person** - Patricia Moore

**Communications Officer** - Julie Smale

# Sustainability & Development Policy

CCVH has made progress in terms of organisation, governance, finance and Committee structure, including training of committee members, where appropriate.

## It is the Policy of CCVH to:

- Provide a venue for social, educational & recreational activities for all ages, stimulating community interaction, encouraging healthy exercise and seeking to enhance the quality of life for people living locally, particularly those at risk of social isolation.
- Be the community focus for Clifton Campville.
- Sustain and develop a viable organisation running CCVH for the benefit of residents, as laid down in the 'Deed of Variation' dated 2 June 2014.
- Recognise that there should be an active strategy to safeguard, maximise, maintain and replace as necessary the premises and equipment held by the Trust.

CCVH aims to achieve these goals principally in three distinct areas:

### 1. Organisation

- Widen participation and increase the range of provision.
- Engage a wider age range of people, especially young people, in the management of the CCVH.
- Continue to review the means of communicating CCVH's message - e.g. via the Website, Email group and social media and fliers as appropriate.

### 2. Finance

- Sustain a viable financial position by continuous review of costs and maximising revenue as appropriate.
- Sustain a designated reserve fund (Buy a Brick) in addition to the current account, for future developments.
- Develop revenue streams by researching, then implementing appropriate new ventures - e.g. outside usage of the Hall, appropriate grant application.
- Promote greater usage and increase self generated income.

### 3. Structure

- Continue to prioritise essential maintenance on the existing building.
- Seek to improve the quality of the building, priority being given to external storage spaces, toilets & entrance.
- Consider opportunities to research and develop new possibilities regarding communication's technology - e.g. becoming a community hub with Superfast Broadband.
- Continue to seek avenues through which to fund the extension and refurbishment of the current building.

Review of this Sustainability and Development Policy and steps toward its implementation are standard Agenda items for Trustee meetings.

# Fundraising Policy

It is the policy of CCVH to raise funds for:

- The provision and sustainability of social facilities.
- The routine maintenance of the Village Hall.
- The potentially significant capital expenditure which a building of the age of the present hall inevitably attracts.
- The extension and refurbishment of the existing Village Hall.

CCVH aims to achieve these goals by:

- Ensuring Fundraising is a standard item on the agenda of Trustee meetings.
- Continuing to explore all avenues for raising finance for the proposed extension & refurbishment of the Village Hall. This is an agenda item at every meeting and includes themed supper nights, family events & music evenings.
- Continuing to run the weekly Community Coffee Shop.
- Researching opportunities for example - film evenings, suppers and wine tastings to provide innovative attractions.
- Hiring to third parties for community activities - e.g. Quiz Nights, Yoga, Art & Craft groups, RNLI Whist Drives with hire charges regularly reviewed.
- Hiring to Community Providers - e.g. for elections, meetings of PCCs etc.
- Running a lending library of Books & DVD's.
- Holding Raffles and Produce Auctions as part of events.
- Efficient operation of bar facilities for the sale and supply of alcohol ancillary to the fundraising activities just described, with pricing regularly reviewed.
- Regular reviews of financial reports at every Trustee, or Management Committee meeting to assess the availability and propriety of moving further funds into a 'ring fenced' account for maintenance / improvements / equipment replacement and 'Buy a Brick' account.
- Publishing and updating a rolling 'Programme of Events' available on the website and in the Mease Valley News (MVN), social media etc.

# **Finance Policy & Procedures**

## **Finance Policy**

The aims of the Finance Policy are to operate CCVH on a sustainable revenue basis with sufficient in reserves for crises and revenue voids.

1. The Management Committee will manage the assets of the charity in accordance with the 'Deed of Variation' dated 2 June 2014.
2. The Management Committee will insure CCVH Property with a reputable Insurance Company on an 'All Risks' basis for its full rebuild value; the sums insured shall be reviewed at each policy renewal.
3. Financial records will be kept to ensure that CCVH meets its legal and other obligations under Charity Law.
4. The financial year will end on 30 June and accounts for each financial year will be drawn up and approved by the Trustees prior to being presented to the Annual General Meeting (AGM) held each year.
5. The accounts will be independently examined by an auditor, or examiner of accounts appointed by the Trustees.
6. The Management Committee will monitor financial performance at every meeting.
7. The Trustees shall approve a Reserves Policy - for any future builds and determine the extent and nature of reserves designated as 'Reserve Funds' (Buy a Brick), when appropriate.
8. All funds will be held in accounts in the name of CCVH at such banks and on such terms of the Trustees shall decide. All cheques and transfer documents shall require the signatures of two of the Management Committee, with dealings reported to the Committee in the Treasurer's Report at each meeting.
9. The Treasurer shall present a financial report to every meeting of the Committee: the format and content of the report to be decided by the Trustees.
10. All expenditure shall be properly authorised and documented; all income shall be paid into the bank promptly.

## **Financial Procedures**

### **1] Financial Records**

a) A cash book will be kept up to date by the Treasurer to record and analyse all transactions made by CCVH.

### **2] Payment Procedure**

- a) The Treasurer or other CCVH committee member will be responsible for holding the cheque book (unused and partly used cheque books) which should be kept under lock and key.
- b) Blank cheques will never be signed.
- c) The relevant payee's name will always be inserted on the cheques before signature and the cheque stub will always be properly completed.
- d) No cheques should be signed without original supporting documentation.

### **3] Income Procedure**

a) All income will be paid into the bank without deduction.

- b) Cash is to be counted by the person collecting it and handed to the Treasurer, who should confirm the amount.
- c) Hiring Agreement forms, showing conditions of hire, date, purpose of hire, the rate per hour and total due, must be signed by the hirer on booking. An agreement receipt will be given to the hirer, who will pay the outstanding balance and account to the Treasurer.

4] **Payment Documentation**

- a) Every payment out of the bank accounts, however, made will be supported by an original invoice.
- b) CCVH will, if asked, reimburse expenditure paid for personally by authorised personnel or Trustees on behalf of the charity, providing all expenditure is evidenced by original receipts. No cheque signatory signs for the payment of expenses for themselves.

## **Environmental Policy**

CCVH is within a Conservation Area and is a Heritage Building, therefore the Trustees and Management Committee are completely focused on the environment.

CCVH Management Committee recognise the impact that the hall has on the environment through its routine activities, its building management and through its influence and effects on the wider community.

It is the policy of CCVH Management Committee to:

- Cascade knowledge of Conservation and Amenity Issues
- Promote recycling
- Encourage energy saving
- Adopt proven technologies which make a difference to the environment where funding is available to do so.

CCVH Management Committee aims to achieve these goals by, inter alia:  
Providing a Conservation and Amenity page on our website. allowing all to access.

### **Recycling**

Providing comprehensive recycling facilities within the hall.

Ensuring all Users are aware of their recycling obligations via the Hiring Agreement.

Community Coffee Shop volunteers will recycle all Nespresso coffee pods.

Cotton tablecloths will be used wherever possible - ie: reusable.

Buying environmentally friendly cleaning materials, whenever possible and giving preference, as far as practicable, to all products and services which cause least harm to the environment.

Avoid, where practicable, the use of environmentally damaging substances, materials and processes.

Minimise waste and pollution and generally develop sound waste management procedures.

### **Energy**

Ensuring energy conservation is a prime driver by regulating the temperature within the hall to optimum levels.

Securing the most effective 'green' tariffs for electricity use (no gas within the village).

Advising all Users of the hall as to how they can save energy by setting out measures in the 'Hiring Agreement' such as turning the heating down rather than opening windows. All new heaters will be thermostatically controlled.

### **Administration**

Ensuring all minutes and correspondence are emailed rather than printed off.

Using social media, whenever possible, to promote events rather than distributing paper leaflets.

### **Refurbishment/extension**

Ensuring the building contractor appointed for development of the hall uses environmentally friendly roof insulation and all other products, where practical.



Ensuring all new replacement appliances are energy efficient 'A' rated such as water heater, radiators, dishwasher, fridge/freezer, glass washer, cooker etc.  
All new heaters to be thermostatically controlled with timers.  
We will take advantage of any Energy Efficient Audits offered to us.

**Noise**

All Users are reminded in the 'Hiring Agreement' of the need to be quiet as they leave the premises and acceptable finishing times are mandatory, to be courteous to our neighbours.

Environmental and energy efficiency is on the Agenda for meetings of the Management Committee on an annual basis.

# **Health & Safety Policy**

## **Part 1 - General Statement of Policy**

This document is the Health & Safety Policy of Clifton Campville Village Hall (CCVH).

Our Policy is to:

- a) Provide healthy and safe working conditions and equipment for Management Committee members, Hirers, Users and other visitors.
- b) Keep the Village Hall and equipment in a safe condition for all users.
- c) Provide such advice and information as is necessary for Management Committee members, Hirers, Users and other visitors.

It is the intention of CCVH Management Committee to comply with all relevant Health and Safety regulation and to act positively where it can reasonably do so to prevent injury, ill health or any danger arising from its activities and operations.

CCVH Management Committee considers the promotion of the health and safety of those who use the premises, including contractors who may work there, to be of great importance. The Management Committee recognises that the effective prevention of accidents depends as much on committed attitude of mind to safety as on the operation and maintenance of equipment and safe systems of work.

To this end, the Committee will encourage its members, Hirers, Users and other visitors to engage in the establishment and observance of safe working and other practices.

Hirers, Users and other visitors will be expected to recognise that there is a duty on them to comply with the practices set out by the Committee, with all safety requirements set out in the Hiring Agreement and with safety notices on the premises and to accept responsibility to do everything they can to prevent injury to themselves or others.

## **Part 2 - Organisation of Health & Safety**

The CCVH Management Committee has overall responsibility for health and safety at CCVH and takes day to day responsibility for the implementation of this policy.

It is the duty of all Hirers, Users and other visitors to take care of themselves and others who may be affected by their activities and to co-operate with the Management Committee in keeping the premises safe and healthy.

It is the responsibility of Hirers to ensure that adequate safeguards are in place to protect the well-being of all Users, including children and vulnerable adults.

Should anyone using the hall come across a fault, damage or other situation, which might cause injury and cannot be rectified immediately, they should inform the

Chairperson or the Bookings Secretary, as soon as possible so that the problem can be dealt with.

Where equipment is damaged, or otherwise faulty, a notice should be placed on it warning that it is not to be used and the Chairperson, or the Bookings Secretary informed as soon as possible.

The following persons have responsibility for specific items:

First Aid Box :	Chairperson
Reporting of Accidents:	Chairperson
Fire precautions & checks:	Chairperson
Risk Assessment & Inspections:	Chairperson
Information to contractors:	Chairperson
Information to Hirers:	Treasurer
Insurance:	Vice Chair

The electricity switches are in the cupboard in the main hall.

Emergency fire exits and fire extinguishers are all denoted by notices around the building.

## **Part 3 - Arrangements & Procedures**

### **3.1. Fire Precaution & Checks**

The Management Committee carries out checks to Equipment, Fittings and Services as follows:

#### **Monthly:**

Door Mat, toilets, water heaters, accident book, fridge, emergency lighting, fire exits, all lights, dishwasher, First Aid Box, steps, window cleaning, locks and sockets.

#### **Yearly:**

Outside gutters, fire extinguishers.  
Electrical safety certificate – every 5 years.

### **3.2. Procedure in case of accidents**

The location of the nearest hospital Accident and Emergency/Casualty department is:

#### **Sir Robert Peel Community Hospital**

Plantation Lane, Mile Oak, Tamworth, Staffs B78 3NG

Hours: 08:00hrs to 22:00hrs 7 days a week for minor injuries

Telephone # : 01827 263800

The location and telephone number of the nearest doctors' surgeries are:

#### **Measham Medical Unit**

High Street, Measham, Derby DE12 7HR

Hours: 08:00hrs to 18:00hrs Mon-Fri

Telephone# : 01530 270667

#### **Laurel House Surgery**

12 Albert Road, Tamworth, Staffs B79 7JN

Hours: 08:00hrs to 18:30hrs Mon - Fri

Telephone # : 01827 69283

The First Aid Box is located in the kitchen cupboard duly marked with a notice.  
The person responsible for keeping this up to date is the Chairperson.

The nearest Defibrillator is on the outside wall of the Village Hall. In case of an emergency dial 999 and emergency personnel will give you access to the box.

The Accident Book is kept in the kitchen cupboard. This must be completed whenever an accident occurs. Any accident must be reported to the Chairperson of the Management Committee.

### **3.3. Safety Rules**

All Hirers will be expected to read the whole of the 'Hiring Agreement' and should sign the hiring form as evidence that they agree to the hiring conditions.

The hiring agreement states that all statutory or local regulations and rules for public safety must be strictly observed by Hirers and fire and safety equipment must not be misused, or removed from its designated location. Fire and other exits must not be obstructed. Where applicable, illuminated fire exit signs must be on for all public functions. If no illuminated lighting, then notices must be kept up to date & readable.

### **3.4. Contractors**

The Management Committee will check with contractors (including self-employed persons) before they start work that:

- The contract is clear and understood by both the contractors and the Management Committee.
- The contractors are competent to carry out the work (eg have appropriate qualifications, references, experience).
- Contractors have adequate public liability insurance cover.
- Contractors have seen the health and safety file and are aware of any hazards which might arise (eg electricity cables).
- Contractors have their own health and safety policy for their staff.
- The Contractor knows which member of the Committee is responsible for overseeing that their work is carried out to a satisfactory standard.

### **3.5. Insurance**

The company providing the Village Hall's Employer's Liability and Public Liability insurance cover is:

Allied Westminster - Policy # VH 88/0047440 / BS 66480  
Renewed annually in September each year.  
A copy of the certificate is on the main noticeboard.

### **3.6. Review of Health and Safety Policy**

The Management Committee will review this policy annually. The next review is due in December 2019.

### **3.7. Address & Telephone number of organisations that can give advice on health and safety:**

Health and Safety Executive - website [www.hse.gov.uk](http://www.hse.gov.uk)  
Tamworth Community Fire Station - website [www.staffordshirefire.gov.uk](http://www.staffordshirefire.gov.uk)

## **Risk Assessment**

- see separate form

# **Equalities & Diversity Policy**

## **Equal Opportunity - Statement of Intent**

Clifton Campville Village Hall Management Committee recognises that everyone has a contribution to make to our society and a right to equal opportunity. We value diversity and will promote involvement and use of the hall by all members of our community.

No member, volunteer, organisation or individual to which we provide facilities will be discriminated against by us on the grounds of :

- Gender (including sex, marriage, gender re-assignment)
- Race (including ethnic origin, colour, nationality and national origin)
- Disability
- Sexual Orientation
- Religion, or belief
- Age
- Social Background
- Geographical Location

We aim to promote equal opportunities, eliminate discrimination and harassment through the following:

1. Opposing all forms of unlawful and unfair discrimination.
2. All volunteers, hirers, members and visitors will be treated fairly and with respect.
3. Committee membership appointment will be available to all.
4. All volunteers, members, hirers and users have a legal and moral obligation not to discriminate and to report incidents of discrimination against an individual, or group of individuals, to any member of the committee.

Our commitment:

- To create an environment in which individual differences and the contributions of all are recognised and valued.
- Every user, hirer, volunteer, member or visitor is entitled to be part of an environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.

# General Data Protection Regulation (GDPR)

## 1. Introduction

The Data Protection Act 1998 (DPA) and General Data Protection Regulations (GDPR) govern the use of information about people (personal data). Personal data can be held on computers, laptops and mobile devices, or in a manual file and includes email, minutes of meetings and photographs.

The charity will remain the data controller for the information held. The trustees and volunteers are personally responsible for processing and using personal information in accordance with the Data Protection Act and GDPR. Trustees and volunteers who have access to personal information will therefore be expected to read and comply with this policy.

## 2. Purpose

The purpose of this policy is to set out the Clifton Campville Village Hall (CCVH) Trust's (the 'Trust') commitment and procedures for protecting personal data.

Any individual whose data is held by the Trust has the right to examine their data and retains the right to withdraw any given consents at any time. This data has been collected for the specific purpose of the management of the CCVH and will not be shared with any other organisation or individual without the named individuals explicit consent.

Individuals who wish to see their data should make their request known to any Trustee and provide evidence of their identity such as photographic and verification of address. A driver's licence and utility bill for example.

The Trust holds very few details on individuals. There are four categories of people associated with CCVH, **Hirers, Users and the General Public, Contractors, and the Trustees.**

## 3. Hirers, Users and the General Public

No personal data is held on members of the public by the Trust. Where members of the public for example buy a raffle ticket and add their name, address and/or contact details for that purpose, the ticket stubs are destroyed after the raffle has been drawn and no personal data is retained or published. Hire agreements and information contained therein are retained by the Booking Secretary and destroyed once no longer required.

#### **4. Contractors**

Contractor's data includes names, phone numbers and email details, usually in the form of business cards, quotations and invoices. This data is held for reference purposes for future works.

#### **5. The Trustees**

There is more personal information held on trustees than any other group associated with CCVH. This data is required by various bodies such as the Trust's bank and the charity commission. This data includes, names, addresses, dates of birth, phone numbers and email addresses. With the exception of dates of birth that are only held by the secretary for the purposes of the Trust Deed documentation and Charity Commission, all the other information is shared with current trustees. The secretary of the Trust holds this information indefinitely for historical records.

#### **6. Other data associated with the Trust**

##### **a. Permanent Information**

The Chairman holds a copy of the Trust Deed 'Deed of Variation' together with any other significant documentation.

##### **b. Meeting Minutes**

The signed copies of the Trustees' meetings and the Annual General Meetings, including all relevant reports, are held by the secretary of the Trust for the life of the Trust. No personal data is included in the minutes.

##### **c. Booking Forms**

People wishing to use CCVH are asked to fill out a form to include the reason for the event, dates, times and contact details. This is to ensure the trustees know what is happening and when. This information is held by the Booking Secretary and destroyed once no longer required, unless the subject of a dispute.

## **Clifton Campville Village Hall Hiring Policy**

CCVH welcomes bookings from any group or individuals who wish to use the hall for social or community events and others by agreement. We will not hire the hall to persons under 18 and the Management Committee have the discretion to refuse bookings that they deem inappropriate e.g. unsupervised teenage parties, gaming events etc. We can also arrange a bar service if this is required.

There is a nominal charge for the use of the hall to cover utility costs.

Please note:

- a]** there is the main Hall which is suitable for a variety of functions such as parties, celebrations, meetings, exercise classes etc.
- b]** Kitchen facilities with electric water boiler, cooker, crockery and cutlery.
- c]** Ladies and Gents toilets.
- d]** A serviced and stocked licensed bar of wines and beers - if required.
- e]** free car parking for up to 4 cars (at owner's risk).

CCVH holds a Licence for the supply and sale of wines and beers and regulated entertainment and late night food. CCVH is operated entirely by volunteers and is a Registered Charity.

To hire the hall the cost is £7.50 per hour inclusive of use of the premises and its facilities, electricity and water. Should the bar service be required ( beers/lager, wines and soft drinks), notice is required. The bar will be operated by CCVH personnel. Hirers are responsible for their use of the premises, paying attention to the privacy of our neighbours, particularly when leaving the premises at night.

Hirers must agree to abide by the Safety Checklist and Instructions and the hours and activities stipulated by the Licence. All events must finish by 23.00 hrs with the premises vacated by the public before 23.30 hrs.

Smoking, including electronic and vapour cigarettes is prohibited.



# **SAFETY CHECKLIST AND INSTRUCTIONS FOR USE OF THE VILLAGE HALL**

We ask that you read this document fully and carefully noting what applies and what we ask you to do to keep the hall running as all would wish. The use must conform to the Premises License [see Entrance] & operate in accordance with the Regulatory Reform [Fire Safety] Order 2005 and CCVH policies concerning Hiring, Health & Safety. These policies are attached. The following checks are to be made by the person in charge of the function on each occasion that the Hall is used. All Hirers and Users should be aware of the attached policies and act upon them. There are additional Policies of the Clifton Campville Village Hall on the main noticeboard. These are available for all Hirers and Users to read.

Please ensure:

- 1]** Reasonable care is taken of the building and its contents, including any special equipment, furniture & kitchen equipment.
- 2]** Emergency exits are usable and not obstructed. All fire doors are closed
- 3]** Fire detection equipment and fire-fighting equipment is visible, usable, in situ and not obstructed.
- 4]** The 'Hirer' should ensure that there is at least one adult (an adult for these purposes being an individual over the age of 21) present for every 10 children who are present & under the age of 16 years.
- 5]** Any damage or breakages should be reported immediately to the Booking Secretary, or member of the Village Hall Committee. Costs of any repairs or replacement, will be collected from the Hirer, at the discretion of the Management committee.
- 6]** Any use of the First Aid Kit must be reported when returning the keys & the Accident Book completed, as necessary.
- 7]** All sources of combustible materials are removed from the vicinity of sources of combustion.

*In addition the CCVH Committee reminds organisers and users that:*

- 8]** Use of candles is restricted to tea-lights in holders.
- 9]** There should be no naked flames
- 10]** Smoking is not permitted in any part of the building at any time [this includes electronic or vapour cigarettes].
- 11]** Rubbish is to be removed to the refuse bins in the kitchen, separating recycleable materials.
- 12]** Use of and crossing the car park by pedestrians is entirely at the risk of those so doing. CCVH will not accept any liability for loss, damage or injury.
- 13]** The 'Hirer' is not to sell alcoholic drink on the premises unless the bar is operated by CCVH, or the Hirer has their own licence.

*At the end of the function please see that:*

- 14]** All appliances in the kitchen and water heaters are turned off and/or unplugged before locking up.
- 15]** All storage heaters should be left exactly as they were on entry.
- 16]** The kitchen and hall area is left clean, tidy with no spillages & with surfaces wiped ( mop and bucket is in the entrance store room).
- 17]** Crockery & cutlery used should be washed, dried and placed in the appropriate cupboards.

**18]** Furniture is appropriately arranged with tables & chairs stacked at the end of hall, no more than 5 high.

**19]** All lights are turned off when you leave, including the **3** switches in the lobby area by the front door.

The event organiser is responsible for making sure that the hall is left with all lights turned off & secured upon final leaving and that keys are returned to the Booking Secretary or designated member of the Committee indicated on the Booking Form Return as soon as practicable.

These matters are to ensure that Health, Safety and Hygiene are not compromised for the next users of the Hall and to comply with insurance and the Premises Licence conditions. We hope that can be appreciated and the requirements met.

To make an application to hire the Hall please complete the Hire Form and forward to Mrs Pat Green, 10 St Davids Road, Clifton Campville, B79 9BA - Tel: 01827 373357. For an accepted booking the cost must be paid prior to the event (cheques made payable to CCVH).

**Please Note** - the committee reserves the right to refuse an application.

## APPENDIX 'A' - VILLAGE HALL HIRE FORM:

Name of organisation .....

Name of Organiser

.....and

Address and Telephone number for contact:.....

.....

Purpose of the hire: .....

Day and date requested: .....

Times requested: Start..... Finish.....

Bar Service required? Yes / No. Total number of guests expected .....

I confirm that I have read the attached 'Hiring Policy', Safety Checklist and Instructions and the Health & Safety Policy attached to this hire agreement. I accept it is my responsibility to ensure that they are adhered to and also to ensure that appropriate risk assessments have been carried out and the need for any appropriate insurance cover has been considered & acted upon.

PRINT NAME : .....

Signed : ..... Date : .....

Accepted/Referred/Refused. Total cost [ hours + bar or not] = £ .....

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Return Booking and Procedures Form

APPLICATION TO HIRE THE VILLAGE HALL AT CLIFTON CAMPVILLE

**Your application to hire Clifton Campville Village Hall for [No.of guests].....on**

**[Date]..... between: [start time].....**

**and [finish time].....has been accepted/deferred/refused with the following**

**Condition: .....**

-----

The cost of your hire will be £ ..... payable **in advance** [cheques to 'Clifton Campville Village Hall'].

Please read and follow throughout your hire the requirements noting that everything must have stopped & the public vacated the premises by **23.30** at the latest. Keys are collected and must be returned to Pat Green at 10 St Davids Road, Clifton Campville. Tel: 01827 373357 (or other nominated person) arranged with them. We hope you have an enjoyable time.