

# Stratford St Mary Institute Hall

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## Terms and Conditions (Compressed Version)

Version: Feb 2026 (v3, condensed)

### STAGE 1 – Issued with the BOOKING ENQUIRY

#### 1.1 General conditions

This form is a booking enquiry only. No booking is confirmed until costs and any conditions are agreed and payment arrangements are in place.

##### Responsibility and eligibility

- The named hirer must be aged 18 or over and will be responsible for the booking, including the conduct of the event, the safety of attendees, and the condition of the hall during the period of hire.

##### Accuracy of information

If details change, or if information is inaccurate or incomplete, the Institute may amend booking conditions, require further information or a deposit, or decline the booking.

##### Safety, risk and suitability

Hirers must consider and manage any health, safety, or safeguarding risks associated with their activity. Certain events, equipment, or attendee numbers may require additional information, conditions, and/or a risk assessment before a booking can be confirmed.

##### Approval and trustee discretion

All booking enquiries are subject to approval by the Institute Committee. The Trustees may accept, refuse, or apply conditions to bookings in line with the charitable aims of the Institute and the safe management of the hall and its assets. We do have a complaints procedure, but once exhausted, there is no further appeal.

#### 1.2 Fees, payment and cancellations (overview)

##### When a booking is confirmed

- Bookings are not confirmed until full payment is received.
- For regular hirers, invoices are issued monthly in advance and must be paid within 10 days; failure to pay may result in future bookings being removed.
- Regular hire patterns are not accepted on an indefinite or "in perpetuity" basis; the Institute may discuss changes to future patterns to meet its charity aims.

## Cancellations and refunds

- More than one month before the event: payments are normally refunded, less any costs already paid by the Institute on the hirer's behalf, provided the booking has not prevented other bookings from being accepted.
- Within one month of the event: an alternative date will usually be offered where possible. Refunds are not normally available but may be considered at Trustees' discretion, provided the booking has not prevented other bookings from being accepted.

## Exceptional changes by the Institute

In exceptional circumstances, the Trustees may need to adjust confirmed bookings to support the needs of Stratford St Mary residents (for example during local elections) or for essential building works. Where this occurs, the Institute will give as much notice as possible (and only in emergencies where less than one month is available), and will offer suitable alternative arrangements and/or refunds where appropriate.

## STAGE 2 – Issued with the BOOKING CONFIRMATION

### 2.1 Scope, deposits and conditions

#### Scope of hall booking

A standard booking is for the uninterrupted use of the main hall for the duration of the hire. The kitchen annex and toilet facilities may occasionally be shared with other users. Exclusive use of the entire building may be available by agreement and may affect the fee. Any shared use is managed at the discretion of the Trustee Committee.

#### Security deposit and additional conditions

The Institute may require a refundable security deposit and/or additional conditions for some bookings (for example larger numbers of attendees, higher-risk activities, or additional cleaning requirements). Any such requirements will be confirmed before the booking is accepted.

Where a deposit is required, it must be paid before keys are issued. Deposits are normally returned within 30 days after the event, in full or in part, at the Trustees' discretion.

### 2.2 Licences, insurance and liability

#### Music licensing

- The Institute holds a limited music licence covering incidental use of recorded music during activities.
- If a public event includes live music, a PPL/PRS licence may be required and must be obtained via PPLPRS.co.uk. Evidence should be available for inspection if requested.

#### Alcohol and regulated entertainment

If a public event includes the sale of alcohol or regulated entertainment, the hirer must obtain a Temporary Events Notice (TEN) through Babergh District Council. The Institute does not hold this licence on behalf of hirers.

#### Bouncy castles and play equipment

- Bouncy castles are not permitted inside the hall.

- They may be used outside, but this is not covered by the hall's insurance.
- The hirer must ensure the supplier holds appropriate public liability insurance and that a suitable health and safety risk assessment has been completed.
- If the hall's electricity supply is used to power equipment (for example a compressor), an additional charge may apply.

### Insurance and evidence

Some events (particularly public events, clubs, or business activities, and/or where larger numbers of people are involved) may require the hirer to have appropriate public liability insurance. The Institute may request evidence of insurance and/or relevant health and safety assessments, including where directed by a local regulatory authority. Failure to provide evidence when requested may lead to a cancelled booking.

### Property and liability

The Trustees are not responsible for any loss of or damage to equipment, belongings, or vehicles brought onto the premises.

## 2.3 Safety, security and supervision

### Fire safety and hazardous items

- Fire and emergency exits must be kept clear at all times.
- Fireworks are not permitted anywhere on the premises (indoors or outdoors). Highly flammable substances must not be brought into or used within the building.
- Smoke machines and firework-style birthday candles are not permitted indoors as they will trigger the fire alarm.
- Gas or propane stoves are not allowed inside the hall or within 10 feet of the building. Any proposed use must be approved at the time of booking and may require additional risk management conditions.

### External electrical equipment

- Any electrical equipment brought onto the premises must be declared to the Booking Secretary before use.
- Equipment must be less than six months old or have a valid PAT testing certificate.
- Electric heaters plugged into the mains incur an additional charge to cover increased electricity usage. Electricity usage is tracked.
- The hirer is responsible for the safe use and condition of all personal, borrowed, or hired equipment used during the event.

### Supervision and security

- For public events, the hirer (or a delegated representative) must remain on site for the full duration of the event.
- The hirer is responsible for hall security, including ensuring doors and windows are locked when not in use and secured properly at the end of the hire period, with the key returned to the key box.
- Children must be supervised at all times by the hirer, parents or carers, or another responsible adult.

### **CCTV (limited coverage)**

The Trustees operate a camera with 7-day recording in the front hall area and the rear annex, focused on doors only. This is a security measure and footage is viewed only in the event of a security concern. Hirers must ensure attendees are aware that they may be filmed in these areas. A notice is posted.

## **STAGE 3 – Issued with the Access Information EVENT DELIVERY**

(see also Hall Open Checklist and Hall Closing Checklists)

### **3.1 Access, keys and contacts**

#### **Access and key arrangements**

- The key code required to access the hall key will be issued four days before the event.
- The key code must not be shared. The code is changed regularly.
- After opening the key box, rotate the dials so the code is not left visible.
- While on site, the door key must be placed on the hook to the left of the main door.
- At the end of the hire period, return the key to the key box as agreed.

Emergency phone (hall): 07352 317908

### **3.2 Using the hall, equipment and facilities**

#### **Preparing and restoring the hall**

The hirer is responsible for preparing the hall for the event and for ensuring the hall is used in accordance with these Terms and Conditions throughout the hire period.

- Tables and chairs are stored in the far-left hall storeroom, with a limited number around the edge of the hall.
- Return the hall to the condition in which it was found at the end of the hire.

#### **Optional equipment and storage areas**

Optional hall equipment may only be used where agreed with the Booking Secretary during the booking process (for example table tennis table, projector, baking ovens). Specific instructions, deposits, and/or cleaning fees may apply.

- Where use is agreed, the hirer may access the right-hand cupboard solely to use the agreed equipment.
- Other items stored there belong to other village charities or hall users and must not be used or interfered with.
- The hirer must return any agreed equipment after use in the condition in which it was found.

#### **Kitchen - linen, consumables and equipment**

- Tea towels and tablecloths (including two dark green banqueting table covers) are provided.
- Place soiled tea towels and tablecloths in the laundry basket in the cupboard closest to the kitchen entrance.

- If a significant quantity is used, email [ssminstitute.caretaker@gmail.com](mailto:ssminstitute.caretaker@gmail.com) so laundering can be arranged promptly.
- The Institute supplies standard consumables (toilet paper, soap, cleaning supplies). Hirers should plan for contingencies if high-use items run out.

Kitchen equipment includes: hot water urn, two kettles, domestic microwave, small refrigerator (no freezer), electric hostess trolley in the annex (if required), and a domestic hob and oven. Clean appliances after use and empty/clean the refrigerator at the end of hire. Countertop ovens may only be used with prior permission and may attract a cleaning fee. Do not rely on specific items (for example knives or serving bowls) being available; bring anything essential.

### Heating arrangements

Heating is provided by metered electric heaters, individually controlled via the mains switch below each unit. The heating meter is located between the disabled toilet and the entrance lobby.

- Heating is operated using GBP1 and GBP2 coins; bring an adequate supply.
- Insert coins into the correct denomination slot; coins inserted into the wrong slot will not register and will not be refunded.
- Use only the heaters required and avoid unnecessary use. Charges apply as posted at the hall.

### Hall broadband

Broadband is available and is provided by Gigaclear as a community donation. Use of the broadband connection during the hire period is entirely the responsibility of the hirer. The Institute accepts no liability for availability, performance, or any use made of the connection, and no refunds or compensation will be issued for service failure.

The broadband must not be used:

- to watch, stream, display, or record live or on-demand television or broadcast content where this would require a television licence or other permission, unless the hirer has obtained the appropriate licence;
- for any unlawful activity, including activity that infringes copyright or other legal rights.

The hirer is responsible for ensuring that all users of the broadband during the hire period comply with these requirements.

## 3.3 Caring for the hall, grounds and neighbours

### Floor protection

- Do not sprinkle sawdust, sand, or any other substances on the hall floor.
- Stiletto heels should be discouraged. Damage to the historic dance floor will be charged.
- Do not drag tables or chairs across the floor; lift to prevent damage.
- Sweep the floor after every use and spot-clean only with the provided pH-neutral cleaning spray and a soft cloth. For larger spills, use the 'Hall' mop only.

### Decorations and wall fixtures

- Do not use Blu Tack, sticky tape, or adhesives on walls or ceiling paintwork.
- Metal loops are provided for hanging decorations and bunting.
- Remove all decorations after the event and ensure flooring and skirting boards are not left dirty.
- Hirers will be charged for repairs if damage occurs.

### Noise and neighbour consideration

Music must be turned down after 10:45 PM to minimise disruption to neighbours.

### Fire alarm and fire safety equipment

The hall is fitted with a fire alarm system. If the alarm sounds, all occupants must leave immediately by the nearest safe exit and go to the assembly point by the playground.

- Activate the alarm using the manual call point if a fire or suspected fire is discovered.
- Fire extinguishers are provided for use only where it is safe to do so and must not be moved or tampered with.
- Do not adjust, disable, or interfere with smoke/heat detectors or any fire detection or alarm equipment.
- In the event of fire, serious injury, or immediate danger: call 999 without delay. Then, when safe, telephone 07352 317908.

Further information is available in the hall safety folder.

## 3.4 Cleaning, waste and end-of-session checks

### Cleaning and condition on departure

The hirer must leave the hall clean and tidy at the end of the hire period. Cleaning materials are provided; follow the guidance displayed in the hall and use appropriate materials for each area.

- Sweep the entire hall floor after every session.
- Report breakages or safety concerns as soon as possible (see below).

### Waste disposal and recycling

- Follow local recycling guidance. If unsure, take waste home rather than placing it incorrectly in bins; the Institute may charge for sorting.
- Empty internal bins into the main bins behind the hall.
- Do not overfill external bins. If waste must be re-sorted due to incorrect disposal (including glass), the deposit may be retained.
- Glass must be taken away as it cannot currently be disposed of at the hall.
- Local rubbish and recycling arrangements are expected to change in June 2026; updated guidance will be provided at the hall when available.

### Furniture, tables and chairs

- Clean tables and chairs after use and return them to the store cupboard using the stacking plan provided.
- New padded chairs must not go outside or be stood on.

- Black chairs may be used outside but must be returned clean, dry and free of dirt.
- Do not leave adhesive tape on tables.
- Do not drag furniture across the floor.

#### End-of-session security checklist

Before leaving, the hirer must complete the following checks:

- Waste: internal bins emptied; external bins used correctly; glass removed.
- Kitchen/annex: left clean and tidy; fridge emptied and cleaned; back door shut; water heater and oven off at the wall; lights off.
- Main hall: floor swept and spot-cleaned; tables and chairs returned to storage per stacking plan; heaters switched off; lights off; store cupboard lights off; side door closed securely.
- Toilets/entrance: sinks not running and left clean; toilets flushed and tidy; all cubicle and area lights off; water heaters off at the wall.
- Lock up: hall door locked; key returned to key box; key box dial spun so code is not visible; final external visual check confirms all lights are off.

#### Reporting issues and breakages

Any breakages or safety concerns must be reported to the Booking Secretary as soon as possible after the event.

Non-urgent issues can be reported using the **See it Report It Form QR**

Urgent issues should be reported by phone on 07352 317908.



#### Damage

Normal wear and tear is expected. However, the hirer is responsible for additional or avoidable damage and must cover the cost of repairs or replacements carried out by the Institute's approved suppliers, within a reasonable timescale.