



BOOKING AND CANCELLATION POLICY FOR THE VIABLES COMMUNITY ASSOCIATION

BOOKING CONDITIONS

- The Association will hold a provisional booking reservation for 48 hours, at which point the security deposit must be paid to hold the reservation.
- The Association will confirm the reservation of facilities upon receipt of an Initial payment, or full payment if the date of hire is less than one month from the reservation date.
- The Hirer shall pay the outstanding fees due **not less than one month** before the date of the booking, or as may be directed by the Centre Manager or Trustees.
- Any Hirer paying by cheque, which is subsequently dishonoured, is liable for the additional charges incurred by the Association. Cheques are discouraged where at all possible.
- If the Hirer wishes to cancel the booking after the total amount has been paid and an alternative booking cannot be arranged, the question of repayment of fees shall be at the discretion of the Trustees. In any event the Association reserves the right to retain £20 to cover administration charges.
- In the event of the Association cancelling the booking, all fees paid by the Hirer will be refunded to the Hirer.
- The Association will also require a Security Deposit which shall be between £50 and £100, dependent upon the purpose of the hire, as part of the Booking Fee. If there is no damage, or additional cleaning costs incurred, to the halls, stage, toilets, or outside to the immediate surroundings of the facilities after the hire, the Security Deposit will be returned to the Hirer within 10 working days. The Association will notify the Hirer immediately of any such costs incurred, which will be deducted from the Security Deposit. If the amount is in excess of the Deposit, a separate invoice will be issued for the outstanding balance.
- Any alteration to this policy at the Centre Manager or Trustees' discretion.

HIRER ACCEPTANCE OF TERMS AND CONDITIONS

- The Conditions of Hire are attached to the on-line booking system and hirers booking on-line accept them through a recorded 'tick box' system. Online bookings will require the Initial Payment and agreement of the terms and conditions before the Association can confirm the hire.

THE BAR

- Bar staff costs will be paid (up to £100) on cancellations within 48 hours of an evening event (and within 5 days of a wedding), providing that **all** hire charges have been received from the hirer.