



**Date:**

**Dear Hirer**

We would like to welcome you and offer you as much support as we can.

The Centre is accessible to people with disabilities and we would like to encourage a broad range of activities which are inclusive and which appeal to a cross-section of local people. We operate an equal opportunities policy and can't promote activities, which discriminate against any person or group.

Car parking is limited and there is no access to the forecourt except in emergencies or by prior arrangement for people with disabilities.

While we are not responsible for the content of your class/activity, we would like to reassure centre users that:

- a) You are appropriately qualified and experienced
- b) You have the necessary public/professional liability insurance.
- c) Two letters of reference – one relating to the activity you wish to set up and the other a character reference.

We will require evidence of the above from all those seeking to run paid classes. We would like to draw your attention to the fact that you are responsible for administering first aid. We have two first aid boxes (in the foyer, opposite the office and in the kitchen) and we recommend that you are suitably qualified.

We do not have the authority to run police checks. You should organise this yourself by contacting the Criminal Records bureau and ensure that your staff are also part of those checks. We feel obliged to make clear to all users the extent of our responsibilities in this area and notices are posted in all rooms where classes are held. Please draw these to the attention of your clients.

If you are planning to take a break, we ask that you notify us a week in advance so that you will not be charged for the hire.

**Lastly we cannot be held responsible for any equipment groups may leave on our premises, please seek the appropriate insurance for theft and incidentals.**

**We hope you agree that our requirements are in the interests of us all. For our part, we will continue to provide a safe, clean, well-maintained environment for your activity. If you have any concerns, please let us know straight away.**

**With best wishes,**

**CHAIR**

For the Management Committee

**HORNSEY VALE COMMUNITY CENTRE LETTINGS RATES**  
**As of 6<sup>th</sup> June 2016**  
**Rates are per hour\*\***

<b>Paid Classes:</b>	<b>Daytime (Week)                    £13.00</b>		
	<b>Evenings/Weekends            £15.00</b>		
<b>ROOM</b>	<b>HIRE PERIOD</b>	<b>COMMUNITY/ NOT FOR PROFIT</b>	<b>PRIVATE LETTINGS</b>
<b>Whole Centre</b>	Daytime (Week)		
	Evening/Weekends	£29.00	£56.00
<b>Main Hall Only</b>	Daytime(Week)	£39.00	£64.00
	Evenings/Weekends	£12.00	£29.00
<b>Small Hall</b>	Daytime (Week)	£15.00	£36.50
	Evenings/Weekends	£ 8.00	£13.00
<b>Meeting Rooms 1* and 2*</b>	Daytime (Week)	£12.50	£19.50
	Evenings/Weekends	£ 8.00	£11.50
<b>Main Hall &amp; Small Hall</b>	Daytime (Week)	£12.50	£15.00
	Evenings/Weekends	£15.00	£30.00
<b>Gym</b>	Daytime (Week)	£21.00	£38.50
	Evenings/Weekends	£ 12.00	£29.00
<b>Kitchen</b>	Evenings/Weekends	£15.00	£36.50
	Preparation (Not using cookers)	<b>Per hour</b>	<b>£5.00</b>
	Cooking (Using cookers appliances)	<b>Per hour</b>	<b>£10.00</b>

\*Meeting rooms used for Therapy sessions will be charged at the Private letting rate unless sessions offered are at reduced rates, donations based or not for profit

A Deposit (**50% of total fee for children's parties (under 12's)/events before 6pm and/or with fewer than 50 guests and £250 for parties/events with after 6pm and/or with over 50 guests**) is required to secure all bookings. This will also serve as a cancellation fee. This is returnable after your event. The Association however, reserves the right to withhold part or all of the deposit if any user leaves any part of the Centre in an unacceptable state (see booking conditions for further details).

**Party/event hire after 6pm and/or with over 50 guests will be charged a cleaning fee of £90 per event**

# BOOKING FORM - Regular Users

**Before you fill this in, please see our booking conditions attached.**

Name: ..... Organisation.....  
(we require that a named person be responsible for group bookings)

Contact address: .....

Mobile: ..... Phone:.....

Email:.....

Which room(s) would you like to book? .....  
(If you are booking the main hall, remember to state if you want to book the small hall as well)

Will you be using the kitchen: for Preparation Only: ..... or for Cooking : .....

Start Date(s) of booking: ..... Time: from ..... to .....  
(Remember to include setting up and cleaning up time.)

## Functions/activities must end at 10pm

Type of Group (please tick appropriate box): Class  Client(s)  please state Nos. ....

Nature of the activity? .....

Will it be a private function or open to the public? .....

Can we put it on our Events List if it's open to the public? .....

How many people? ..... Will there be an entrance charge? .....

If yes please state .....

Will there be music? ..... Amplified or acoustic? .....

Will you be selling alcohol? .....

## Please read the section in the booking conditions regarding alcohol and entertainment licences.

I have read and understood the booking conditions and agree to pay the full amount in advance and there after each month before commencing the class. All cheques should be made to Hornsey Vale Community Centre.

Signed ..... Date .....

## Please return to The Co-ordinator:

60 Mayfield Road, London N8 9LP (t) 020 8348-4612 (f) 0208-348- 5778  
(e) [info@hornseyvale.org](mailto:info@hornseyvale.org)  
Web: [www.hornseyvale.org](http://www.hornseyvale.org)  
Company Limited by Guarantee No. 2629468 Registered Charity No. 1011127  
Funded by the Big Lottery Fund and Haringey Council

## BOOKING CONDITIONS

Before you fill in the booking form, please read the following notes. We try not to have too many regulations but we can only continue to operate and offer the lowest possible rates, if hirers work with us and observe the following:

Those running paid classes will be asked to provide evidence of relevant qualifications/training and appropriate personal liability insurance as well as two letters of reference. We have three rates for hirers: groups organising events and activities for the benefit of the local community qualify for the lower rate. Private functions are charged at a higher rate and there are paid class rates.

Invoices are issued on a monthly basis. We expect groups to pay 100% of the total invoice before commencing their class(s). **PLEASE NOTE: Invoices are sent in the third week of the month and we expect them to be paid in full by the start of the following month. Invoices are on 5-7 day terms.** The Association is a charity and as such we are required to adhere to the rules of the Charity Commission to conduct our financial affairs in a responsible way. We keep our charges as low as possible but we do have the responsibility of maintaining the centre to a high standard and would appreciate our hirers settling their accounts promptly. If the account has not been settled and an acceptable arrangement has not been entered into with the centre then your hire agreement may be terminated and other steps taken to recover the money. **We need to be notified of cancelled classes 7 days in advance, failure to give notification, will be charged accordingly. Failure to pay after repeated requests can lead to Court Action via the Small Claims Court.**

Hirers are asked to arrive at the appointed time, and to return the centre to the state in which they found it within the time they have booked. All our keyholders are volunteers and are there only to show you where things are and how they work, not to clean up or wait around at the end of the letting. The contact numbers for the keyholders should only be used in emergencies. If your event goes beyond the time booked you will incur costs. If the event finishes before the specified time the event holder can use the emergency number, however if the keyholder is not around at that time, it is the event holder's responsibility to ensure they wait in the centre until the keyholder arrives to close up. **There are two first aid boxes: one in the foyer and one in the kitchen. We also ask that you do not stick anything on the walls - specific areas have been designated - please do not use blu-tack, cello tape or drawing pins. All activities/functions must end by 10.00pm.**

**The Centre is in a residential area.** Amplified music carries! We also ask hirers not to congregate loudly in the forecourt, especially in the evening and when leaving the centre, to be mindful of our neighbours' right to peace and quiet. There is no parking on the forecourt and street parking is very limited. We therefore encourage Centre users to come to the centre by means other than their cars. If you have lots to unload, bring lots of help!

**If alcohol is to be sold on the premises, a licence must be obtained from Highgate Magistrate Court 28 days before the event - Court sits on the 1<sup>st</sup> Friday of every month, Contact: 8345–2005. The Association will need to see this licence 3 to 4 days before any booking can be confirmed.**

If you are holding a one-off event which is open to the public with music as part of the entertainment is may be covered by our Premises license. Please contact Tanya on 0208 348 4612 to ensure the license covers your event.

There are wall-bars in the gymnasium which some hirers may consider a hazard if young children are to be present. We ask hirers to make their own risk assessment of the gym before booking, and to be responsible for all children while on the premises. Children are not allowed in the Kitchen.

IN ACCORDANCE WITH GOVERNMENT LEGISLATION BROUGHT INTO FORCE ON JULY 1<sup>ST</sup> 2006 SMOKING IS NOT PERMITTED ANYWHERE INSIDE THE BUILDING HOWEVER SMOKING IS ALLOWED IN THE COURT YARD. PLEASE ENSURE YOUR CLIENTS USE THE WALL MOUNTED ASHTRAY PROVIDED.

**Please Note: The Centre Cannot Be Held Responsible For Theft/Damage Of Equipment Brought/Left On The Premises. Users must ensure their Equipment is appropriately insured.**

We operate an Equal Opportunities Policy and would like to offer activities, which appeal to the broadest range of local people. **The Centre is accessible to people with disabilities, however we do not have a hearing loop, Braille signs or an PMLD adult changing room:** hirers with special needs can talk to the Centre Co-ordinators if they have any questions about our facilities. We do not promote activities, which may discriminate against any person or group. We reserve the right to refuse a booking, which we feel contravenes this policy. We hope your event/activity goes well and appreciate any comments you may have.

## EQUAL OPPORTUNITIES

We want Hornsey Vale Community Centre to be accessible to everybody.

It will help us to monitor how effective our equal opportunities policy is, if you will complete this part of our booking form.

1. How would you describe your ethnic origin or the ethnic composition of the group you represent?

African  
Asian  
Caribbean/West Indian  
Greek Cypriot  
Irish  
Turkish Cypriot  
UK/ European

Or: .....

2. Is your group mainly

Female ..... Male ..... Mixed .....

3. Do you know that Hornsey Vale Community Centre is accessible to

People with disabilities? .....

Do you or any of your group have a disability? .....

Are there any special needs you think we should be catering for?  
.....

4. We would like to welcome users of all ages. Would you mind telling us which age group you or the majority of your group belong(s) to?

Under 16  
17-25  
26-40  
41-50  
51-60

5. If you are hiring on behalf of a group, what type of organisation is it?

.....  
What are its aims?

.....  
Is it a charity?

.....  
Is it local?  
.....

## Regular User Survey

We are trying to find out more about our users and their needs. It would help us greatly if you could spare a few moments to fill in this questionnaire. Please continue on the back of this sheet if you have any further comments to add. **PLEASE FILL OUT THIS FORM AND SEND BACK TO US AFTER YOUR FIRST MONTH IN THE CENTRE**

1. What is the name of your group? .....
2. What kind of activity do you run? .....
3. How many people attend (an average)? .....
4. At what time(s) do you use the centre? .....
5. Which room(s) do you use? .....
6. Are you happy with the facilities we provide? (Cleanliness, maintenance etc.)  
.....
7. Could we provide anything extra? .....
8. Are you aware that all our caretakers are volunteers?.....
9. Do you have any comments about the Key holding .....
- .....
10. The management committee should have 5 representatives from user groups. Do you send a representative from your group?.....  
  
We will send you more information about this
11. Can we help to advertise your activity?.....
12. Do you have any other comments, not covered by the questions above?  
.....  
.....

**Please return your completed survey to :-**

**Hornsey Vale Community Centre, 60 Mayfield Road, London N8 9LP. Thanks!**



## ACTION TAKEN ON DISCOVERING A FIRE FOR USER GROUPS

The Fire Marshall (designated person) should ensure that everyone is out of the building as quickly as possible and are in the designated assembled areas. **No one should return to the building unless specified by the Fire Brigade.**

Fire Marshals should then check the names of those in their group.

The Fire Marshall (designated person) should call the Fire Brigade after:

Checking the [Main Fire Alarm Control Box](#) to ascertain the area of the fire if possible.

**When the fire is under control: Either the Fire Marshall or the Fire Brigade will:**

- ◆ Go to [Main Fire Alarm Control Box](#) in [Foyer](#) (black box on the wall opposite After School Club's Office)
- ◆ The Zone in which the alarm was set off will show up on the Control Box.
- ◆ Type in [123](#) using numerical key pad  
Then press the [SILENCE ALARM](#) button  
Then press [SYSTEM RESET](#) button

## ZONE AREAS

- Zone 1:** Main Hall, Small Hall, Quiet Room, Kitchen, Hallway leading to those areas from the Side Double Doors.
- Zone 2:** Boiler Room (there are no alarms in the boiler room), The smoke detector will activate the Main Alarm.
- Zone 3:** Hall way between the Children's Toilets and Main Hall.
- Zone 4:** Foyer, Gym, and Changing Rooms

## FIRE EXITS/ASSEMBLE POINTS/FIRE EQUIPMENT LOCATIONS

### GYM

Fire exits: Two – leading from the gym (via changing rooms) to the foyer  
Leading from gym (back of Centre to Park Gate side entrance)

Assemble Point: Stationer's Park  
Fire-extinguishers: 3 – two towards fire exit one next to door leading into Foyer  
Fire Marshall: User Group Leader

#### Foyer

Fire Exit: One - Front door  
Assemble Point: Stationer's Park  
Fire-extinguisher: One - below Fire Control Panel  
Fire Marshall: Office Staff/User Group Leader

#### **Hallway Leading from Children's Toilet to Main Hall**

Fire Exit. One immediately in front of children's toilet  
Assemble Point: Park Gate (Side Entrance) – Stationer's Park  
Fire extinguisher: One - next to exit

#### **Main Hall**

Fire Exit One – leading to back of Centre Park Gate (side entrance)  
Assemble Point: Stationer's Park.  
Fire Marshall: User Group Leader

#### **Small Hall/Quiet Room/Kitchen**

Fire Exit: One – Side Door leading to front of Centre.  
Assemble Point: Stationer's Park  
Fire Extinguishers: Two – one in hallway between Main Hall and Quiet Room and one in the kitchen next to Cooker.  
Fire Marshall: User Group Leader

OUT OF HOURS THE PARK WILL NOT BE OPEN, THEREFORE THE ASSEMBLE POINT SHOULD BE FAR AWAY FROM THE BLAZING BUILDING PREFERABLY UP THE FAR SIDE OF STATIONERS PARK NEAR THE TENNIS COURTS.

**Can you please sign and return the tear-off slip to the Co-ordinator, Hornsey Vale Community Centre, 60 Mayfield Road, London N8 9LP**

Name: ..... Group .....

Have you read and instructed your group on the above .....

Signed: .....

# Complaint Procedure

We hope that everyone who uses the Community Centre is happy with the way we run it, but if you do have a complaint please could you follow the following procedure.

## Step 1

Phone the Community Centre Co-ordinator on 020 8348-4612 to discuss the nature of the complaint and arrange a meeting where necessary

## Step 2

If the complaint cannot be resolved with the Co-ordinator please write to the chair of the Management Committee, c/o The Hornsey Vale Community Centre, 60 Mayfield Road, London N8 9LN, setting out the details of the complaint. The Chair of the Management Committee will then either write to you or ask a panel of three members of the Committee, including the Chair, to meet you if you wish to.

## Step 3

If the complaint cannot be resolved by the Grievance Panel of the Management Committee then you can either write to or attend a meeting of the whole Management Committee, whose decision shall be final.

**We welcome any comments that may prove beneficial to this procedure. Please contact the Chair of the Management Committee via the office.**

# REGULAR PUBLICITY SLOTS

## FAMILIES NORTH

Free monthly magazine for parents and young children

Deadline: 14 of every month but worth checking annual print-out as sometimes one issue covers two months

Fax listings to 020 7794 0951 or e:mail [editor@familiesnorth.com](mailto:editor@familiesnorth.com)

Tel: 020 7794 5690

TO: Cathy Youd

Special events only, will sometimes put in NEWSBITE section or more usually a holiday what's on special. (See issue)

## LOCAL PAPERS

### HAM AND HIGH:

Weekly local paper has free listings. Will advertise in the week current to the event, submit listings 10 days in advance.

THE LISTINGS are under Children and miscellaneous by date.

PLEASE SUBMIT BY FAX ONLY 020 7433 6229 to Anne Rowe.

For enquiries call 020 7433 6229

### HARINGEY & ENFIELD INDEPENDENT

Free local weekly paper issued every Friday

Whatever I send in only ever seems to print various activities held contact centre!

Has Free events What's on in town section by day.

E-mail John [jschroder@london.newsquest.co.uk](mailto:jschroder@london.newsquest.co.uk) every Tuesday for following week edition.

Telephone 020 8362 1431

### THE ALTERNATIVE GUIDE

Health and fitness only.

Every three months by fax to David Baird on 0870 752 2601 (last one was April for May, June and July)

Telephone 0870 752 0752

### GOOD HEALTH GUIDE

3 publications a year

Liz – 020 8837210

## INTERNET

[www.hornseyvale.org](http://www.hornseyvale.org)

## THE VOICE

Advertising (Edwin – 7737 9536)

Email: [advertising@the-voice.co.uk](mailto:advertising@the-voice.co.uk) (lc)

Deadline 4pm Thursdays: comes out the following Monday.

Free Listings – send to Davina at [davina@the-voice.co.uk](mailto:davina@the-voice.co.uk) (lc)

Need to send 3wks in advance.

Note: look at other adverts in the paper to get an idea of the layout and details they are looking for, if they have to edit your details you are likely not to get it in.

[GreenN8.org](http://GreenN8.org)

[harringayonline.com](http://harringayonline.com)

Various Facebook Groups such as

The Crouch End Appreciation Society

The Real Crouch End Appreciation Society

Crouch End Mums

Crouch End Parents

Highgate Parents

Hornsey Mums

Horseley Parents