**The Palace Gate Centre - Lettings policy**

The aim of the Palace Gate Centre is to provide a venue for a wide range of social and caring activities in Exeter City Centre which benefit the community. It is run by the Centre Manager, who is responsible to the Palace Gate Centre Management Committee (PGCMC). The PGCMC is part of South Street Baptist Church (SSBC), which is a registered charity, Reg. No. 1133068.

The Centre is run on a not-for-profit basis, and charges made for use of facilities are put towards the running costs.

**1** **Bookings**

1.1 All bookings are to be made by completing a booking form, available from the Centre Manager 01392 279485 or from the Centre website [palacegatecentre.co.uk /room-bookings/](file:///C%3A%5CUsers%5CTest%5CDocuments%5CST%5CSouth%20Street%5CPalace%20Gate%5Cpalacegatecentre.co.uk%20%5Croom-bookings%5C). Bookings are provisional until they are agreed by the Centre Manager.

1.2 **Leaders of groups or their nominated deputy are required to be in attendance before the group arrives, and to stay until the group leaves.**

1.3 It is the responsibility of User Groups to update the Centre Manager with any changes to the leader or organiser of your group. A form may be sent to you from time to time asking you for details of your current leader or organiser.

1.4 User Groups are responsible for arranging furniture as needed, unless you have made prior arrangements with us about your requirements. At the end of the session, rooms must be returned to the state in which you found them and be left tidy. Any used crockery is to be washed up, dried and put away please.

**2** **Access & Safety**

2.1 User Groups and individuals are requested to conduct themselves in such a manner so as to permit other Centre users to enjoy the facilities provided. All children must be kept under supervision.

2.2 We will not tolerate abusive behaviour or language towards Centre Staff or Centre Users and such behaviour or language will result in you being asked to leave the Centre.

2.3 Access to the Centre is not allowed to persons who are adversely affected by the influence of substances including alcohol or drugs. Further, no substances of this type may be brought on to the premises.

2.4 Smoking, including e-cigarettes and vaping, is not permitted in any part of the premises.

2.5 No animals, other than guide dogs, may be brought onto the premises.

2.6 Bikes must not be brought into or kept on any part of the premises. A bike securing rail is located on the forecourt of the Baptist Church in South Street.

2.7 The Centre is only open to those attending a booked activity, and must be vacated by all Users at the end of their booked time, which will not exceed 9.30 pm.

2.8 Users are asked to be alert to anyone acting suspiciously or inappropriately and to contact a member of the Centre Staff. In an emergency contact the police.

2.9 User Groups are asked to switch off all lights at the end of their session, including in corridors where appropriate, to close doors as per fire regulations and to shut the main street door at 9.00pm.

2.10 If the meeting involves food preparation or cooking, the person in charge must hold a current food handling/hygiene certificate if appropriate.

2.11 Normally, no portable electrical appliances may be used in the Centre. By prior arrangement with the Centre Manager, electrical appliances you wish to be brought into the Centre can be PAT tested and have an appropriate label visible. Once tested they can be used in the Centre.

**3 Fire and Emergency Evacuation**

The leader or organiser of each User Group must read and be familiar with the Fire and Safety Procedures, a copy of which is available on request from the Centre Manager. Occasional Fire Drills will take place. Leaders should keep a list of who is present at their event (or at least the number of people present) in case of an emergency.

**4 Charges**

4.1 User Groups will be invoiced in arrears for the agreed charges by way of a quarterly invoice issued by SSBC (unless alternative arrangements have been made with the Rental Secretary), and prompt settlement will be appreciated. It is our preference to send invoices by e-mail, but they can be sent by post.

4.2 Charges, as set out on the booking form, are normally reviewed annually. Changes will usually be notified in November each year and will normally take effect from 1 January the following year.

**5** **Insurance Cover and Property**

5.1 **Liability:** Any person or organisation using the premises, other than SSBC members, should provide their own insurance cover for any liability which may arise from their activities or those of their group.

5.2 **Property:** Any property of any user or organisation is entirely at the risk of the owner of that property whilst it is on the premises, and any cost arising from loss, theft or damage should be covered by the owner or organisation. No responsibility for loss of, theft of or damage to property not owned by PGCMC is accepted by PGCMC.

5.3 **Breakages:** All breakages or damage must be reported as soon as possible to a member of the Centre Staff.

5.4 **Lost Property:** Any items of lost property are kept in the Centre Office for two months, after which time they are taken to a charity shop.

**6 Safeguarding children, young people and adults deemed at risk**

6.1 If your User Group works with children or young people in a Regulated Activity or with adults deemed at risk in a Regulated Activity then you will need to have a Safeguarding Policy under the Children Act 2004, Safeguarding Vulnerable Groups Act 2006 and Protection of Freedoms Act 2012. This will include ensuring that your staff/volunteers have the appropriate disclosures from the Disclosure and Barring Service (DBS).

6.2 If you are unsure whether this applies to your User Group, please contact the Centre Manager. If such a policy is required of you by law then we expect you to have and implement a Safeguarding Policy. You will be asked to state this to us in writing using a Safeguarding form available from the Centre Manager. Please note that your booking could be cancelled if you do not return the completed Safeguarding form to the Centre Manager prior to your intended use of the Centre, should you be working with children, young people or adults in a defined Regulated Activity.

6.3 Any child in the Centre must be under the supervision of a responsible adult.

**7** **Key holders**

7.1 If it is deemed necessary, the Centre Manager may issue keys for specific areas to named members of a User Group. **These are for use by the key holder or a nominated deputy only** and are only to be used for access during the time booked or by prior arrangement with the Centre Manager.

7.2 All keys remain the property of the Palace Gate Centre and must be returned when requested.

7.3 Replacement keys will be charged for should a key be lost.

**8 Grievances and Complaints**

8.1 If you have a grievance against another User Group, please do not go into the other Group’s room to resolve this yourself, but report the grievance to a member of the Centre Staff.

8.2 If you notice a problem with the building or any equipment or furniture, please report it to a member of the Centre Staff.

8.3 If you have a complaint against a member of the Centre Staff, please report it to the Centre Manager or one of the Chaplains. In the first instance we will meet with you to see how we can resolve the issue. If you are not satisfied with our response, then we will take the matter to a mutually agreed mediator.

**9 Data protection**

9.1 The data that you give us on the booking form will be kept on paper by the Centre Manager and electronically by the Rentals Secretary for not more than two years after the last date that you have booked with us.

 9.2 We will use your data only for purposes in connection with your booking with us.

 9.3 We will not pass your data on to anyone outside the Church and Centre management groups.

**10** **Cancellation**

If you need to cancel your booking, please do so giving at least 48 hours’ notice. Failure to give the required notice may result in SSBC invoicing you for up to 100% of the charge.

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