

CUSTOMER DOCUMENT

Room Hire Terms and Conditions

Effective September 2026 | Review due September 2027

Please read these terms before confirming a booking. Your written or electronic acceptance, booking confirmation and agreed charges together form the room-hire agreement.

Booking enquiries	roombookings@abbeycc-kilburn.org.uk
Telephone	020 7624 8378
Address	172 Belsize Road, London NW6 4BJ
Room information	abbeycc-kilburn.org.uk/room-hire

About these terms

Abbey Community Centre ("Abbey") makes rooms available for meetings, workshops, classes and supervised recreational activities. Priority may be given to community, charitable and statutory groups whose activities support Abbey's charitable purposes and current priorities. Requests are assessed consistently, fairly and in line with equality law.

- **Scope:** These terms apply to one-off and repeat room bookings. Office and desk-space arrangements require a separate written agreement.
- **Agreement:** The booking confirmation, agreed charges and these terms form the agreement. The booking confirmation takes priority for the specific room, date, time, capacity and price.
- **Authorised Abbey staff:** The Room Rentals Coordinator, Centre Operations Manager, duty staff member or another person authorised by Abbey.

Enquiries, availability and confirmation

An enquiry or provisional discussion does not reserve a room. A booking is confirmed only when Abbey has issued written confirmation and received the payment required at that stage.

- Current room information and the enquiry form are available on Abbey's room-hire webpage. All rooms, equipment and facilities remain subject to availability.
- The Garden Room is not currently available and is expected to return in 2027. Abbey will confirm availability in writing before accepting a booking.
- Room hire is normally available between 9.30am and 9.00pm, subject to the date, room and availability of a caretaker or other duty staff member.
- Access to the garden, kitchen, Wi-Fi, screens, furniture or other equipment is included only where stated in the booking confirmation.
- Abbey does not hire rooms for parties or wedding receptions.

Booking information and changes

The hirer must give complete and accurate information about:

- the proposed activity, intended audience and expected attendance;
- whether attendees will be charged and whether any goods, food, drink or services will be sold;
- the equipment, room layout and facilities required;
- any higher-risk activity, external contractor or instructor; and

- any accessibility or emergency-evacuation support that may be required.

The hirer may use the room only for the agreed purpose. Changes to the activity, date, time, room, attendance, layout or responsible person require Abbey's written approval. A booking must not be transferred, shared or sublet without written consent.

Responsible person and attendance

- The hirer must nominate a responsible person aged 18 or over who will be present throughout the booking and able to make decisions in an emergency.
- The responsible person must follow instructions from authorised Abbey staff and ensure that attendees understand the relevant building, safety and conduct rules.
- The hirer must not exceed the capacity stated in the booking confirmation and must maintain an accurate headcount or attendance register.
- Attendees must remain within the booked room and authorised communal areas, unless directed elsewhere by Abbey staff.

Charges and payment

- **Booking deposit:** A 20% non-refundable booking deposit is required to confirm bookings of £50 or more. This deposit forms part of the hire fee; it is not a damage or security deposit.
- **Bookings below £50:** The full hire fee is required to confirm the booking.
- **Balance:** For bookings of £50 or more, the remaining 80% is due no later than 28 calendar days before the booking. Abbey will normally issue the balance invoice about 42 days before the booking.
- **Short-notice bookings:** Where a booking is made fewer than 28 calendar days in advance, the full amount is payable on confirmation.
- **Additional charges:** The agreed price may include caretaker or duty-staff time, equipment or other services. Overrunning, exceptional cleaning, damage, lost keys or additional services may be charged separately.
- **Non-payment:** Abbey may release or cancel a booking if payment is not received by the stated deadline.
- **Additional refundable deposit:** Abbey may, at its discretion, require an additional refundable deposit for an activity that is likely to cause greater wear and tear or require additional cleaning. The amount, payment deadline and conditions for return will be confirmed in writing before the booking.

Cancellation or changes by the hirer

Cancellation must be sent in writing to roombookings@abbeycc-kilburn.org.uk. The following charges apply to each cancelled session:

- **More than 28 calendar days before the booking:** Abbey will retain the 20% booking deposit and refund any remaining hire fee paid.
- **Between 14 and 28 calendar days before the booking, inclusive:** Abbey will retain 50% of the total hire fee and refund the other 50%.
- **Fewer than 14 calendar days before the booking:** No refund will normally be issued and the full hire fee will be retained.

For a booking below £50 cancelled more than 28 calendar days in advance, 20% of the total fee will be treated as the booking deposit and the remaining 80% will be refunded.

These charges are intended to reflect Abbey's likely direct loss. Abbey will take reasonable steps to reduce that loss, including re-letting the room where practical, and will not retain more than its reasonable direct loss arising from the cancellation. Any additional refund due will be calculated after reasonable costs and losses have been deducted.

Requests to move a booking to another date are subject to availability and written agreement. A change is not effective until Abbey confirms it. Cancellation of a repeat booking is assessed for each affected session unless Abbey agrees otherwise in writing.

Cancellation or changes by Abbey

Abbey may need to cancel or change a booking because of an emergency, building fault, staff unavailability, safety concern, legal requirement or another operational reason. Abbey will offer, where reasonably possible and with the hirer's agreement, a suitable alternative room or date. If no acceptable alternative is agreed, Abbey will refund the room-hire payments received for the affected booking.

Abbey is not responsible for the hirer's indirect or consequential costs arising from cancellation, such as travel, catering, instructor or publicity costs, except where liability cannot lawfully be excluded.

Booking times, access and keys

- The booked period must include all setting-up, deliveries, clearing away and collection of equipment. Hirers and attendees must leave promptly at the end of the booking.
- Early access or an overrun is permitted only with authorised staff approval and may incur an additional charge.
- Where a hirer is authorised to hold keys, they must follow the separate keyholder and lock-up instructions, keep keys secure, not make copies and return them when required.
- The hirer may be charged for replacement keys, locks, alarm call-outs or security costs arising from a failure to follow the agreed instructions.

Conduct, equality and the local community

- Everyone must be treated with respect. Discrimination, harassment, threatening behaviour, hate speech, violence and damage to property are not permitted.
- Hirers must comply with Abbey's relevant acceptable behaviour, equality, safeguarding, health and safety and fire procedures. Copies are available on request.
- Entry and departure must be quiet and considerate. Attendees must not rev engines, sound horns, slam doors, obstruct pavements or otherwise disturb local residents.
- Smoking and vaping are not permitted inside the building. Illegal drugs, weapons and unlawful activity are prohibited.
- Assistance dogs are welcome. Other animals require prior written approval.
- Abbey will make reasonable adjustments for disabled people where required by law and reasonably practicable. Please discuss access or communication requirements as early as possible.

Health and safety

Abbey is responsible for managing the safety of the building and its systems. The hirer is responsible for managing risks arising from their activity, staff, volunteers, contractors, equipment and attendees. Both parties must cooperate and share relevant safety information.

- The hirer must complete a proportionate activity risk assessment where requested and implement suitable controls.
- Fire exits, routes, doors, alarms and safety equipment must not be blocked, covered, wedged open, moved or interfered with.
- Furniture and equipment must be used safely. External electrical, cooking or specialist equipment requires prior approval and evidence of safe condition where requested.
- The hirer must make appropriate first-aid arrangements for the nature and size of the activity and know how to contact duty staff and the emergency services.
- Accidents, injuries, near misses, damage and safety concerns must be reported to reception or duty staff immediately and recorded as directed.

Fire evacuation procedure

The hirer's responsible person (activity group leader) must brief attendees on the evacuation procedure before the activity begins and follow these instructions if a fire is discovered or the alarm sounds.

- **Raise the alarm:** If you discover a fire, press the nearest red fire call point immediately and alert reception or duty staff. Do not put yourself at risk.
- **When the alarm sounds:** Remain calm and follow the instructions of the responsible person and Abbey's fire marshal, representative or duty staff. Everyone must act immediately unless authorised Abbey staff have expressly confirmed that a planned test is taking place.
- **Evacuate:** The responsible person or reception must take the activity register or visitor book where safe to do so and direct everyone out by the nearest safe fire exit. Where possible and without personal risk, leave fire doors and windows closed.
- **Assistance:** The hirer must tell Abbey before the booking if anyone may need assistance to evacuate. Abbey and the hirer will agree suitable arrangements, and the responsible person must ensure the agreed assistance is provided.
- **Assembly point:** Go to the grass area in front of the Casterbridge building, directly opposite Abbey's main entrance across the green space.
- **Account for everyone:** The responsible person must check all attendees against the activity register or visitor book and tell the fire marshal or representative immediately if anyone is missing. Fire marshals or representatives may be identified by bright yellow or orange tunics.
- **Call the Fire Brigade:** Abbey's fire marshal, representative or another member of staff will call the Fire Brigade immediately.
- **Do not re-enter:** No one may re-enter the building until Abbey's fire marshal or representative, or the emergency services, advises that it is safe to do so.
- **Keep routes clear:** Fire exits and evacuation routes must be kept clear at all times.

Safeguarding

Where an activity involves children or adults at risk, the hirer is responsible for appropriate safeguarding arrangements and must cooperate with Abbey's safeguarding procedures.

- The hirer must have an appropriate safeguarding policy, a named safeguarding lead and suitable procedures for responding to concerns.
- Staff and volunteers must have the qualifications, references, training and Disclosure and Barring Service checks appropriate to their role and legally available for that activity.
- Children must be appropriately supervised throughout the booking and collected safely. Abbey staff do not assume supervision responsibility for a hirer's attendees.
- Any safeguarding concern, allegation or incident arising at the centre must be reported immediately to duty staff and managed in accordance with the hirer's and Abbey's procedures.

Qualifications and insurance

- Tutors, instructors and contractors must be competent and hold the qualifications, registrations and certificates appropriate to the activity.
- The hirer must maintain adequate insurance for the activity, including public liability insurance where appropriate. Abbey may specify a minimum level of cover in the booking confirmation.
- Employers' liability, professional indemnity, instructor or other specialist insurance must be held where legally required or appropriate.
- Abbey may require current evidence of insurance, qualifications, licences, risk assessments or checks before confirming the booking or allowing the activity to begin.

Rooms, equipment, kitchen and clearing away

- Rooms, furniture and equipment must be treated with care and left in the agreed layout. Windows must be closed and lights and equipment switched off where instructed.
- Waste, decorations and the hirer's property must be removed. Additional cleaning, waste disposal or damage may be charged to the hirer.
- Nothing may be fixed to walls, doors, ceilings, floors or windows without prior approval. Confetti, glitter and similar difficult-to-clean materials require written permission.
- Kitchen access is permitted only where confirmed. Hirers using or serving food must follow food-safety and allergen requirements and leave the kitchen clean and secure.
- Wi-Fi and equipment are provided subject to availability. Hirers must use them lawfully and follow any instructions provided. Abbey cannot guarantee uninterrupted availability.

Storage

- Nothing may be stored at the centre without prior permission from authorised Abbey staff.
- Abbey may, at its discretion, charge a reasonable fee for storage. Any storage fee will be confirmed in writing before storage is agreed.
- Every item approved for storage must be clearly labelled with the hirer's or organisation's name, a contact name and telephone number or email address, and the agreed removal or review date.
- Items must be kept only in the storage area allocated by Abbey. They must not obstruct fire exits, evacuation routes, fire equipment, electrical panels, plant areas or access needed by staff and contractors.
- Storage is at the hirer's own risk. Abbey may require stored items to be removed and may, after reasonable notice, remove or dispose of unauthorised, unlabelled or overdue items and charge the reasonable cost to the hirer.

Activities requiring prior written approval

The hirer must obtain Abbey's written approval before arranging:

- the sale, supply or consumption of alcohol;
- live or amplified music, a performance, film screening or other regulated entertainment;
- catering, cooking, food sales or use of external cooking appliances;
- sales, commercial promotions, fundraising collections, raffles or gambling;
- candles, naked flames, smoke or haze machines, inflatables or other higher-risk equipment; or
- a Temporary Event Notice or any application affecting Abbey's premises licence.

The hirer is responsible for complying with the law and obtaining every licence, permission and consent required for the activity. No approval given by Abbey removes that responsibility.

Photography, filming and publicity

- Hirers and attendees must not photograph or record unrelated centre users or activities, or film in communal areas, without Abbey's written permission.
- Recording within the booked room is permitted only where appropriate for the agreed activity. The hirer is responsible for informing attendees, obtaining any required permission or other lawful authority, protecting children and adults at risk, and responding to objections.
- Photography or recording in the Children's Room is strictly prohibited under Abbey's child safeguarding procedures. Any request relating to photography or recording in that room must be discussed in advance with the Centre Operations Manager or another appropriate authorised staff member; no photography or recording may take place unless Abbey gives written permission.
- Publicity must not imply that Abbey organises, endorses or partners with the activity unless agreed in writing. Abbey's name, logo or images may not be used without permission.

- Material proposed for display within the centre must be approved by the Room Rentals Coordinator or another authorised Abbey staff member.
- Abbey does not guarantee attendance or provide publicity for third-party bookings unless separately agreed.

Personal information and monitoring

Abbey uses booking and contact information to administer the hire, manage safety, process payment and communicate with the hirer. Details of how Abbey handles personal information are in its [GDPR policy](#). The hirer must keep attendee and emergency-contact information secure and remove it from the centre after the booking unless Abbey has agreed to receive it.

Abbey may invite hirers to provide feedback or anonymous monitoring information to help improve services and meet funder requirements. Any request for personal information will identify the purpose and how it will be handled.

Damage, property and liability

- The hirer is responsible for loss, damage, additional cleaning or expense caused by the hirer, their attendees, staff, volunteers, contractors or equipment, except to the extent caused by Abbey's negligence or breach.
- Personal property is brought to the centre at the owner's risk. Abbey is not responsible for loss or damage unless caused by Abbey's negligence or another liability that cannot lawfully be excluded.
- Subject to liability that cannot legally be limited, Abbey is not responsible for indirect or consequential loss arising from a booking.
- Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, fraud, or any other liability that cannot lawfully be excluded.

Stopping or ending a booking

Authorised Abbey staff may enter a booked room and may stop or end an activity where reasonably necessary because of immediate danger, unlawful activity, serious disruption, inaccurate booking information, non-payment or a material breach of these terms. Attendees must leave promptly when directed. Refunds will depend on the reason for termination and Abbey's reasonable direct losses.

Questions and complaints

Questions, changes, cancellations or complaints should first be sent to roombookings@abbeycc-kilburn.org.uk or raised with reception on 020 7624 8378. If a complaint is not resolved, it may be referred to the Centre Operations Manager.

Acceptance of these terms

By signing below, or by confirming acceptance electronically, the hirer confirms that they are authorised to make the booking, that the booking details are accurate, and that they agree to these terms on behalf of themselves and any organisation named below.

Hirer / organisation	
Full name	
Booking reference	
Room(s)	
Booking date(s) and times	
Activity / purpose	
Telephone and email	
Alternative emergency contact	
Signature	
Date	

Privacy note: If you provide another person's contact details, you must have their permission and direct them to Abbey's GDPR policy.