



...at the heart of TWI

## TERMS AND CONDITIONS OF PARTY HIRE

Please note that the ETNA Community Centre operates a **NO SMOKING** and **NO NAKED FLAME** policy.

### **Payment of Fees**

All charges for hall need to be paid in full at the time of booking. Or one month before the booking date by BACS, cheque or cash. We will send you an invoice with details of how to pay.

### **Keys**

You will need to collect a set of keys for the Centre from the office or caretaker the week before your booking. Please liaise with the office. Keys must be posted back through the secure letter box in the envelope provided.

### **Damages**

You will be held personally responsible for any damage caused to the premises and the costs for any such repairs will be charged in full to the hirer in question.

### **Session Periods**

For children's parties the sessions run from either 9.30 - 12.30 or 13.30 - 16.00. Please specify your required slot at time of booking request. The sessions include time for you to set up and clear away.

Evening Parties, the premises must be vacated by 22.30 as ETNA is in a residential area.

Hirers (regular or occasional) must not arrive before their booked time, and they must leave by the end of the booked period.

### **Permitted Use**

You are responsible for your users during your period of hire and must take proper and reasonable steps to ensure that:

- only those invited to attend actually gain access to the premises and its facilities and that there is no intrusion or hindrance to any other Centre user;
- all users leave the Centre following the event;
- all users leave the premises in the same condition as they were found;
- all users take reasonable steps to limit noise when arriving and departing from the Centre so as not to cause nuisance or inconvenience to local residents in neighbouring properties and other users of the centre;
- PLEASE keep the door to the Hall closed at all times once the party is in action to ensure the rest of the Centre is not disrupted.

**PLEASE DO NOT AT ANY TIME PUT THE DOOR ON THE LATCH.** This poses a breach of our insurance and a safety/security hazard to the building and other centre users. All members of your group or organisation must be greeted at the door to reduce any risk to the other Centre users.

### **Cleaning/Refuse**

Please ensure that the premises are left clean and tidy and that all rubbish is removed from the site. All furniture must be returned to its original place. You must remove your rubbish from the premises.

### **Alcohol**

The premises are not licensed for the sale of alcohol, but event licences can be obtained. You are responsible for making sure that any event licences for the sale of alcohol are obtained and that proof of such licence is provided to ETNA at least 7 days prior to the event taking place. There is no restriction on serving alcohol responsibly at a private function.

### **Wi-Fi**

Free Wi-Fi is available at ETNA's discretion. ETNA does not accept any liability for illegal downloads or misuse.

## **Parking**

Parking is available at the rear of the centre, please note this is on a first come first served basis. Only disabled drivers may park on the front driveway. Please park considerately.

## **Music**

You will need to organise a copyright licence for the use of music at private bookings.

<http://www.ppluk.com/I-Play-Music/Businesses/Why-do-I-need-a-licence/>  
<http://www.ppluk.com/I-Play-Music/Businesses/Apply-for-licence-business/>

The hall is not licensed for public performances of music and dancing, so tickets for music and dance cannot be sold at the door. You must ensure that all appropriate licences are obtained for any public performance of music or other media.

Please ensure that no music is played on the premises after 10.30 pm. You must also ensure that noise levels during an event are kept within accepted levels as set out by the Environmental Health Authority.

## **Privacy Policy**

At East Twickenham Neighbourhood Association ('ETNA') we take your privacy seriously and are committed to protecting your personal information.

We will not share your contact details with any other organisation unless we have your permission, or under special circumstances, such as when we believe the law requires it.

ETNA Community Centre is committed to a policy of protecting the rights and privacy of individuals, voluntary and community group members, volunteers, staff and others in accordance with The Data Protection Act 1998. The policy applies to all members and staff at the community Centre. Any breach of The Data Protection Act 1998 or The Community Centre Data Protection Policy is considered to be an offence, and, in that event, disciplinary procedures will apply.

As a matter of good practice, individuals working with the ETNA Centre, and who have access to personal information, will be expected to have read and comply with this policy. It is expected that our accountant and IT employee who deal with external organisations will take responsibility for ensuring that such organisations sign a contract agreeing to abide by this policy.

## **Your rights**

Any personal information submitted to ETNA Centre is treated in accordance with the Data Protection Act. To find out more about your entitlements under data protection legislation, visit the Information Commissioner's website [www.ico.org.uk](http://www.ico.org.uk)

## **Collecting and Use of Data**

The personal information we collect might include your name, address, email address, IP address, telephone number and information regarding what pages are accessed and when.

We may use your information to:

- process invoices for your bookings;
- to carry out our obligations arising from any contracts entered by you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest
- to process donations where relevant

We will generally only use your information for the purposes for which you have supplied it to us. If you have indicated that you are interested in receiving information about our activities via newsletters and/or event reminders, we may occasionally send you additional information that we feel may be of interest to you, such as details of new initiatives.

We will not share your contact details with any other organisation unless we have your permission, or under special circumstances, such as when we believe the law requires it.

We do not send out random, untargeted emails, known as "spam".

## **Updating or deleting your data/ Unsubscribing**

You can ask us to update or delete any personal information that we hold and/or stop sending you any type of information at any time by emailing us at [info@etnacentre.org](mailto:info@etnacentre.org) or by writing to us 13 Rosslyn Road, Twickenham, TW1 2AR. In the case of newsletters and event reminders, you can update information or unsubscribe yourself by clicking on the relevant button at the bottom of any newsletter.

## **Accuracy**

The accuracy of your information is important to us. If you change email address or if any of the other information we hold is inaccurate or out of date, please contact us or amend the records yourself.

Any information that we hold that is incorrect will be amended or deleted promptly.

## **Access to your personal information**

You have the right, to request details of personal information that we hold about you from us. You can make such a request by email using the contact information form on the website. We will take steps to confirm your identity before releasing any information to you. We will respond to your request within 10 working days, unless there are exceptional circumstances.

## **Security**

We place great importance on the security of your personal information and we always try to take appropriate precautions to protect it. All information that you provide to us is stored on secure servers operated by our third-party providers.

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for one of our suppliers. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, our third-party providers will use strict procedures and security features to try to prevent unauthorised access.

We are also concerned to protect your personal information off-line. We take steps to ensure that access to personal information is restricted to employees who need it. All ETNA Centre employees and volunteers who handle personal information are kept up-to-date on our security and privacy practices. Our employees are notified and reminded about the importance we place on privacy, and what they can do to ensure your information is protected.

We cannot, however, be responsible for the theft, destruction or inadvertent disclosure of your personal information whether we hold it on or off-line.

## **Email**

We cannot guarantee the confidentiality of any messages transmitted between you and us via email as these are potentially accessible by the public. We will not be liable to you or anyone else for any loss in connection with any email message sent by you to us or by us to you.

## **Cookies**

Like many websites, ETNA Centre uses cookies in order to provide you with a more personalised web service. A cookie is a small piece of information sent by a web server to a web browser, which enables the server to collect information from the browser.

You may avoid the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website.

You can find further information about cookies, including steps you can take to refuse their use, at the Interactive Advertising Bureau's website [www.allaboutcookies.org](http://www.allaboutcookies.org)

## Minors

The protection of children is very important to us. If you are under 18, please do not provide us with any personal information. Children should always ask a parent or guardian for permission before sending personal information to anyone on or offline.

## Policy Review

We will review this policy within 3 years unless there is a legal requirement to do so before this date.

## Purpose of data held by the ETNA Community Centre

Data may be held by us for the following purposes:

- Staff Administration
- Fundraising & Information on other ETNA Events
- Accounts, Records & Booking System
- Newsletter database

## ETNA COMMUNITY CENTRE:

**WILL NOT** be responsible for any loss or damage to any personal property of the hirer or users of the premises.

**RESERVES THE RIGHT** to refuse or cancel a booking without giving a reason, but especially where they consider that the use may cause damage or nuisance to others, or that there may be an activity incongruous with our primary function as a Community Centre.

**RESERVES THE RIGHT** to cancel a confirmed booking in exceptional circumstances. Should these arise, as much notice as possible will be given, it is ETNA's liability to the return the booking fee.

## PLEASE READ AND SIGN BELOW

I/We have read and understood the Terms and Conditions of Hire and agree to abide by them. I/We have also read and understood the FIRE SAFETY PROCEDURES and will instruct our group of what to do in the event of a fire.

Print Name:	Signed:	Date:
Mobile Number:	Email Address:	Group/Organisation: