



...at the heart of TWI

TERMS AND CONDITIONS OF ROOM HIRE

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

The individual or organisation named on the Room Hire Booking Form ("you"/"the hirer") shall be responsible for ensuring that these conditions are met in ALL respects. If you are not present at the event, you must ensure that a named representative reads and understands these Terms and Conditions.

Payment of Fees

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

For regular bookings we require payment at the beginning of each calendar month and will invoice you accordingly.

Keys

You will need to collect a set of keys for the Centre from the office the week before your booking. Keys must be posted back through the secure letter box.

Cancellations

Regular Sessions - Please give us 48 hours-notice if you require to cancel one of your sessions, in writing to info@etnacentre.org or [cancel through your Skedda.com account](#).

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

The Centre closes at 22.30. Tidying and cleaning up is to be completed by this time.

Hirers (regular or occasional) must not arrive before their booked time, they must leave by the end of the booked period and **only use the room that has been allocated**.

Permitted Use

ETNA is typically used for receptions, parties, fitness groups, dance classes, social and sports clubs, counselling and meditation, self-help groups and children's parties and other functions.

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

- only those invited to attend 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 residents in neighbouring properties and other users of the centre.

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. All furniture must be returned to its original place.

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 blue badge 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.

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 22.30. You must also ensure that noise levels during an event are kept within accepted levels as set out by the Environmental Health Authority.

Fire Regulations

The Fire Assembly Point is on the corner of Riverdale and Rosslyn Road. Please meet on the pavement outside the property.

Each room has a fire evacuation plan, please ensure your groups/clients are aware of the exit routes.

All users must ensure that the fire apparatus on the premises is not interfered with in any way.

You must ensure that **NO** emergency exits are LOCKED, OBSTRUCTED, OR LEFT OPEN.

You must ensure that all persons using the premises are fully aware of the FIRE PROCEDURES and FIRE EXITS (see Fire Safety Instructions).

NO NAKED FLAMES – candles, incense etc...

First aid box location - Ground Floor Kitchen and First Floor Kitchen.

Accident book - Ground Floor Kitchen and First Floor Kitchen.

Please remove any rubbish from the Centre that will not fit in the waste bins to prevent hazards.

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

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 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

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

Review of this Policy

We keep this Policy under regular review. It will be officially updated every three years. This Policy was last updated in May 2018.

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 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: