



...at the heart of TWI

Booking Terms and Conditions

ETNA Community Centre operates a **NO SMOKING/VAPING/NAKED FLAME** policy including the garden and car park areas. Dogs are only allowed if a **guide or support dog**.

The **individual/organisation** named on the booking 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. Please advise us in writing of their contact name/details in case of an emergency.

All hirers 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**. The Centre closes at **22.30** as we are in a residential area.

Event/One-Off Bookings - to secure your space, we require a full payment upfront, bookings are not considered definite until we are in receipt of your payment.

If cancelled up to **14 days** prior to your event, then you will be refunded 50% of the room cost. **Otherwise, no refund will be given.**

Regular Bookings - we require a deposit to hold the space. The amount will be discussed with you at the time of booking, **this is non-refundable if you do not commence your activity.**

Once your activity commences, payments will be invoiced thereafter. **We operate a 48-hour cancellation policy.**

To cancel a session please put in writing to info@etnacentre.org or cancel through Skedda booking system.

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.

Centre Access

Access will be discussed with you prior to your booking. Please note you will not be able to access the Centre if you turn up for your booking without instructions from the ETNA office.

You will be given an access code. **For safety reasons, do not share** this with your clients/guests/other group members. Please help us to keep everyone safe.

An admin fee of £200 will be charged if this is compromised.

Wi-Fi

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

Alcohol

The premises are not licensed for the sale of alcohol, event licences can be obtained from the local authority. Please allow enough time to obtain one. Proof of such licence needs to be 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.

Parking

Parking is available at the rear of the centre, please note this is on a **first come first served basis**. You may only park in the designated spaces – not the white-zoned spaces as these are for access.

DO NOT park in the disabled bays unless you are a blue-badge holder.

Fire Evacuation

If you see a fire or hear the fire alarm sound – CONSTANT RINGING SOUND

CALL 999

Address: 13 Rosslyn Road, TW1 2AR
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Meeting point: The corner of Riverdale and Rosslyn Road on the pavement on the opposite side of the property. This will ensure you are not too close to the building if an explosion occurs.

- Each room has a fire evacuation plan, please ensure that all persons using the premises are fully aware of the FIRE PROCEDURES and FIRE EXITS.
- All users must ensure that the fire apparatus on the premises is not interfered with.
- You must ensure that **NO** emergency exits are **BLOCKED, OBSTRUCTED, OR LEFT OPEN.**
- Take the Emergency Information Pack from its location, this includes important information for the FIRE BRIGADE.
- Please take responsibility to check the floor you are on and bathrooms as you exit the building and communicate with others. Note: due to the nature of the Centre we do not have Fire Marshalls.
- As we have no emergency lighting on the first floor, we have provided torches in the holder with the emergency information packs for use in the dark.
- If someone has access needs, you need to take responsibility to ensure that they have help exiting the premises, and/or notify an ETNA staff member if they are on the premises.
- Do not re-enter the building until you are told it is safe to do so.

First aid box location - Ground Floor Kitchen/First Floor Kitchen/Garrick Room

Accident book - Ground Floor Kitchen/First Floor Kitchen/Garrick Room

Emergency Information Pack – Ground Floor Lobby/First Floor Landing/Community Kitchen

Defibrillator

Location at the front of the building on the right-hand side if you are facing the property

To access DIAL 999 – you will be given a code to open the defib unit

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Safeguarding

ETNA takes safeguarding seriously, please review our separate safeguarding policy:

[Safeguarding Policy](#)

Documentation

ETNA requires proof of the following where relevant to your activity; DBS check, liability insurance and/or qualification certificates, safeguarding policy before a booking can be accepted.

Lone Working

All users must be aware of their responsibilities when working one-to-one at ETNA and the need to always protect themselves and their client. We would specifically remind all users that there may be times when they have sole use of the building, they must have a policy in place that reflects this, and a copy given to ETNA to keep on file.

Privacy Policy

ETNA takes your privacy seriously and is 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. If you are advertising a group or activity through our website, then you have given us permission to share your details. [Data Protection Policy](#)

ETNA has CCTV cameras on the premises.

Housekeeping

The premises must be left clean, tidy and all furniture returned to the original layout/location.

Please adhere to our recycling policy and limit the amount of single-use plastic - *we care about our environment.*

It is the **responsibility** of you as the hirer to ensure the **kitchen** is left clean and tidy and all crockery/cutlery is washed and put away if you use this facility.

Responsibilities

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

- only those invited 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.
- 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.
- all users take reasonable steps to limit noise when arriving and departing from the Centre as we are located in a residential area.
- please be mindful of other bookings that are taking place within the Centre so as not to disrupt them.
- you must also ensure that noise levels during an event are kept within accepted levels as set out by the Environmental Health Authority.
- you have read and understood our Safeguarding policy.

PLEASE DO NOT LEAVE THE EXTERNAL DOORS OPEN at any time. 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.

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.

By accepting these terms, you have agreed you have read and understood the booking terms and conditions, Data Protection and Safeguarding Policies.

Date of policy: September 2023
Review date: September 2024