

Booking Terms and Conditions

1. General Rules

- ETNA Community Centre (ETNA) operates a **NO smoking, vaping or naked flame** policy (including garden and car park).
- Only support dogs are permitted.
- The Centre closes at 22.30. Please respect our neighbours when arriving and leaving.

Responsibility: The named hirer is responsible for compliance with these Terms and Conditions. If the hirer is not present, a nominated representative **must** be appointed and their contact details provided to ETNA in advance.

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.

The person/organisation hiring a space is responsible for the conduct of those using the space, both within the building and in the garden and carpark. **Please be aware of ETNA's neighbours, particularly when entering and leaving the premises.**

2. Bookings & Payments

One-Off Bookings: Full payment required in advance. Bookings are only confirmed once payment is received.

- Cancellations up to 14 days before: 50% refund.
- Less than 14 days: no refund.

Regular Bookings: A deposit (agreed at booking) is required. This is non-refundable if the activity does not start.

- Once commenced, sessions will be invoiced.
- Sessions may be cancelled with 48 hours' notice; otherwise, full payment is due.

Cancellations must be made in writing to info@etnacentre.org or through the **Skedda booking system**.

3. Use of Premises

- Permitted uses include events, parties, meetings and training courses, fitness and dance classes, social groups, counselling, meditation and similar community activities.
- Alcohol may be served responsibly at private events. If selling alcohol, the hirer must obtain and provide proof of a licence from the local authority at least 7 days before the event. Please inform us when booking if you are applying for a licence.
- Wi-Fi is available at ETNA's discretion. ETNA accepts no liability for illegal use.

- Parking is available on a first-come basis. Use only marked bays (not white-zoned or disabled spaces unless displaying a valid badge).

4. Fire Evacuation Procedures

If you see a fire or hear the fire alarm (a constant ringing sound)

CALL 999

- Address: 13 Rosslyn Road, TW1 2AR
- what three words ///buttons.ballots.shake

Evacuate the building.



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

Responsibilities of All Users

- Each room has a fire evacuation plan — ensure everyone in your group knows the **procedures and exits**.
- Do **not block, obstruct, or leave open** emergency exits.
- Do **not tamper with fire apparatus**.
- Take the **Emergency Information Pack** (kept in Ground Floor Lobby, First Floor Landing, and Community Kitchen) — it contains vital information for the Fire Brigade.
- Check the **floor you are on and bathrooms** as you leave, and inform others. Note: ETNA does not provide Fire Marshals.
- On the first floor, use the torches provided with the emergency packs if needed (no emergency lighting is installed).
- If anyone has **access needs**, the hirer must ensure they receive appropriate assistance to exit the premises safely, or to notify ETNA staff if present.

Do not re-enter the building until the Fire Brigade or emergency services confirm it is safe.

Emergency Equipment Location

First aid box location - Ground Floor Kitchen, First Floor Kitchen, Garrick Room.

Accident book - Ground Floor Kitchen, First Floor Kitchen, Garrick Room.

Defibrillator: outside at the front of the building (code provided via 999).

4. Safety & Security

- Access codes will be provided prior to booking; **do not share**. Misuse will incur a **£200 fee**.

- Safeguarding: All hirers must comply with ETNA's safeguarding policy. Proof of DBS, insurance, and qualifications may be required. Please refer to ETNA's [Safeguarding Policy](#) for further details.
- Lone working: Take care when working one-to-one. You may be alone in the building at times.

5. Responsibilities of Hirer

You are responsible for:

- The behaviour and safety of your guests/clients throughout your booking. Please consider other users at all times.
- Ensuring only invited guests gain access; **external doors must not be left open.**
- Noise being kept to acceptable levels (inside and when entering/leaving).
- Leaving the premises clean, tidy, and furniture returned. The kitchen must be left clean, crockery/cutlery washed and stored.
- **SHARP KNIVES** in the community kitchen - are stored in the top cupboard out of reach and must be returned after use.
- Proper use of equipment and facilities. Any damage will be charged in full.

6. Privacy & Data Protection

- ETNA is committed to protecting your personal information in line with our [Data Protection Policy](#).
- We will not share your details with third parties without consent, except where required by law.
- If you promote your group or activity through ETNA's website, you consent to your details being shared for that purpose.
- CCTV is in operation throughout the premises for the safety and security of users.

7. ETNA's Rights

ETNA is not responsible for loss or damage to personal property.

ETNA reserves the right to refuse or cancel bookings where:

- The activity may cause nuisance, damage, or is not suitable for a community centre.
- Exceptional circumstances require cancellation. In such cases, ETNA will refund fees paid.

8. Agreement

By booking with ETNA, you confirm that you have read and accepted these Terms and Conditions, as well as ETNA's **Safeguarding** and **Data Protection** policies.

Date of policy:	September 2025
Review date:	September 2026