

Booking Terms and Conditions

1. Acceptance of Terms

By making a booking with ETNA Community Centre (ETNA), the hirer confirms that they have read, understood and agree to comply with these Booking Terms and Conditions, as well as ETNA's Health & Safety Policy and Safeguarding Policy. These policies form part of the conditions of hire.

2. General Rules

- ETNA operates a **NO smoking, vaping or naked flame** anywhere on the premises, including the garden, secret garden and car park.
- Sparklers, fireworks and unauthorised candles are **not** permitted. If brought on site, the hirer is responsible for ensuring they are not used and are removed immediately. **Only birthday cake candles are allowed.**
- Assistance dogs are welcome at ETNA Community Centre. Emotional support animals and pets are not permitted unless agreed in advance.
- Hirers must not arrive before their booked start time and must vacate the premises by the end of their booking. Only the room(s) allocated may be used.
- The Centre closes at 22:30.

Please be aware of ETNA's neighbours, particularly when entering and leaving the premises.

3. 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.

The hirer is responsible for the behaviour, safety and supervision of all guests and participants throughout the booking.

4. 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 Where alcohol is sold or included in the ticket price, the hirer must obtain and provide proof of the appropriate 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. Emergency Evacuation

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](#)

Evacuating 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).

Full fire safety procedures are set out in [ETNA's Health & Safety Policy](#)

4. Safety & Security

- **Access codes:** will be provided prior to booking; **do not share**. Misuse will incur a **£200 charge**.
- **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:** may occur at times. Hirers should take appropriate precautions when working one-to-one.

5. Lithium Batteries, E-Scooters and E-Bikes

For fire safety reasons, the charging, use or storage of lithium-ion batteries is not permitted anywhere within the building.

This includes, but is not limited to:

- Electric scooters/bicycles
- Hoverboards
- Personal electric mobility devices
- Loose or spare lithium-ion batteries or power packs

Such devices must not be connected to the venue's electrical supply, stored, or left unattended on the premises. Any breach of this condition will be treated as a serious safety matter and may result in the booking being terminated without refund.

6. Responsibilities of Hirer

The hirer is responsible for:

- The behaviour, safety and supervision of all guests and participants.
- Ensuring only invited guests gain access; **external doors must not be left open**.
- Keeping noise to a reasonable level, including on arrival and departure.
- Leaving the premises clean, tidy, with furniture returned to its original layout.
- 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.
- Using equipment and facilities appropriately; any damage will be charged in full.

7. 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.

8. 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, fees paid will be refunded.

9. Agreement

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

Date of policy: September 2026
Review date: September 2027