Marden Parish Trust
Registered Charity 1210758

Marden Parish Hall – Booking Terms and Conditions of Hire

1. Introduction

These ***Terms and Conditions*** apply to all bookings of Marden Parish Hall. By making a booking, the Hirer agrees to comply fully with these conditions and accepts responsibility for all individuals attending their event.
"Marden Parish Hall" refers to the building, grounds, equipment, and facilities managed by Marden Parish Trust (Registered Charity 1210758), acting through its trustees.
"The Trust" refers to Marden Parish Trust, its trustees, and any volunteers or other people acting on its behalf.
"Hirer" refers to the individual or organisation making the booking. The Hirer must be aged 18 or over and must name a responsible person who will be present at the hall for the whole of the booking.

2. Booking Process

Bookings must be made through the dedicated Hallmaster online booking system or with the Hall Booking Officer.
A booking is not confirmed until:
a completed booking form has been submitted
The deposit (if applicable) has been paid
Confirmation has been issued by the Hall
Any documents the Trust has asked for (for example an insurance certificate, safeguarding policy or risk assessment) have been received

The Trust may refuse any booking request and does not have to give a reason.

Bookings from groups and organisations, regular bookings, and any activity involving children or vulnerable adults may need to be approved by the trustees before they are confirmed. The Trust may ask for further information before making a decision.

The hours booked must include all the time needed for setting up and clearing away.

3. Hire Charges and Payment

Hire charges are published separately and may vary for parishioners and non-parishioners.
A deposit payment may be asked for when booking. Full payment will be invoiced after the event.
Additional charges may apply for:
Extended hours
Damage
Extra cleaning
Use of specialist equipment

4. Deposits

A refundable damage/cleaning deposit may be required.
Deposits will be returned after the event provided:
No damage has occurred
The hall is left clean and tidy
No additional time or services were used

5. Cancellation Policy

If the Hirer cancels:
More than 14 days before the event:- A full refund will be given
7–14 days before the event – 50% refund
Less than 7 days – no refund
The Trust reserves the right to cancel bookings due to:
Emergency repairs
Safety concerns
Adverse weather
Unforeseen circumstances
The Hirer breaking any of these Terms and Conditions
Aggressive, abusive or threatening behaviour (see Behaviour and Conduct)
Required documents (such as insurance, safeguarding policy or risk assessment) not being provided in time
Full refunds will be issued where the Trust cancels because of emergency repairs, safety concerns, adverse weather or unforeseen circumstances. Where a booking is cancelled because the Hirer has broken these Terms and Conditions, the Trust may keep some or all of the hire charge and deposit to cover any costs or losses.

Regular bookings
Either the Hirer or the Trust may end a regular booking by giving four weeks' notice in writing. The Trust may end a regular booking immediately if these Terms and Conditions are broken.

6. Use of the Premises

The Hirer must ensure:
Adequate supervision of all attendees, especially children
All activities are safe and appropriate
Noise is kept to a reasonable level,
Respect of neighbouring properties
Use of only the areas included in the booking

The Hirer may not:
Sub-let the hall
Use smoke machines, fireworks, or open flames without written permission
Bring hazardous materials onto the premises

Use the hall for any unlawful purpose, or in any way that could bring the Trust into disrepute
Do anything that could invalidate the hall's insurance

Trustees, or anyone authorised by the Trust, may enter the hall at any time during a booking to check that these Terms and Conditions are being followed.

7. Behaviour and Conduct

Marden Parish Hall is run by volunteers. Everyone using the hall must treat trustees, volunteers, other hall users and neighbours with courtesy and respect.

Aggressive, abusive, threatening or intimidating behaviour will not be tolerated, whether in person, by phone, in writing, by email or online. This applies to the Hirer and to anyone attending the Hirer's event and includes behaviour before or after a booking as well as during it.

If such behaviour occurs, the Trust may:
Refuse or cancel the booking, or end the hire immediately
Refuse any future bookings from the Hirer or the group they represent
Ask anyone behaving in this way to leave the premises
Report the matter to the police where appropriate

8. Publicity and Use of the Hall's Name

Hirers must not advertise or promote an event at the hall until the booking has been confirmed in writing.

All publicity, including flyers, posters, websites and social media posts, must:
Clearly show the name of the Hirer or organising group
Include the Hirer's own contact details
Describe the venue as "held at Marden Parish Hall"

Hirers must not suggest that their event is organised, run, sponsored or endorsed by Marden Parish Trust or Marden Parish Hall unless the Trust has agreed this in writing.

The Trust may ask the Hirer to withdraw or correct any publicity that does not meet these requirements, and may cancel the booking if this is not done promptly.

9. Access and Security

A key holder will open the hall before the booking, and at the end of the booking will check the condition of the rooms booked before closing up.

The Hirer is responsible for:
Ensuring all lights, appliances, and taps are turned off
Checking all doors and windows are closed at the end of the booking
Keys must not be copied or passed to third parties.

10. Fire Safety

The Hirer must:
Familiarise themselves with fire exits and assembly points
Ensure exits remain clear
Follow the hall's Fire Safety Instructions
Call 999 in the event of a fire
Candles, open flames, and pyrotechnics are prohibited unless approved in writing.

11. Health and Safety

The Hirer must: Report hazards or incidents to the Trust immediately
Ensure safe use of equipment
Prevent overcrowding by keeping numbers within the maximum capacity for the room(s) booked, as advertised on the hall website
Keep floors clear of spillages and obstacles
Make sure any electrical equipment brought into the hall is safe and in good working order
Record any accidents in the accident book.

12. Risk Assessments

All groups and organisations hiring the hall must carry out a risk assessment for their activity and lodge a copy with Marden Parish Trust before the booking can be confirmed.

The Trust may also ask any other Hirer, including private individuals, for a risk assessment where it considers this appropriate.

13. Public Liability Insurance

The following Hirers must hold and maintain their own valid Public Liability Insurance:
Commercial hirers, including anyone charging for classes, courses or services, or running a business from the hall
Groups or individuals running activities for children or vulnerable adults
Anyone running an event or activity that is open to the public
Anyone running a higher-risk activity, for example physical exercise or sport, the use of tools or machinery, or serving food to the public

This insurance must provide a minimum indemnity limit of £5,000,000 for any one claim to cover third-party bodily injury and property damage.

Small local clubs and societies holding meetings, talks and similar low-risk activities for their own members do not usually need their own insurance. However, the Trust may ask any Hirer to provide insurance where it considers this appropriate.

A current copy of the insurance certificate must be provided to the Trust before the booking can be confirmed, and annually upon renewal. It is the hirer's responsibility to ensure this cover remains active throughout the duration of the hiring agreement.

Failure to provide proof of valid insurance will result in the immediate suspension or cancellation of all scheduled bookings.

Hirers should not assume that the hall's own insurance covers their activities. If in doubt, please ask the Booking Officer.

14. Responsibility for Claims (Indemnity)

The Hirer is responsible for, and agrees to compensate the Trust for, any claim, loss, damage, cost or injury arising from the Hirer's use of the hall or from the actions of anyone attending the Hirer's event, except where this is caused by the negligence of the Trust.

15. Smoking

The smoking of traditional cigarettes, cigars, and pipes is strictly prohibited anywhere in or around the parish hall, this includes inside the building, the car park, veranda and the village green. The use of electronic cigarettes and vaping devices is permitted outside the building; however, this is a conditional privilege. Vaping must not create a nuisance, dense vapour clouds, or a disturbance to other hall users, visitors, or committee members. If a complaint is made, or if management deems the vaping to be disruptive, the individual must stop immediately. The Marden Parish Trust reserves the right to ask anyone violating this policy to leave the premises.

16. Alcohol and Licensing

Marden Parish Hall holds a premises licence from Herefordshire Council.

At private events, alcohol may be brought in and consumed without a licence, provided it is not sold. Alcohol counts as being sold if it is included in a ticket price or entry fee, or given in return for a "donation".

Hirers may not sell alcohol under the hall's premises licence unless the Trust has agreed this in writing beforehand. Any sales under the hall's licence must be authorised by the Trust and must follow the conditions of the licence.

If the Trust does not agree to sales under its licence, a Hirer who wishes to sell alcohol must obtain their own Temporary Event Notice (TEN) from Herefordshire Council at least 10 working days before the event, and give the Trust a copy.

17. Music, Entertainment, and Noise

Music must finish by the agreed time stated on the booking form.
The Hirer must ensure noise does not disturb neighbours.
All entertainment must comply with licensing and copyright laws. If music is played, the Hirer is responsible for any music licence needed, unless the Booking Officer has confirmed that the hall's own licence covers it.

18. Kitchen and Catering

The Hirer must:
Leave the kitchen clean and tidy
Dispose of waste appropriately
Supervise children at all times
Follow food hygiene and allergen law, including giving allergen information for any food served

Hirers planning to serve home-made food at events open to the public must tell the Trust when booking. Groups providing food regularly may need to register as a food business with Herefordshire Council; this is the Hirer's responsibility.

19. Cleaning and Waste Disposal

The Hirer must:
Leave the hall in the condition it was found
Sweep floors, and mop them if required
Wipe surfaces
Remove decorations, tape, and rubbish
Return furniture to its original layout
Failure to do so may result in additional charges.

20. Damage and Loss

The Hirer is responsible for:
Any damage to the hall, equipment, or grounds
Loss of keys
Additional cleaning required
Costs will be deducted from the deposit or invoiced separately.

21. Safeguarding

Hirers working with children or vulnerable adults must:
Provide a copy of their own safeguarding policy before the booking can be confirmed
Ensure that anyone working with children or vulnerable adults has an appropriate DBS check where one is required
Supervise participants at all times
Report any safeguarding concern arising at the hall to the Trust, as well as to the appropriate authorities
The hall does not provide staff supervision.

The Trust may ask to see evidence of DBS checks, and may refuse or cancel a booking if it is not satisfied that safeguarding arrangements are adequate.

22. Dogs

Dogs are allowed in the hall and the surrounding areas, provided they are always kept under control

23. Bouncy Castles and Inflatables

Bouncy Castles and Inflatables are not permitted either inside the building or the village green.

24. Parking

Parking is available but not guaranteed.
The Hirer must ensure emergency access routes remain clear.

25. Loss of Property

Marden Parish Hall accepts no responsibility for:
Lost or stolen items
Damage to personal property

26. Compliance

The Hirer must comply with:
These Terms and Conditions
All hall policies (Fire Safety, Safeguarding, Privacy, etc.)
All relevant laws and regulations
Any special conditions attached to the booking

27. Policy Review

These Terms and Conditions will be reviewed annually by the trustees. They were last updated in November 2026.

28. Acceptance

By signing the booking form or completing an online booking, the Hirer agrees to these Terms and Conditions, which form a binding agreement between the Hirer and Marden Parish Trust. If anything in these Terms and Conditions is unclear, the Hirer should ask the Booking Officer before booking.