

## BRAUNSTONE TOWN COUNCIL

### POLICY & RESOURCES COMMITTEE – 24<sup>th</sup> FEBRUARY 2022

#### Item 8 – Report of the Member Working Group: Review of Community Centres Hire Arrangements

##### Purpose

To receive recommendations from the Member Working Group reviewing Community Centres Hire Arrangements.

##### Background

Policy & Resources Committee on 22nd April 2021 approved updated Terms of Reference for the Community Centres Member Working Group, as follows:

- Purpose: *To consider changes to the Community Centres room hire arrangements in order to support community groups, Covid-19 Recovery and to ensure the Centres continued to be thriving cost effective community venues.*
- Review: *To review information concerning usage of the Town Council's Community Centres, to review charges, including discounts and promoting use of facilities.*
- Analyse: *To undertake detailed analysis of information relating to centre hires and compare terms and pricing with other nearby facilities (manned or not) in order to make recommendations.*
- Outcome: *To ensure the Centres remain competitive and cost effective, continue to be used by and respond to the needs of the community, and that income generation ensures viability.*

The Working Group has met four times and considered:

- the arrangements for reopening the Community Facilities and recovery, including pricing and discounts, following the Covid-19 restrictions;
- the Regular Hirer's Scheme;
- promoting use of the facilities;
- proposals to restructure and simplify the hire and pricing scheme; and
- incentives to attract new hirers, particularly at Thorpe Astley Community Centre.

##### Proposed Pricing and Discount Scheme

The proposed new pricing scheme, attached at Appendix 1, uses the current private hire rates, which is attached for reference at Appendix 2, with the exception of Category C at weekends, which has been revised.

### Pricing Periods

The Scheme has two price periods:

- weekdays (both daytime and evening);
- weekends, including bank holidays.

This aligns Friday evenings with weekdays rather than the weekend. Friday evenings tend to be quiet for bookings and the proposed alignment with weekday rates may attract additional hires.

### Standard Discounts

Under the new scheme Braunstone Town residents receive a 10% discount and Community Groups receive a 20% discount.

In addition, the proposed scheme offers any Braunstone Town resident and Community Group/Charity a discount regardless of the type of booking. Currently, the Braunstone Town rate is only available for private functions and the Community Group rate only available for open meetings/events. This proposed change provides the opportunity for residents who run businesses to receive a discounted rate for dances, exercise classes, commercial sales etc. It enables a Community Group/Charity to utilise the discount for their committee meetings. Such a system will be simpler and less bureaucratic.

With the exception of Category C at weekends, it is not proposed to increase the private rates given it appears that these remain competitive.

The proposed pricing scheme continues to offer free use rooms for Community Groups, Monday to Friday 9am – 5.00pm.

### Minimum Hire Period

An option was considered to reduce the minimum period of hire at a weekend from 3 hours to 2 hours but it appears that most venues go by minimum of period of hire of 3 hours for the weekend especially for the larger rooms. Similarly for weekdays reducing the minimum period of hire from 2 hours to 1 hour. However, the purpose of the minimum hire period is to avoid small one-off bookings at times during the day, which would prevent a larger booking being made. Therefore, no change has been recommended to the standard terms and conditions.

However, consideration has been given to reducing the minimum period of hire during the week from 2 hours to 1 hour for regular hirers (see “Regular Hirers Scheme” below). This is considered on balance a reasonable compromise since the booking would be ongoing and providing for additional activities at the Centres.

### Thorpe Astley Community Rooms

Since the Thorpe Astley large meeting room and Activity room together currently cost £4.25 more than the Ravenhurst room, which is a similar size, the proposed

scheme includes hire of both the Thorpe Astley large meeting room and Activity room at Category C, the same rate for the Ravenhurst Room, in order to encourage Community Groups who, wish to book a larger space at Thorpe Astley. It remains an option to book the individual rooms separately at the current Category D.

For example, under this scheme a Community Group user could hire the Ravenhurst Room or both the Thorpe Astley large meeting room and Activity room together on a weekday evening after 5pm for £4.52; for a Braunstone Town resident it would be £5.09, the private hirer would pay £5.65, which means Community Groups receive it at £1.13 less than the private hirer (Appendix 1, Category C).

### Kitchens and Refreshments

Currently hire of the kitchen is separate from the room, which enables hirers for instance to only hire the kitchen for 1 hour when the room booking is for 5 hours.

Under the proposed pricing scheme, the room can be hired without the kitchen for one cost (see Appendix 1, Category A for example) or with the kitchen for another price. This prevents hirers booking the kitchen for one hour; therefore, the room has to either be booked with or without the kitchen for the length of the booking.

The scheme applies to all the halls/rooms that have access to a kitchen. The kitchen rate was lowered so the room hire is still competitive with other places.

However, Community Groups when booking Monday – Friday before 5pm will still need to pay for the kitchen for the full length of their booking, but could still have that at the discounted rate.

A charge for flasks with hot water was previously a £4.10 cost, this has been changed to complimentary due to it was noted a hot flask was costing as much as a room hire. Tea, coffee, milk sugar & Biscuits have been changed to 50p per cup rather than 75p, again to be more inviting to hirers.

### Regular Hirers Scheme

To encourage regular bookings, the Council has a Regular Hirers Scheme, attached at Appendix 3, which allows the hirer to pay a bond to secure a regular slot. Rather than have to pay the full cost when booking, the hirer then pays for each booking in full prior to using the room.

Currently the Council is offering a discount of 15% (25% for community groups) off the room hire fee for individuals/organisations joining the scheme.

This scheme generally seems to be operating effectively.

There is one proposal to change the scheme in order to encourage new groups and activities, which is highlighted at Appendix 3. The minimum booking period during the weekday period is 2 hours; the proposal is to reduce this to 1 hour for those who join the Regular Hirers Scheme (weekends and bank holidays will remain at the

standard 3 hours minimum booking). This strikes a balance between reducing the minimum booking period to one hour and having a one-off booking blocking a facility; ensuring that a facility can only be booked for a short period at what could be an inconvenient time when the hirer is regular and by extension providing a regular income and service/activity for the community.

### Other Discount Schemes

The Council currently has two other discount schemes:

1. Wedding / Party Package (Saturday or Sunday). Discount of 20% on the price of any bookings over 6 hours between the hours of 9am – Midnight Saturday & 9am – 11pm Sunday. It is proposed to extend this to any booking on a Saturday, Sunday or Bank Holiday.
2. Discounted Bookings for Thorpe Astley Main Hall and the Council Chamber with Free Kitchen Use for Residents' Children's Parties (age 1 to 10) on Saturdays and Sundays between 9am and 4pm; which is proposed to continue.

### Use of Multiple Rooms

Booking out multiple rooms to the same hirer can be beneficial; especially at weekends when often all rooms won't be in use. In addition, it will potentially reduce the number of situations where there is a conflict between the needs of different types of use. During the week it may be attractive to those seeking a venue for training or a conference.

The proposal is as follows:

1. hire the Millfield Hall and Council Chamber and get the Ravenhurst Room and Fosse Room free;
2. hire the Council Chamber and Ravenhurst Room and get the Fosse Room free;
3. hire Thorpe Astley Main Hall and Activity Room or Large Meeting Room and get the other room free.

This will be marketed in different ways. The price list is likely to reference that discounts are available for booking multiple rooms. Marketing material can be issued when a facility is typically empty to say, did you know you can book the whole Centre at Thorpe Astley between *a time* and *b time* on *c days* for £xx.

This strikes a balance between making clear offers to attract customers, while giving flexibility to staff to apply the principles behind the discount to different length bookings on different days.

### Thorpe Astley Community Centre

Members have expressed a wish to introduce measures to support bookings which provide activities to the community at Thorpe Astley Community Centre.

Both the Proposed Pricing Scheme and proposed change to the Regular Hirers

Scheme assists by providing a greater discounted price for residents and community groups, by extending the criteria to include any activity by the resident or community group, and reducing the minimum period of the booking for regular hirers from 2 hours to 1 hour during the weekday charging period.

### Taster Discount Scheme

In addition, following the closure of Thorpe Astley Community Centre during the Covid-19 pandemic and the limited availability due to the Centre being used for vaccinations, it is proposed to introduce a “taster discount scheme” for new hirers at Thorpe Astley who offer a new activity (i.e. not an activity such as Karate, for which there is already Regular Hirer).

The scheme would apply between March 2022 and end of October 2022. The hirer can book at 15% discount (20% for a Community Group) for a minimum of 1 hour during the weekday period (at weekends the 3 hour minimum would continue to apply) for the first 6 weeks; payment would be due on the day of each booking. After that the only way to carry on with the reduced rate and reduced minimum booking period would be to join the Regular Hirer Scheme and pay the booking bond. The hirer would not be able to join the “taster discount scheme” more than once.

A survey is currently being undertaken to ascertain the activities/groups residents would like to see at the Community Centre and also ascertain whether any residents are interested in running activities/groups. The results of this survey will assist the Council in actively seeking providers for activities/groups where residents have expressed interest.

### Recommendations

1. That the proposed pricing scheme based on the Commercial Price, attached at Appendix 1, be approved with:
  - i. a 10% discount for Braunstone Town Residents (regardless of use),
  - ii. 20% discount for Community Group use (regardless of use), and
  - iii. free use of Category C to F rooms continuing to be available weekdays between 9am and 5pm;
2. that two pricing periods be applied (as shown at Appendix 1):
  - i. weekdays, and
  - ii. weekends & bank holidays;
3. that the kitchen booking arrangements of either combined room & kitchen for length of booking or room only be approved;
4. that the addition of a combined Thorpe Astley Large Meeting Room and Activity Room at Category C be approved;
5. that the Regular Hirers Scheme be approved with the amendment set out in the report and at Appendix 3 to enable a minimum booking period of 1 hour during the weekday period (excluding Bank Holidays);
6. that the Wedding/Party package discount be applied to any booking on a Saturday, Sunday or Bank Holiday;
7. that discounted room bookings and free kitchen use for residents’ children’s parties continue;

8. that the *Use of Multiple Rooms* discount scheme, set out in the report, be adopted; with a focus on marketing to promote examples of how it worked and would cost; for example, booking of the whole of Thorpe Astley Community Centre for 12 hours on a Saturday;
9. that the proposed Thorpe Astley Community Centre “taster discount scheme”, as set out in the report, be adopted between 1st March and 31st October 2022; and
10. that the above be implemented for all new hires from Tuesday 1st March 2022.

### Reasons

1. To provide a simpler pricing scheme based on a Standard Price, with discounts applied to Braunstone Town residents and Community Groups regardless of activity; such a system would be simpler and less bureaucratic.
2. To provide a simpler pricing structure with two pricing periods; this aligned Friday evenings with weekdays rather than the weekend given Friday evenings tended to be quiet for bookings and the proposed alignment with weekday rates may attract additional hires.
3. To ensure that hirers could not book the kitchen for one hour while the room was booked for a longer period; effectively putting the kitchen facility out of use.
4. To enable the Thorpe Astley large meeting room and Activity room to be booked as a single facility at Category C, the same rate for the Ravenhurst Room which was a similar sized facility, in order to encourage Community Groups who wish to book a larger space at Thorpe Astley Community Centre.
5. To strike a balance between reducing the minimum booking period to one hour and having a one-off booking blocking a facility; ensuring that a facility can only be booked for a short period at what could be an inconvenient time when the hirer is regular and by extension providing a regular income and service/activity for the community.
6. To encourage functions of all types and provide discount schemes which would be simpler and less bureaucratic.
7. To continue to offer concessions to residents for children’s parties.
8. To offer a venue package for larger functions, such as weddings, training and conferences.
9. To introduce specific measures to support new bookings, which provide for new activities to the community at Thorpe Astley Community Centre.
10. To set a specific date for timely implementation, allowing time for systems and publicity to be updated, while avoiding undue delay.

## APPENDIX 1

### Proposed Community Centres Hire Pricing Scheme

ROOM CATERGORY		WEEKDAYS			WEEKENDS including Bank Holidays		
		All day			All day		
		HOURLY RATE (minimum 2 Hours booking)*			HOURLY RATE (minimum 3 Hours booking)		
		Standard Rates	Braunstone Town Rates 10% Discount	Community Group Rates 20% Discount	Standard Rates	Braunstone Town Rates 10% Discount	Community Group Rates 20% Discount
A	Millfield Hall	£15.40	£13.86	£12.32	£40.95	£36.86	£32.76
	including Kitchen	£19.40	£17.46	£15.52	£44.95	£40.46	£35.96
B	Council Chamber or Thorpe Astley Main Hall	£12.70	£11.43	£10.16	£26.35	£23.72	£21.08
	including Kitchen	£16.70	£15.03	£13.36	£30.35	£27.32	£24.28
C	Ravenhurst Room or Both Thorpe Astley Large Meeting Room & Activity Room	£5.65	£5.09	£4.52#	£8.95	£8.06	£7.16
	including Kitchen	£9.65	£8.69	£7.72#	£12.95	£11.66	£10.36
D	Fosse Room, Thorpe Astley Large Meeting Room or Thorpe Astley Activity Room	£4.95	£4.46	£3.96#	£7.40	£6.66	£5.92
	Activity Room including kitchen	£8.95	£8.06	£7.16#	£11.40	£10.26	£9.12
F	Civic Centre small meeting Room or Civic Centre interview room	£3.80	£3.42	£3.04#	£3.80	£3.42	£3.04

**Hot flask & Cups**

**FREE**

Tea/Coffee/Milk/sugar & Biscuits provided at an extra cost of

50p per person inclusive of VAT

\* Minimum weekday hire period for a hirer on the Regular Hirer Scheme is 1 hour.

# Community Groups and Charities get free use of rooms Monday to Friday 9am – 5.00pm. Where during this period the kitchen is also booked, the difference between the room hire only and the room hire with the kitchen will be charged.

**CURRENT CIVIC CENTRE & THORPE ASTLEY HIRE CHARGES**

**PRIVATE FUNCTIONS & COMMERCIAL USE**

Dances, aerobic classes, commercial sales and any private function to which access is limited by invitation

Prices shown are per hour

**\*£100 BOND REQUIRED AT TIME OF BOOKING WHICH WILL BE REFUNDED UNLESS THE BOOKING IS CANCELLED, EXCESS CLEANING REQUIRED, DAMAGE TO PROPERTY OR LATE CHANGES TO BOOKING.**

**\*\*FULL PAYMENT OF ROOM REQUIRED AT TIME OF BOOKING**

**15% Temporary discount \*\*\* for all users that sign up for the Regular booking scheme. Ask a member of staff for details**

HOURLY RATE		Monday to Thursday	Friday		Saturday	Sunday
ROOM CATEGORY		All Day	9.00am to 5.00pm	After 5.00pm	All Day	All Day
		2 Hours	2 Hours	3 Hours	3 Hours	3 Hours
<b>A</b>	MILLFIELD HALL	£15.40** £13.09***	£15.40** £13.09***	£40.95* £34.80***	£40.95* £34.80***	£40.95* £34.80***
<b>B</b>	COUNCIL CHAMBER THORPE ASTLEY MAIN HALL	£12.70** £10.79***	£12.70** £10.79***	£26.35* £22.40***	£26.35* £22.40***	£26.35* £22.40***
<b>C</b>	RAVENHURST ROOM	£5.65** £4.80***	£5.65** £4.80***	£5.65** £4.80***	£5.65** £4.80***	£5.65** £4.80***
<b>D</b>	FOSSE ROOM TA LARGE MEETING ROOM ACTIVITY ROOM	£4.95** £4.21***	£4.95** £4.21***	£4.95** £4.21***	£4.95** £4.21***	£4.95** £4.21***
<b>E</b>	WINSTANLEY ROOM TA SMALL MEETING ROOM	£3.90** £3.31***	£3.90** £3.31***	£3.90** £3.31***	£3.90** £3.31***	£3.90** £3.31***
<b>F</b>	CIVIC CENTRE MEETING ROOM CIVIC CENTRE INTERVIEW ROOM	£3.80** £3.23***	£3.80** £3.23***	£3.80** £3.23***	£3.80** £3.23***	£3.80** £3.23***
	CIVIC CENTRE -KITCHEN min period of 1 hour (inc use of cooker)	£6.25**	£6.25**	£6.25**	£6.25**	£6.25**
	THORPE ASTLEY - KITCHEN min period of 1 hour, (NO COOKER)	£3.90**	£3.90**	£3.90**	£3.90**	£3.90**

Hot Flask And Cups	£4.10 (inclusive of VAT)
Tea/Coffee/Milk/Sugar provided at an additional cost of	40p per person (inclusive of VAT)
Biscuits	35p per packet (inclusive of VAT)
Bottled Water	65p per bottle (inclusive of VAT)

<b>BUSINESS MEETINGS / SEMINARS</b>	
Use of OHP, Flip Chart, TV/Video	£4.10 each item per session (inclusive of VAT)

<b>WEDDING / PARTY PACKAGE (Saturday or Sunday)</b>
Discount of 20% on the price of any bookings over 6 hours between the hours of 9am – Midnight Saturday & 9am – 11pm Sunday

**BANK HOLIDAY - Saturday Rates and Conditions apply for all Bank Holidays.**



**CURRENT CIVIC CENTRE & THORPE ASTLEY HIRE CHARGES**

**PRIVATE FUNCTIONS - BRAUNSTONE TOWN RESIDENTS**

**HOW TO QUALIFY: Registered elector and proof of identity required**

Prices shown are per hour

**\*£100 BOND REQUIRED AT TIME OF BOOKING WHICH WILL BE REFUNDED UNLESS THE BOOKING IS CANCELLED, EXCESS CLEANING REQUIRED, DAMAGE TO PROPERTY OR LATE CHANGES TO BOOKING.**

**\*\*FULL PAYMENT OF ROOM REQUIRED AT TIME OF BOOKING**

**15% Temporary discount \*\*\* for all users that sign up for the Regular booking scheme.  
Ask a member of staff for details**

HOURLY RATE		Monday to Thursday	Friday		Saturday	Sunday
ROOM CATEGORY		All Day	9.00am to 5.00pm	After 5.00pm	All Day	All Day
		2 Hours	2 Hours	3 Hours	3 Hours	3 Hours
<b>A</b>	MILLFIELD HALL	£14.35** £12.20***	£14.35** £12.20***	£38.75** £32.94***	£38.75** £32.94***	£38.75** £32.94***
<b>B</b>	COUNCIL CHAMBER THORPE ASTLEY MAIN HALL	£12.00** £10.20***	£12.00** £10.20***	£25.30* £21.50***	£25.30* £21.50***	£25.30* £21.50***
<b>C</b>	RAVENHURST ROOM	£5.15** £4.38***	£5.15** £4.38***	£5.15** £4.38***	£5.15** £4.38***	£5.15** £4.38***
<b>D</b>	FOSSE ROOM TA LARGE MEETING ROOM ACTIVITY ROOM	£4.65** £3.95***	£4.65** £3.95***	£4.65** £3.95***	£4.65** £3.95***	£4.65** £3.95***
<b>E</b>	WINSTANLEY ROOM TA SMALL MEETING ROOM	£3.60** £3.06***	£3.60** £3.06***	£3.60** £3.06***	£3.60** £3.06***	£3.60** £3.06***
<b>F</b>	CIVIC CENTRE MEETING ROOM CIVIC CENTRE INTERVIEW ROOM	£3.55** £3.02***	£3.55** £3.02***	£3.55** £3.02***	£3.55** £3.02***	£3.55** £3.02***
	CIVIC CENTRE -KITCHEN min period of 1 hour (inc use of cooker)	£5.95**	£5.95**	£5.95**	£5.95**	£5.95**
	THORPE ASTLEY - KITCHEN min period of 1 hour, (NO COOKER)	£3.85**	£3.85**	£3.85**	£3.85**	£3.85**

Hot Flask And Cups	£4.10 (inclusive of VAT)
Tea/Coffee/Milk/Sugar provided at an additional cost of	40p per person (inclusive of VAT)
Biscuits	35p per packet (inclusive of VAT)
Bottled Water	65p per bottle (inclusive of VAT)

<b>BUSINESS MEETINGS / SEMINARS</b>	
Use of OHP, Flip Chart, TV/Video	£4.10 each item per session

<b>WEDDING / PARTY PACKAGE (Saturday or Sunday)</b> Discount of 20% on the price of any bookings over 6 hours between the hours of 9am – Midnight Saturday & 9am – 11pm Sunday
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**BANK HOLIDAY - Saturday Rates and Conditions apply for all Bank Holidays**

## CURRENT CIVIC CENTRE & THORPE ASTLEY HIRE CHARGES

### COMMUNITY GROUP

HOW TO QUALIFY: The hiring must not be for personal or commercial gain but should benefit the community as a whole and group must be a charity or community, non-profit making organisation. Applicants must successfully meet the criteria set out on the Application Form. Local Authorities also qualify if hiring is for the direct benefit of local residents

Prices shown are per hour

**\*£100 BOND REQUIRED AT TIME OF BOOKING WHICH WILL BE REFUNDED UNLESS THE BOOKING IS CANCELLED, EXCESS CLEANING REQUIRED, DAMAGE TO PROPERTY OR LATE CHANGES TO BOOKING. \*\*PAYMENT TO BE MADE ON THE DAY OF THE BOOKING**

**NEW GROUPS ARE REQUIRED TO PAY FOR FIRST 8 BOOKINGS AT TIME OF BOOKING**

**25% Temporary discount \*\*\* for all Community Groups that sign up for the Regular booking scheme. Ask a member of staff for details**

HOURLY RATE		Monday to Thursday		Friday		Saturday	Sunday
		8.00am– 5.00pm	After 5.00pm	9.00am to 5.00pm	After 5.00pm	All Day	All Day
ROOM CATEGORY		2 Hours		2 Hours	3 Hours	3 Hours	3 Hours
<b>A</b>	MILLFIELD HALL	£13.25** £9.94***	£13.25** £9.94***	£13.25** £9.94***	£35.50* £26.62***	£35.50* £26.62***	£29.70* £22.27***
<b>B</b>	COUNCIL CHAMBER THORPE ASTLEY MAIN HALL	£10.85** £8.14***	£10.85** £8.14***	£10.85** £8.14***	£23.25* £17.44***	£23.25* £17.44***	10.85* £8.14***
<b>C</b>	RAVENHURST ROOM	FREE USE	£4.95** £3.71***	FREE USE	£4.95** £3.71***	£4.95** £3.71***	£4.95** £3.71***
<b>D</b>	FOSSE ROOM TA LARGE MEETING ROOM ACTIVITY ROOM	FREE USE	£4.40** £3.30***	FREE USE	£4.40** £3.30***	£4.40** £3.30***	£4.40** £3.30***
<b>E</b>	WINSTANLEY ROOM TA SMALL MEETING ROOM	FREE USE	£3.35** £2.51***	FREE USE	£3.35** £2.51***	£3.35** £2.51***	£3.35** £2.51***
<b>F</b>	CIVIC CENTRE MEETING ROOM CIVIC CENTRE INTERVIEW ROOM	FREE USE	£3.35** £2.51***	FREE USE	£3.35** £2.51***	£3.35** £2.51***	£3.35** £2.51***
	CIVIC CENTRE -KITCHEN min period of 1 hour (inc use of cooker)	£3.80**	£3.80**	£3.80**	£3.80**	£3.80**	£3.80**
	THORPE ASTLEY - KITCHEN min period of 1 hour, (NO COOKER)	£3.70**	£3.70**	£3.70**	£3.70**	£3.70**	£3.70**

Hot Flask And Cups	£4.10 (inclusive of VAT)
Tea/Coffee/Milk/Sugar provided at an additional cost of	40p per person (inclusive of VAT)
Biscuits	35p per packet (inclusive of VAT)
Bottled Water	65p per bottle (inclusive of VAT)

#### **BUSINESS MEETINGS / SEMINARS**

Use of OHP, Flip Chart, TV/Video	Free of Charge
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#### **WEDDING / PARTY PACKAGE (Saturday or Sunday)**

Discount of 20% on the price of any bookings over 6 hours between the hours of 9am – Midnight Saturday & 9am – 11pm Sunday

**BANK HOLIDAY - Saturday Rates and Conditions apply for all Bank Holidays**



## Braunstone Civic Centre and Thorpe Astley Community Centres Scheme for Regular Bookings – Information for Regular Hirers

The Town Council wants to recognise the important role regular hirers play in providing groups and events for the community and give them certainty of knowing they have a room booked, while taking steps to prevent speculative bookings, which only reduces availability for others.

Therefore, regular hirers of Braunstone Civic Centre and Thorpe Astley Community Centre can secure a regular weekly slot, i.e. the same time slot in the same room each week for any period of 12 months, by paying a *Regular Bookings Bond*. The hirer then pays for each booking in full prior to using the room. Assuming all bookings are used and paid for, the *Regular Bookings Bond* is refunded at the end of the 12 month period.

Up to five cancellations are allowed providing 28 days' notice is given, without forfeiting the *Regular Bookings Bond*. If the hirer chooses to cancel more than five bookings or all of the remaining bookings, the hirer is not liable for the cancelled room hire fees but forfeits the *Regular Bookings Bond*.

In addition, where the room payment is made by Standing Order, a 5% discount is applied to the room hire charge. Regular Hirers on this scheme are also able to make bookings of a minimum of 1 hour during weekdays, excluding Bank Holidays (the standard minimum booking period for weekdays is 2 hours).

### Scheme Application

The scheme applies to a single hirer who is booking the same time slot each week for a period of 12 months.

The period of 12 months begins on the date of the first booking.

### How to secure a regular slot

In order to secure a regular slot, i.e. the same time each week for a period of 12 months:

1. complete and sign the *Regular Bookings Form*;
2. pay the *Regular Bookings Bond* at the time of booking to secure the slot as set out in the table overleaf:

Category of Room	Amount
A: Millfield Hall	£250
B: Council Chamber, Thorpe Astley Main Hall	£150
C: Ravenhurst Room, <u>Large Meeting Room with Activity Room</u>	£100
D: Fosse Room, Thorpe Astley Large Meeting Room, Activity Room	£50
E: Winstanley Room, Thorpe Astley Small Meeting Room	£50
F: Civic Centre Meeting and Interview Rooms	£50

3. you will receive a booking confirmation that all dates are added to the bookings diary and you will be issued with the standard terms & conditions of hire.

### Scheme Operation

4. you are required to pay for each booking in full in advance and at the latest on the day of the booking prior to using the room;
5. you are allowed up to five cancellations providing 28 days' notice prior to the date(s) concerned is given, losing the *Regular Bookings Bond* (referred to in 2 above) and without incurring the transfer/cancellation charges.

### Refund of the Bond

Assuming the terms (4 & 5 in the section above) are adhered to, the you are entitled to the full refund of the *Regular Bookings Bond* (referred to at 2 above) or, assuming no increase in the rate, to roll it forward to secure a regular slot in the subsequent 12 month period.

In the event that the terms were not adhered to, i.e. payments are outstanding, less than 28 days' notice was received for a cancellation or more than 5 of the original dates booked were cancelled, then the *Regular Bookings Bond* is retained (i.e. not refunded and it cannot be rolled forward for the subsequent 12 month period).

### Payment by Standing Order

Where you make an annual regular booking in accordance with the above and opt to make the room hire payments by regular Standing Order (rather than invoice and/or payment by cash, card or cheque):

1. A 5% discount is applied to the room hire fee only.
2. you must be in credit with payments at the time of each booking. If you cancel the standing order, the payment is rejected due to insufficient funds or you are behind with payments, then the cost of the room hire from that point forward until it is rectified is charged at the standard rate.
3. The discount does not apply to:
  - i. the *Regular Bookings Bond* referred to in point 2 of the section above,
  - ii. the *Bond for Excess Charges*,
  - iii. any deposit payment (although it will apply to the charge as a whole),
  - iv. any additional room hire charges not booked in advance (i.e. you do not vacate the room by the end time),
  - v. transfer/cancellation fees, or
  - vi. supplies such as tea & coffee or the projector.