

QUAINTON MEMORIAL HALL

Contracts and Deposit Procedure

1) Contracts

- a. Contracts to be issued for all ad-hoc non-repeat hires.
- b. Weekly/monthly repeat bookings will be advised of the terms and conditions at the commencement of a repeat booking and annually when the bookings are renewed.
- c. Ad hoc bookings which become repeat bookings – the terms and conditions in the original contract will apply.
- d. Contracts for ad-hoc, or non-regular bookings to be issued within 14 days of the booking being confirmed.
- e. Contracts will be sent to hirer, normally by email. The hirer will be asked to return the signed contract or confirm acceptance of the T&Cs by email.
- f. For ad-hoc bookings, the contract will be attached to the record and uploaded to the booking system by the booking clerk.

2) Deposits

- a. Weddings and large parties require a deposit of £250.
- b. Other events may require a deposit of £50.
- c. Deposits can be waived for organisations or individuals known to QMH. The booking clerk may use discretion in waiving the deposit.
- d. If the deposit is waived, this will be clearly indicated on the contract and on the booking record.
- e. Deposit and hire charge to be recorded on both the contract and the online booking system to assist invoicing and accounting.

3) Payment of deposit and hire charges

- a. Hire fee for ad-hoc, or non-regular bookings, to be paid in full at the time of the booking confirmation, apart from weddings and large celebrations where the hire payment may be deferred until 3 months before the event.
- b. All bookings will be invoiced monthly.
- c. Hirers to be asked for bank account and sort code details to enable return of deposits by BACS.
- d. ALL deposits should be paid at the time of booking.
- e. Deposits, including cheques and cash, will be banked.
- f. Receipt to be issued on request.

- g. Treasurer to update the booking system to record receipt of all payments in respect of non-regular bookings.
- h. The booking clerk is responsible for checking hire charges have been paid.
- i. Keys or key safe code will not be handed over until the hire charges have been paid.

4) Return of deposits

- a. A member of the Committee will check the condition of the hall before a deposit is returned. Deposits are returned after the event unless it needs to be retained.
- b. Treasurer will call hirer to confirm bank details before making payment to return the deposits, which will be made by BACS.
- c. Treasurer to update the booking system when deposits are returned.

5) Cancellations

- a. The hire charge incurred if cancellation is made less than 24 hours before a booking.
- b. A standard paragraph is included on the invoice to remind repeat bookings to give prior notification to the booking clerk of any cancellations, otherwise the hire charge may be due.

6) Policy Review

This policy shall be reviewed every year and amended as appropriate

Adopted on: June 2014

Reviewed: September 2024

Next review due: September 2025

Table of amendments

Date	Amendment
September 2024	Review period specified
September 2023	No amends
5 September 2022	A number of minor drafting amendments to remove ambiguity. Reference to payment by cheque removed, as QMH will only draw cheques in exceptional circumstances. Other changes of substance: 1e. Added stating hirer will be asked to return signed contract or email confirming acceptance of T&Cs. 3a. Amended, stating hire charge for weddings may be deferred until 3 months before the event. 3g. Amended stating the Treasurer will update booking system for all non-regular payments received.

	<p>3h. Added stating Booking Clerk is responsible for checking payment has been made before giving access to the hall.</p> <p>4a. Amended stating a member of the Committee will check the hall before a deposit is returned.</p> <p>4b. Added stating Treasurer will call hirer to confirm bank details before returning deposit, in line with current anti-money laundering best practice.</p> <p>5a. Added stating a cancellation charge will be made for bookings cancelled with less than 24 hours' notice.</p>
6 June 2022	<p>Amended 3(a) hire charge payment for weddings may be postponed until 1 month before the event.</p> <p>Amended para 3 and 4 – Treasurer to update the booking system when all payments are received, and deposits returned.</p>
17 May 2022	<p>1a. Amended to change when contracts are issued Contracts issued only for ad-hoc, non-regular hires. Regular or repeat bookings will be issued with Ts and Cs when the bookings are renewed annually, the ts and cs in the original contract will apply to ad-hoc bookings that become repeat bookings</p> <p>2a amended - £250 deposit required for weddings and large parties.</p> <p>2b. amended other events MAY require a deposit.</p> <p>3 clarification about time that full payment is due, paragraphs renumbered</p> <p>3a. Hire fee for ad-hoc, or non-regular bookings, to be paid in full at the time of the booking confirmation</p> <p>3b. Regular and repeat bookings will be invoiced monthly</p> <p>3e amended to include reference to key safe</p> <p>5a hire fee for cancellation of repeat booking where prior notification is not provided amended to say 'may' be due.</p>
17 November 2020	<p>Point 1c added to confirm additional or supplementary conditions of hire can be added to the main contract.</p> <p>Additional minor amend to point 3e</p>
28 November 2017	<p>Clarification to point 2.a. of when a £250 deposit is required.</p> <p>Additional other minor amends</p>