

# The Crystal Palace Community Development Trust

## Notes of Guidance for Hirers when Completing a Hall Hire Application

These notes provide you with further information to help you to complete your application. The information you submit will be used to prepare your invoice. If you require further information, please do not hesitate to contact the booking office directly. Contact details can be found on the back page of this booklet.

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### Completing the form -

**1. Access times and finishing times.** Please be aware that halls are opened and closed according to the times stated on the application form, all times include set up and clearing away times. CPCDT will not permit hirers or their guests/organisers access outside of the requested times. If, in the absence of the caretaker, you enter the halls outside your booking time, the CPCDT will retain the whole or part of your damage deposit. You must ensure that you book adequate time including preparation time (e.g. for caterers, DJ's to set up) for your function.

Closing times – is the time the function is to finish. The latest time for functions to finish is 12 midnight. For social functions, bars must close 30 minutes before the time you enter in “Hall to be vacated by” and music must also stop 30 minutes before this time.

When using the Halls **all rubbish must be placed in black bags** with **all food waste removed from the premises, the kitchen must be left clean and tidy** all other cleaning will be done by Anerley town Hall staff. You should allow a minimum of 30 minutes at the end of the function to arrange for this to happen. If it is likely that you will not be present at the end of the function i.e. in the case of the bride and groom leaving early, you must nominate an individual(s) to ensure that in your absence this is completed. In cases whereby the rubbish has not been placed in bags and food waste not removed, the entire damage deposit may be retained by the Halls Management.

Functions that overrun – in the case where functions overrun beyond the time stated on the invoice, each hour will be charged at the equivalent of **time and a half of the hourly rate of both halls** which will be deducted from your damage deposit fee. The minimum charge will be one hour and prices will be those that apply at the time of the function.

### Please note

Hirers who wish to bring their own crockery will need permission from the CPCDT Management for which there is a storage charge. If permission is granted, hirers will have to make arrangements to ensure that they are collected by 10am on the next working day following the event. **Hirers are not permitted to bring in tables and chairs.**

**FAILURE TO COMPLY WILL RESULT IN PART DAMAGE DEPOSIT BEING RETAINED BY THE CPCDT.**

**2. Hire Periods and Rates**

**Key:-**

**MH – Main Hall**

Should you require the use of the kitchen, you will be required to hire the lounge for your function. Bookings will not be taken for just the main hall with the kitchen.

**LG - Lounge – Please note** Bookings at peak times, for just the Lounge, can only be booked up to a month in advance. All charges are inclusive of PRS and PPL were applicable.

**Please Note:**

There will be no concessionary rates for users of the halls during peak hours.

Period	Peak/Off peak	Category A		Category A*		Category B	
		MH	LG	MH	LG	MH	LG
Mon – Thurs 9am-10.00pm Fri 9am-6pm	Off-Peak	£20	£15	£25	£20	£40	£25
Fri – after 6pm & all day Sat/Sun	Peak	£60	£40	£60	£40	£60	£40

**Additional Equipment Hire (Unless part of package deal)**

Round Table Hire	£10.00 per table (includes 10 banqueting chairs per table)
Green/Gold chair hire	£0.50 per chair (free if round tables hired)
CD Player & speakers	£100.00
Kitchen (peak rate- Lounge only)	£50.00
Crockery only storage charge	£25.00 (one off payment)

**3. User Group Categories**

**Category A** - Small voluntary Groups (conditions apply)  
Rates and bookings apply Monday - Thursday 9.00am – 10.00pm,  
Friday 9.00am – 6.00pm.

**Category A\*** - Statutory organisations, partners & other charities

**Category B** - Social Functions (e.g. Wedding Receptions – except where All Day Wedding Packages applies, Birthday and Anniversary Parties, Dinner Dances, Dinners), & commercial organisations.

**Celebration packages - (All Packages include the use of basic tables and chairs)**

**Package A** An all day package (10am- Midnight) is available for **£775** which includes use of both halls, kitchen and equipment. The package only applies for Saturdays and Sundays subject to availability.

**New Years Eve – A flat fee will apply to the sum of £1000 which includes use of both halls, kitchen and equipment and access times will be between 1pm till 1am New Years Day.**

**Package B** An evening package is available for **£575** which includes use of both halls for a maximum of 8 hours, kitchen and equipment. The package only applies for Saturdays and Sundays, subject to availability, for a maximum hire period of 8hrs and is applicable after 2pm Friday, Saturday and Sunday.

**Package C** Friday evenings 7pm-12pm which includes use of both halls for a maximum of 5 hours, kitchen and equipment. **£450**

**Any additional time required outside your package price is charged at £50 per hour. For events on a Saturday hirers may subject to availability book the night before for setting up the halls this is charged at £50 per hour and can only be between the hours of 7-10pm.**

**Minimum hire periods for bookings**

The minimum booking hire during peak hours will be 5 hrs (from 6.00pm Friday till 11.00 pm Sunday) and 2hrs during non-peak hours (9.00pm Monday till 6.00pm Friday). Commencement times of hire during weekend's, afternoon & evening events will be at the discretion of the Halls Management.

**Christmas Period**

**With the exception of New Years Eve Bookings taken between the dates of 24<sup>th</sup> December till 3<sup>rd</sup> January will be charged at the hourly rate there are no package prices available.**

**4. Capacities**

**The CPCDT cannot accept responsibility for numbers being over the stated capacity. Failure to comply will potentially result in the function being cancelled immediately.** (the numbers given are the maximum permitted according to fire and safety regulations)

<b>ANERLEY TOWN HALL</b>	<b>Main Hall</b>	<b>Lounge</b>
<b>Meetings/Theatre style layouts</b>	200 without tables	50 without tables
<b>Social Functions:</b>		
<b>Buffet/Dances</b>	175	n/a
<b>Sit Down Meals</b>	150	35
<b>Children's Parties</b>	80	40
<b>Keep Fit/Dance</b>	100	30

<b>Sales/Fairs</b>	18- 20 x 6ft tables	6-8 x 6ft tables
<b>All Day Wedding Package</b>	As Social Functions	N/A

## 5. Method of Booking and Payment / Reservations

- i) You have indicated that you wish to book Anerley Town Hall. All the necessary paperwork has been enclosed.
- ii) Please complete all sections of the Application to Hire form and return to the address stated on the application form.
- iii) On receipt of the completed application form, an invoice will be raised requesting a non refundable payment for 25% of the total amount (or full payment if the total amount is less than £100.00 or if your booking is within the next sixty days).

**Please note:-**

This 25% deposit will need to be paid within 14 days from the date the invoice is raised, after which your booking cannot be guaranteed until your deposit has been received. The remaining 75% together with your **damage deposit of £200** is due two months before the function, or three months for bookings between July and September. In the case of full payment being made at the time of booking, no further increases will apply to your event. Price rises occur at the beginning of April of each year.

**Please Note:- Bookings will only be reserved upon receipt of your 25% non-refundable reservation deposit.**

## 6. Paying Your Invoice – refer to above paragraph for when payment is due by.

You can pay your deposit or balance by cheque, credit/debit card or cash. Payment by cash is acceptable although please telephone in advance to inform us of your intention so that suitable meeting arrangements can be made.

Paying by cheque                      Please make cheques payable to “Crystal Palace Community Development Trust” or CPCDT allowing one calendar month for clearance.

Payment by Credit/Debit card      Payment can take place in the bookings Office or over the telephone between 10am-4pm. All data is kept secured and is not given to third parties. All information is strictly confidential and kept in a locked filing cabinet which is destroyed securely after a function. **All credit card payments incur a charge of £3 per transaction which will be added to your invoice. There is no charge for a debit card.**

Cash    Monday to Friday 10am-4pm.

## 7. Refundable Damage Deposits

A refundable deposit of £200 is required on all social functions as a guarantee against

- (i) **damage;**
- (ii) **additional work caused by halls being left in an unacceptable condition;**
- (iii) **if the hirer does not vacate the hall by the agreed time**
- (iv) **failure to comply with the conditions of hire**

If paid by cheque please allow three weeks for the return of your deposit. Payment made by cash or credit/debit card can be refunded the week after the function subject to these conditions being met. Please note all card refunds are made to the card they were paid with, and all payments made by cheque will be banked immediately.

You will be required to provide us with named contacts during your event and sign a form to accept the condition of the hall prior to your event. A hall layout form should be completed to ensure that your hall can be laid out to your

requirements (Halls are laid out at the commencement of the booking). Failure to complete a hall layout form 14 - days before your event may result in the layout you require not being suitable or available due to health & safety. You will also be required to sign the form after your function. If it is likely that you will not be at the hall at the end of the function e.g. the bride and groom leaving early, please make sure that you nominate someone to sign in your absence and make this person known to the hall officer either in advance or on the evening. Failure to sign the form may lead to your damage deposit being retained.

CPCDT takes every precaution to notify you of any damage on the evening. In some cases particularly where the evening is busy, staff may fail to notice damage and this may only be noticed during the following day. In these circumstances, a member of staff will contact you providing further details.

## 8. Refunds and Cancellations

See Conditions of Hire (Section 5) regarding cancellation fees.

## 9. Catering and Use of the Kitchen Area

If you intend to hire kitchen facilities for your function, please make note of the following conditions:

- (i) All kitchens are available for use during the time that you request the hall. Use of kitchens outside such times is not permitted unless additional hall hire charges are paid. Use of the kitchen includes use of cooker, fridge & freezer. There may be other items such as microwave and kettle which can be used if available. If you require additional refrigeration equipment this can be brought in on the day but must be taken away on the day.
- (ii) Where the hirer intends to appoint professional caterers to provide food services, the hirer must arrange to provide proof of the caterer's public liability insurance to cover the caterer, their staff and the hirer's guests against such eventualities as damage to property, injury to persons and claims from third parties such as becoming ill following food consumption. The minimum acceptable cover must be no less than £1million. CPCDT's Public Liability cover applies to hall letting agreements but companies must provide additional cover where kitchens are being used.

**In cases whereby the Hirer wishes to do his/her own catering, it is advisable that the hirer takes out insurance for reasons as stated above as any damage to premises will be the hirers responsibility in any event.**

If you require the use of the kitchens, please be aware that you will need to leave the premises clean and tidy, including bagging up and clearing all rubbish, foodstuffs and packaging to the paladin bins provided. You must also ensure any fridges, ovens, microwaves and freezers are cleaned and clear of any food. You are requested to provide your own refuse sacks for this purpose. A charge may be made for the clearance of excess rubbish or the removal of oil or food products left, **creating a blockage in the sink**, after the event.

## 10. PRS and PPL

The Performing Rights Society (PRS) works on behalf of music composers and publishers to ensure that all royalties due on copyright are paid. A fee is payable for any booking where music (live or recorded) is played with the exception of family or domestic gatherings e.g. wedding receptions, birthday parties, anniversaries etc. Fees vary depending on the nature of the event and are incorporated in the charges table, where applicable (see section 2 – Halls Conditions of Hire). For current fees please contact the booking office. Phonographic Performance Limited (PPL) works on behalf of artists, record companies and musicians. PPL licences are a requirement for any event where recorded music is played with the same exceptions as PRS above i.e. family or domestic gatherings.

## 11. Layout of Hall

In order to ensure that the layout meets our health and safety requirements, you will be required to submit your plan of the tables not less than 14 days prior to your event. The staff are familiar with the range of possible options for seating and layouts and will try to assist you with planning your layout if required. Please telephone the hall to discuss your particular requirements or to book a personal appointment.

## 12. Noise and the Neighbours

The hall is equipped with a noise-limiting device to prevent noise pollution. The device has been pre-set by the local Council's Environmental Services Department to maintain good relations with our neighbours. Please advise providers of your music e.g. DJ/band etc accordingly.

## 13. Child Protection Policy

For hirers who wish to organise activities for young persons under the age of 11 years, (except those events which are of a private family nature) you will need to be fully aware of your responsibilities for protecting children under your control. CPCDT can provide you with information to help you develop safe and sound policies and procedures. If you would like to receive further information on Child Protection please indicate this in the box marked "Other" at section 3 "TYPE OF FUNCTION." To continue with any hire agreements and/or to renew existing agreements, you will be requested to provide an update of your policy and/or confirmation that you will adhere to the CPCDT policy. Failure to return a bona fide response to a request for Child Protection information may lead to your booking being rejected.

## 14. Young Peoples parties/discos

For safety and security reasons people are not allowed to book parties for young people aged between 11-20 at the Anerley Town Hall. Parties booked under false pretences will immediately be stopped with no refunds and damage deposit withheld.

## 15. TENS Licence

CPCDT does not allow the hire of the halls for any commercial purposes where tickets are on general sale to the public through any means. On instances whereby the hirer for either a private party or a charity/fundraising event wishes to charge for either admission or the sale of alcohol/soft drinks will need to apply for a TENS licence. The licence will have to be presented to CPCDT Management at least 7 days prior to the date of the booking. Failure to do so will result in the cancellation of the booking and loss of deposit. For further information or an application pack, visit [www.bromley.gov.uk/business/licences/alcohol/](http://www.bromley.gov.uk/business/licences/alcohol/)

## HALLS - CONDITIONS OF HIRE

Upon submission of an application, CPCDT will determine the suitability of the premises requested and subject to that will process your application and return an invoice for the relevant fee plus charges for additional facilities or services. All bookings taken are only for the specified areas indicated on the booking form unless with prior written agreement. Upon payment of any deposit or fees and charges you will be deemed to have entered into a contract for hire of the premises on the terms and conditions set out below:

### 1. Your Responsibilities

During the period of hire specified on the application form:

#### **You SHALL NOT: -**

- (i) **Chew gum** anywhere inside the building ( gum deposits are costly and hard to remove, deposits will be retained for removal of chewing gum )
- (ii) Sell alcohol without an appropriate licence and which must be shown at the time of booking.
- (iii) **Smoke** or allow smoking anywhere inside the building, as well as anywhere around the front of the building. The Anerley Town Hall strictly operates on a No Smoking Policy.
- (iv) **CPCDT operates a zero tolerance drugs policy.** Any hirers or guests caught using drugs on the premises will be reported to the police immediately.
- (v) Make any alteration or addition to the lighting and power arrangements at the premises.
- (iv) Allow any fires or appliances with naked flames to be used at the premises including candles
- (v) Insert or apply any nails, tacks, screws, bolts, adhesive tape, glue or other substance to any part of the premises or equipment.
- (vi) Allow any animal (except for guide dogs) to be brought on to the premises.
- (vii) Use the premises for any commercial purposes, as well as sub-letting to other users, unless previous agreement has been made with the Halls Manager

- (viii) Allow the number of persons present at the premises to exceed the number (if any) specified on the Guidance Notes for Application and associated information sheets.
- (ix) Allow any fly posting at the premises.
- (x) Erect any signage or banners in or around the surrounding areas of the building without written permission from the Anerley Town Hall Management
- (xi) Continue to use the facilities and hire the areas outside the times stated on your application form and or invoice.
- (xii) Confetti and/or party poppers should **NOT** at any time be thrown anywhere **INSIDE** the building as it could potentially leave permanent stain deposits on the floors.
- (xiii) You are strictly prohibited from placing anything on the walls.
- (xiv) Leave any guests or catering staff on the premises after a function.

**Finally:-**

- (xv) **As this is also a business centre, hall users, INCLUDING CHILDREN, are not allowed to congregate in both the foyer and stairway area of the building at any time.**

In all the above cases CPCDT may make an exception to the above restrictions by granting written consent prior to commencement of the period of hire upon application by you. Where consent is granted subject to conditions, you shall comply with such conditions and upon failure to do so, such consent shall be deemed to be withdrawn, resulting in whole or part of your damage deposit being retained by CPCDT, or in cases whereby the costs to repair the any damages caused exceeds the amount of £200, you will be liable for the entire amount incurred towards the damages.

**2. You SHALL**

- (i) Nominate sufficient persons to act as stewards during the period of hire in order to ensure observance of these conditions. You should have at least 2 stewards for every 100 guests and the identities of such stewards must be made known to the duty staff prior to the start of the period of hire so they may be briefed as to their duties.
- (ii) Ensure children are adequately supervised at all times, **and not allowed to assemble in the foyer area at any given time throughout the event**
- (iii) Comply with all licensing laws.  
Where you are planning to use professional caterers, arrange for CPCDT to receive a copy of your caterers' Public Liability Insurance certificate (minimum cover £1million) prior to the date of the function.  
**However, the onus is entirely left to the Hirers to ensure that their Caterers are fully insured, as it will be the hirers responsibility to meet the total costs against damage to the halls and/or kitchen.**
- (iv) Pay for any additional charges imposed by CPCDT in respect of excess electricity consumed where alterations to lighting or power supplies have been agreed by CPCDT.
- (v) Indemnify CPCDT against
  - (a) Any loss or damage to the premises, equipment or other property,
  - (b) Any claims by third parties in respect of loss or damage to property or death or personal injury.
- (vi) Comply with all or any conditions notified to you by CPCDT in respect of Licences provided for public entertainment such as music, dancing, stage plays, and the sale of intoxicating liquor and the payment of any PRS or PPL fees that apply.
- (vii) Any licences will need to be shown at the time of booking.
- (viii) Vacate the premises at the end of the period of hire stated on the application **ensuring all guests and catering staff have left the premises.**
- (ix) Leave the kitchen and equipment in a clean and tidy condition, ensuring all food waste is removed from the premises and that rubbish is in black bags.
- (x) Provide a plan of any proposed layout of tables etc to the Halls Officer at least **ten days** prior to the period of hire so that this can be agreed in terms of health and safety.
- (xi) You shall ensure that each item of electrical equipment being brought onto the premises for subsequent use during the period of hire, (including equipment provided by DJ's) bears a clearly identifiable Portable Appliance Test (PAT) label certifying that the equipment has been tested for electrical safety. The label shall state the date of the test and shall clearly show the date when the equipment is to be re-tested. You shall make available in advance, a list of equipment intended to be used during the period of hire together with a copy of a PAT test certificate for each item of equipment. CPCDT reserves the right to refuse the use of non-certified equipment on its premises.

- (xii) Whilst the Halls Management will take every measure to ensure that maintenance and inspections to the halls will occur outside hours of hall hire. however there will inevitably be occasions whereby emergency access will be required during an event in which case, you will have to grant them access to the halls almost immediately.
- (xiii) Those of you who choose to use a horse and carriage at their celebration will need to ensure that any defecation on site is removed and disposed of immediately.
- (xiii) **Remove all balloons by the end of your event.** Where helium balloons are used it is advisable that they are firmly supported to ensure that they do not rise up to the ceiling. In cases where there are balloons left suspended at the ceiling, **a charge will be levied to have them removed.**
- (xvi) **The CPCDT do not take responsibility for any loss, damage or non-deliverable items that you may have hired from a third party. We will sign for the delivery of any items that you have hired and mark them as "unchecked". The CPCDT however, will store the items in a locked room for which you will gain access to, on the day of your event. If you fail to request permission for bringing in hired items, we may refuse delivery on the day. It is therefore essential that you request permission from the CPCDT when completing your bookings form.**

Failure to comply with any of the above will result in whole or part of your damage deposit being retained, or in cases whereby the costs to repair the damages caused exceeds the amount of £200, you will be liable for the entire amount incurred towards the damages.

### 3. Loss or damage / Vomiting

Where you or any guests or invitees cause damage to the premises or equipment or other property belonging to CPCDT, you will be required to meet the **ENTIRE** costs of such loss damage and for these purposes CPCDT may retain all or any part of the deposit paid by you in meeting such loss or damage and where that is insufficient to meet the total damages or loss suffered.

We shall in appropriate cases be entitled to make a claim upon your insurance taken out pursuant to Condition 2(iii). Please take measures to ensure that if someone is likely to vomit, that they do so in the lavatory. In the event of vomiting taking place anywhere in the halls, foyer or stairway area of the building, CPCDT may retain part of the deposit to compensate for the cleaning expense that will be incurred. It is therefore in the Hirer's best interest to ensure that this does not occur.

#### **NOTE**

Save in the case of negligence or breach of statutory duty CPCDT does not accept any responsibility for loss or damage to clothing or other property left by you, your guests, servants or agents or any member of the public at the premises during the period of hire and CPCDT shall not be required to provide a cloakroom attendant.

### 4. Supplementary Conditions of Hire for Regular Users

- (i) For hirers who have requested a number of dates throughout the year, an application form together with a calendar will be sent to you requesting that you submit the dates that you require. We will confirm the dates that you have requested by sending you a confirmation report summarising the booking details. You will be required to sign and return the report. Once the event report has been returned the booking office will fix your dates and prepare invoices based on the dates and times required. Any subsequent changes to your booking must be made in writing to the booking office. **Notification of cancellations less than one month in advance will require the full hall hire fee to be paid.**
- (ii) Invoices will be run quarterly throughout the year on the following basis
 

Mid February	for dates in April, May and June
Mid May	for dates in July August and September
Mid August	for dates in October November and December
Mid November	for dates in January February and March.

#### Late Payments and uncleared cheques

**All late payments and uncleared cheques will be subject to an administration fee of £30.**

- (iii) Invoices will be payable two months in advance (except bookings for July and August where payment is due three months before the event). Hirers will not be permitted to amend invoices once they are raised and

the full balance will be required by the due date shown on the invoice (saving for notifications made in writing one month in advance (point 4i above).

- (iv) For those hirers who charge admission prices or levy membership rates etc, hall hire fees will be negotiated. In order to set prices you may be required to provide further background to your booking including prices of tickets, admission (if applicable), memberships and numbers expected. Rates that are subsequently agreed will be subject to on-going review. Such reviews could be conducted at regular intervals throughout the booking period particularly where introductory rates have been offered.
- (vii) Whilst every attempt will be made to honour bookings CPCDT reserves the right to cancel or re-arrange bookings to accommodate much needed repairs and maintenance of the facilities or to respond to emergency situations.

#### **5. Cancellation or Termination of Hire by CPCDT**

- (i) CPCDT may refuse any application for hire without giving a reason
- (ii) CPCDT may terminate any agreement of hire at any time up to and including the date of hire if
- a) It becomes aware of any fact which would prima facie indicate that it would not be in the interests of CPCDT to proceed with the hiring or which might otherwise prejudice the CPCDT's standing and responsibilities as a local community group.
- b) When the premises are required for the purpose of any parliamentary, local or European election or for the purpose of civil emergency or any other event of local or national importance where the use of the premises by CPCDT is essential for CPCDT to fulfil its functions and obligations as a community group or partner.
- c) (c) In the event of such cancellation or termination of hire, CPCDT's liability will be limited to a full refund of deposit monies and any other payments made by you. It will not be liable to compensate you for any consequential financial or other loss whatsoever arising directly or indirectly as a consequence of such cancellation.

#### **6. Cancellation or Termination of Hire by the Hirer Non –Regular Hirers**

If you wish to cancel the hiring you may do so by writing to the Bookings Manager, CPCDT, Anerley Town Hall, Anerley Road, London SE20 8BD and upon receipt of such notice CPCDT will give a refund of 75% of the hire fee provided at least **two** calendar month's notice is given with exception to bookings made in July and August where three months notice is required. CPCDT will retain the initial 25% non-refundable deposit.

#### **Important Notice**

Please be advised that the Halls Management will need to be notified of any cancellations **in writing, e-mail or faxed** at least **2 months** before **the date** of the event ( 3 months if your booking is between the period 1<sup>st</sup> July till 31<sup>st</sup> August ), otherwise the CPCDT will retain **100%** of your bookings fee (excluding the £200 damage deposit fee).

#### **Regular Hirers**

If you wish to cancel the hiring you may do so by writing to the Bookings Manager, CPCDT, Anerley Town Hall, Anerley Road, London SE20 8BD and upon receipt of such notice CPCDT will give a full refund provided **at least 2 months** prior to the date of the booking is given. Failure to comply will result in the full amount being retained by CPCDT.

#### **7. Data Protection Act**

Please note that we will use any personal data supplied by you on the Application for Hire to process the application and may make the details available to officers or other organisations as necessary to complete the arrangements for hire including the provision of liquor or public entertainment licences. You are entitled to a copy of such information upon payment of a fee and are entitled to request that any inaccuracies be corrected.

#### **For Hall Bookings contact:-**

Crystal Palace Community Development Trust  
Anerley Town Hall,  
London SE20 8BD  
Tel: 020 8676 5666  
Fax: 020 8676 5670  
Email [admin@cpcdt.org.uk](mailto:admin@cpcdt.org.uk)