

1. Introduction

The Broomhall Centre (BHC) is a registered charity which exists to benefit, primarily, the inhabitants of the Broomhall district in the city of Sheffield without distinction of sex or political, religious or other opinions by associating the local authorities, voluntary organisations and inhabitants in a common effort to advance education, to provide facilities in the interest of social welfare, to support recreation and leisure time and to maintain a secular community centre

In line with this mission BHC seeks to:

- ensure our services meet the needs of our clients
- provide new skills and perspectives
- increase our contact with the local community we serve

2. Background and Facilities

The BHC building belongs to and is maintained by Sheffield City Council, but relies on rental income to run the Centre. There is no funding for a full-time receptionist or cleaner, so users are trusted to let themselves in with a fob, to set up for their event and clear away everything afterwards. The Centre must be left clean and tidy for the next group.

The Centre has a hall with stage and kitchen (with a hatch). There are three smaller meeting rooms: MR1 – a classroom, MR2 – a side room opening off the hall, MR3 – and upstairs computer suite. There are men's, women's and an accessible (unisex) toilet with baby-changing facilities. Apart from the upstairs computer suite, the Centre has good wheelchair accessibility.

3. Terms and conditions

The terms and conditions are set out in the Lettings Agreement (attached). This covers:

- Safety, security and neighbours
- Supplies, cleaning and waste disposal
- Licensing and permissions
- Bookings, payment, cancellation and deposit
- A checklist focussed on fire prevention & response and health & safety

Centre-users must read, tick and sign the agreement.

4. Process for booking

Potential users should check availability on our website www.broomhallcentre.com and make an initial enquiry by using the on-line form, sending an email to bookings@broomhallcentre.com, phoning the office on 0114 272 9105 or calling in (see website for opening hours, currently two afternoons a week). The booking is not confirmed until the fee and deposit have been paid and the lettings agreement signed. When these have been done, our receptionist will give the user a fob (which the user should check to make sure it works) or

arrange a time to pick it up. The receptionist will enter all bookings and potential bookings on the Google Calendar.

5. Charges, deposits and method of payment

Users can book individual rooms or the Centre as whole. The charges vary according to the time slot, being least for weekday day-times and most for weekend evenings. The schedule of charges is attached and will be reviewed annually. We will make reductions for regular users. Our receptionist has discretion to vary the charges, for instance for charitable events.

We prefer payment by BACs but will accept cheques or cash. We cannot accept credit or debit cards.

Fees and deposits **must** normally be paid at least 2 weeks before the event (which allows a cheque to clear). Providing there is no deduction for damage or misuse of the Centre, the deposit will be repaid in full on returning the fob (if cash) or within a week if using BACs. Should the centre be left dirty, untidy or damaged some or all of the deposit will be retained to cover costs of cleaning or repair.

6. Shared use of the Centre

The Centre serves all sections of the community, including minority and disadvantaged groups. The Centre works hard to balance the need for bookings income, serving local people, supporting regular groups, communities with particular needs and those who struggle financially. We are the only affordable, accessible, secular building in the Broomhall area so there is high demand especially for evenings and weekends. These pressures mean that:

- On some occasions there will be multiple users in the Centre. Users must respect each other's needs and be respectful and polite at all time.
- Sometimes there are tight turn-around times between users. Booking hours must include set-up and clear-away time and cannot be exceeded. Any overrun of booked time, either before or after an event, may incur a charge.
- Occasionally a regular group may be requested to cancel or move a session to allow an important one-off event (for instance a family or cultural celebration). The Centre gives as much notice as possible, but it is important that users provide at least two contact names (mobiles and or e-mail) which are regularly checked, at least daily

Users are kept informed about the work of the Centre and encouraged to play a part in running it (for instance coming to the AGM, fund-raising activities or joining the Board etc).

7. Regular long-term booking

A commitment to a long-term booking means the Centre can sometimes offer a reduced rate and perhaps provide storage space. Such groups must keep their contact details up to date, and check messages and e-mails regularly, in case of changes or problems.

8. Excluded groups

We reserve the right to decline bookings from individuals or groups if:

- The proposed activity will bring the Centre into disrepute, is illegal or goes against our ethos (for instance if it is racist or sexist)
- The individual or group has broken the terms and conditions in the past
- Payment has been withheld
- The Centre has been previously left in a poor condition by the applicant
- There have been complaints from neighbours about noise or offensive activities
- Safety or safeguarding have been compromised

9. Other relevant policies

To ensure the Broomhall's Centre's commitment to ethical, equitable, safe, culturally diverse and mutually respectful activities, users' attention is drawn to the following policies which are displayed in the entrance hall:

- Equal opportunities
- Complaints
- Safeguarding

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