



# Healthworks

the community health charity

The Lemington Centre, Tyne View, Newcastle upon Tyne, NE15 8RZ Tel: 0191 264 1959

The Health Resource Centre, Adelaide Terrace, Newcastle upon Tyne, NE4 8BE  
Tel: 0191 272 4244

## Room Hire

### Terms and Conditions

Anyone confirming a booking to hire rooms at Healthworks is also agreeing to abide by the following terms and conditions. The Terms and Conditions should be read and understood by all facilitators at the time of booking. The information should be read and understood by all the people responsible for the event at Healthworks.

#### 1. Bookings and Charges

- I. Please complete and return the booking form to secure your booking at Healthworks.
- II. All bookings are considered **provisional** until a completed and signed Room Booking Form has been received by Healthworks. If Healthworks do not receive a completed booking form within 7 days, the provisional booking will be withdrawn and Healthworks reserves the right to re-let the facilities.
- III. Once a signed version of the Room Booking Form has been returned the cancellation policy will apply and confirmation will be sent to the hirer.
- IV. All applicants must be twenty-one or older and proof of identity may be required.
- V. Rooms can be booked hourly or for full days. Exact times and charges will be agreed at the time of booking.

Normal operating timings: Mon-Thurs 08:00 – 20:00, Fri 08:00 – 20:00, Sat 09:00 – 13:00

- VI. All sessions are required to finish at the agreed time stated.
- VII. If bookings are completed later than the agreed time the hirer will be charged for the additional time at the current standard hourly rate.
- VIII. All reductions to full rates will be at the discretion of the Healthworks senior managers.

- IX. All bookings with prior agreed credit facilities will be invoiced.
- X. Healthworks retains the right to change room reservation to another room to allow for essential maintenance.
- XI. Any cleaning or repair due to misuse or damage of the room or equipment will be chargeable.
- XII. Any booking that is considered unsuitable or unable to facilitate may be refused.
- XIII. Where possible Healthworks staff will set up the room to the specification of the hirer. However, this may not be possible for evening and weekend bookings, and hirers should allow for sufficient set up time when making a booking. If no instruction is received from the hirer then rooms will not be set up.
- XIV. Please note: We do not charge VAT on room bookings.

## **2. Cancellations**

- I. **Non-cancellation:** failure to cancel a booking will result in hirer being charged in full.
- II. Room booking cancellations should be made seven days prior to the date of the booking.

Cancellations made with less than seven days' notice will be subject to a cancellation charge equal to 50% of the hire cost.

- III. If hirer wishes to change the date of the booking, there will be no charge, if Healthworks can accommodate new required date depending on availability of the rooms.
- IV. Healthworks reserve the right to cancel the booking at any time for any reason it deems necessary.

## **3. Health & Safety**

- I. Please be aware of fire regulations/exit points from the premises and location of nearest fire extinguisher and first aid box. First aider and first aid box at the reception.
- II. Healthworks advise hirer on the maximum room occupancy, however the hirer is responsible for working with this information and ensuring their activity is not overcrowded and safety standards are maintained.
- III. Healthworks reserves the right to request proof of identity from any person attending hired spaces. Admission to the building may be refused if the staff of Healthworks deem it necessary.
- IV. Healthworks will not accept deliveries of goods for an event unless this is pre-arranged by the Hirer.
- V. The hirer/facilitator must keep an adequate record of those in attendance and be able to account for all their participants in the event of an evacuation.
- VI. Corridors and emergency exits must not be obstructed. Furniture or equipment belonging to a hirer must be kept within the room(s) hired. Participants requiring a waiting area may use the Reception Foyer; corridors must not be used for this purpose.

- VII. Preparation of food on Healthworks premises is permitted only by prior agreement with the Healthworks senior managers. Where this has been agreed, the preparation must comply with all food hygiene legislation.
- VIII. All electrical equipment shall be PAT tested within the last year and comply with the Electricity at Work regulations 1989. Healthworks accepts no responsibility for any accidents/incidents caused in association with equipment provided by the hirer.

#### **4. Parking**

- I. Cars shall not be parked so as to cause an obstruction at the entrance to, or exits from, the Centre. Public parking is available but not solely for use of Healthworks patrons. Users of the Centre should avoid undue noise on arrival and departure.
- II. Healthworks do not accept responsibility for any vehicle related accidents/incident and theft of vehicles.
- III. Bicycles may NOT be brought into the building,
- IV. Cycle parking facilities are available at the front of the building and in the Community Garden (The Lemington Centre) and Courtyard (Health Resource Centre). Healthworks accept no responsibility for secured bicycles and are left the responsibility of the owner.

#### **5. Marketing & Publicity Guidelines**

##### **I. Logo and Brand Usage**

- Healthworks logo may not be used in connection with any hire unless directly commissioned by Healthworks.
- Any requests for logo use must be submitted in writing and approved by Healthworks' Communications and Marketing team enquiries@hwn.org.uk.

##### **II. Image Usage**

- No unauthorised images of Healthworks activities - including interiors, staff, or events at Healthworks - may be used for any digital or print purpose.

##### **III. Unauthorised Use of Equipment**

- People are not allowed to use cameras, video recorders, or any other type of recording equipment (such as smartphones for taking photos or videos) in and around our Centres without prior approval. This could include photography, video recording, or audio recording at the venue.

##### **IV. Location Listings**

- The location must only be listed as:
  - Healthworks, The Lemington Centre, Tyne View, Newcastle upon Tyne NE15 8RZ
  - Healthworks, The Health Resource Centre, Newcastle upon Tyne NE4 8BE

- No abbreviations, alternate addresses, or third-party locations may be used in promotions or listings.

V. Marketing Materials Approval

- Any marketing or promotional materials mentioning Healthworks, including digital or print materials, must be submitted to the Communications and Marketing team - enquiries@hwn.org.uk - for approval to Healthworks prior to distribution.

**6. Licenses & Insurance**

I. Performing Rights and Copyright

Hirers are responsible for ensuring all necessary licenses and copyright permissions are obtained for their event.

This includes, but is not limited to, performing rights, music licenses (e.g., PRS for Music), and any associated copyright permissions for films, performances, or presentations.

II. Insurance Requirements

Hirers are required to carry adequate public liability insurance for their event.

Proof of coverage may be requested by Healthworks prior to the event.

III. Indemnity Clause

Hirers agree to indemnify Healthworks from any claims, damages, or liabilities arising from their use of the premises, including but not limited to accidents, personal injury, or copyright infringements.

IV. The hirer confirms that they have adequate insurance in force for all liabilities which could arise, including death or personal injury to third parties or damage to Healthworks property or the property of others, arising out of their occupation and activities while at the premises.

V. Where the booking involves children or vulnerable adults, the hirer is responsible for their safety and for obtaining the necessary DBS clearances for those taking responsibility for the event.

VI. The hirer is responsible for obtaining any local authority licensing or other licenses necessary in connection with the booking. Hirer is also responsible for complying with all statutes and local government regulations in connection with the use of the room(s).

VII. It is the responsibility of the hirer to obtain music licensing if required for the delivery of their activities.

VIII. The hirer is responsible for holding appropriate licensing/affiliation/registration in relation to the activity they are delivering.

IX. Healthworks does not have a 'Public Video Screening License (PVSL)' and hirers cannot show motion pictures, cartoons etc.

X. Healthworks holds a valid TV license.

## **7. Personal Possessions**

Healthworks accepts no responsibility for the loss or theft of personal possessions while on Healthworks premises. Personal belongings to be kept safely stored away or in close proximity.

## **8. Smoking**

Healthworks operates a Smoke Free Workplace. Hirer and attendees must comply with Healthworks Smoke Free policy.

## **9. Alcohol**

No intoxicating liquors are permitted to be bought or sold on any part of the premises.

Attendees under the influence of alcohol or drugs may be refused admission.

## **10. Betting and Gambling**

No betting and/or gambling should take place on Healthworks premises.

## **11. Behaviour**

- I. The behaviour of attendees is the hirer/facilitator's responsibility.
- II. The behaviour of babies and young children is the responsibility of parents/guardians, however the overall responsibility to ensure appropriate behaviour is maintained is the hirer/facilitator.
- III. Healthworks reserves the right to insist individuals be removed from the premises if inappropriate behaviour is observed or reported.

### **VI. Prohibited Activities**

- Hirers must not engage in any activities that violate local laws, promote hate speech, or cause damage to Healthworks' reputation.
- Healthworks reserves the right to cancel bookings for activities that breach these guidelines.

## **12. Animals**

The Hirer shall ensure that no animals (including birds) except guide dogs are brought into the premises, other than for a special event agreed to by Healthworks. No animals whatsoever are to enter any Food Preparation rooms at any time.

## **13. Sustainability**

Healthworks recognize its environmental impact and therefore requests that room hirers support us be sustainable by turning off electrical equipment when not in use, switching off lighting at the end of the booking period.

Main office: Adelaide Terrace, Benwell, Newcastle upon Tyne, NE4 8BE Tel: 0191 272 4244 Registered Charity no: 1040370 /  
Company Ltd by Guarantee no: 2952583 VAT registration: 621476746

**Patron: Professor Sir Michael Marmot**

[www.healthworksnewcastle.org.uk](http://www.healthworksnewcastle.org.uk)