



Healthworks
the community health charity

Room Hire Terms and Conditions

For room and facility hire at Healthworks venues

The Health Resource Centre

Adelaide Terrace, Benwell
Newcastle upon Tyne, NE4 8BE

The Lemington Centre

Tyne View, Lemington
Newcastle upon Tyne, NE15 8RZ

By submitting a booking request through Hallmaster, or otherwise requesting or confirming a booking with Healthworks, the hirer confirms that they have read, understood and agree to these Terms and Conditions.

The person making the booking is responsible for ensuring that anyone delivering, facilitating or otherwise responsible for the activity is aware of and comply with them.

1. Bookings, Charges and Payment

- 1.1 Room hire bookings should normally be requested through Healthworks' online booking system, Hallmaster, unless an alternative arrangement has been agreed with Healthworks.
- 1.2 A booking request does not reserve a room. A booking is confirmed only when Healthworks issues confirmation through Hallmaster or otherwise confirms it in writing.
- 1.3 The person making the booking must be aged 18 or over. Healthworks may request proof of identity where appropriate.
- 1.4 The hirer must provide accurate information about the booking, including the activity, expected number of attendees and any relevant requirements, and must keep their Hallmaster contact and billing details up to date.
- 1.5 Healthworks may request further information before confirming a booking and may refuse a request where the activity, number of attendees, requested room or other circumstances cannot reasonably or safely be accommodated.
- 1.6 The hirer must check the booking confirmation and notify Healthworks promptly if any details are incorrect.
- 1.7 The hire charge will be based on the room, duration and price rate applicable to the booking. Current prices may be amended from time to time and are inclusive of any applicable VAT unless otherwise stated.
- 1.8 Eligibility for Standard, Tenant or any other discounted rate will be determined by Healthworks. Evidence of eligibility may be requested, and a discount rate is not guaranteed for future bookings. Additional charges may apply for additional facilities, equipment, services, damage, excessive cleaning or additional use of a room.
- 1.9 Healthworks may require payment in advance or may agree invoice arrangements. Invoices and payment requests may be issued through Hallmaster, and online payment may be made available through Stripe or another payment method offered by Healthworks.
- 1.10 Where payment is required in advance, it must be received by the date specified. Healthworks may cancel the booking or refuse access where payment has not been received when due.
- 1.11 Where invoicing or credit arrangements have been agreed, payment must be made within the terms stated on the invoice. Failure to pay may result in future bookings being suspended or refused, credit arrangements being withdrawn, or payment in advance being required.
- 1.12 Healthworks may combine multiple bookings, including bookings within a recurring series, into one invoice. The hirer should check invoices and report any apparent error promptly.
- 1.13 Where a refund is due, Healthworks will determine the appropriate method. Where practicable, a card payment will normally be refunded to the original payment method.

2. Cancellations and Changes

Important: The hirer is responsible for cancelling any booking that is no longer required.

Notice given	Charge
7 calendar days or more	No cancellation charge
Less than 7 calendar days	50% of the applicable hire charge
Not cancelled / non-attendance	100% of the applicable hire charge

If a booking is not cancelled, the full hire charge remains payable. This applies whether or not the hirer attends, uses the room or decides that the room is no longer required. Failure to attend does not constitute cancellation.

- 2.1 Cancellations should be made through Hallmaster where this facility is available or otherwise notified to Healthworks. A cancellation is effective only when it has been submitted through the appropriate booking process or received by Healthworks.
- 2.2 Where an invoice has already been issued, any applicable cancellation charge remains payable. Where payment has already been made, Healthworks will refund or credit any balance due after the cancellation charge has been deducted.
- 2.3 Requests to change a booking date or time will be accommodated where reasonably possible and are subject to availability. Any difference in the applicable hire charge will be payable or refunded as appropriate.
- 2.4 Healthworks may cancel, relocate or amend a booking where reasonably necessary, including maintenance, building safety, operational requirements or circumstances outside Healthworks' reasonable control.
- 2.5 Where possible, Healthworks will give reasonable notice and offer a suitable alternative. If Healthworks cancels a booking and cannot provide a suitable alternative, any room hire charge already paid for the affected booking will be refunded.
- 2.6 Healthworks will not normally be responsible for consequential costs or losses incurred by the hirer as a result of a cancellation or change.

3. Using Our Rooms

- 3.1 Rooms are hired for the dates and times shown on the confirmed booking. The booking period must include any time needed for setting up, packing away or clearing the room.
- 3.2 Hirers must not enter or occupy a room before the booked start time without permission. Activities must finish and the room must be vacated by the agreed end time. Additional time may be charged at the applicable rate.
- 3.3 A booking may only be used for the activity described when it was made. Any material change must be agreed with Healthworks in advance. A booking must not be transferred, assigned or sub-let without prior agreement.
- 3.4 Where possible and agreed in advance, Healthworks staff may assist with room set-up. This cannot be guaranteed, particularly for evening or weekend bookings, so hirers should allow sufficient set-up and pack-down time within their booking.
- 3.5 Rooms must be left in a reasonable, clean and tidy condition. Excessive cleaning, repair or replacement required because of misuse, damage or the hirer's activity may be charged to the hirer.
- 3.6 Electrical equipment brought onto the premises must be safe, suitable and appropriately maintained. Where applicable, it must have a current PAT test and meet relevant electrical safety requirements.
- 3.7 Hirers may make their own catering arrangements where appropriate. Preparation or cooking of food requires prior agreement and must comply with applicable food hygiene and safety requirements. Deliveries must not be arranged to Healthworks without prior agreement.

4. Health, Safety and Safeguarding

- 4.1 Hirers must familiarise themselves with relevant fire exits, evacuation arrangements and safety information for the venue.
- 4.2 Healthworks will provide guidance on room capacity. The hirer remains responsible for ensuring that attendee numbers and the way the space is used are safe and appropriate for the activity. Any maximum capacity stipulated by Healthworks must not be exceeded.
- 4.3 The hirer must maintain an appropriate record of attendees and be able to account for participants in an evacuation.

- 4.4 Fire exits, corridors, access routes and emergency equipment must remain unobstructed. Furniture and equipment belonging to the hirer must remain within the booked room unless otherwise agreed, and corridors must not be used as waiting areas.
- 4.5 Healthworks may refuse admission or require an activity to stop where there is a reasonable health, safety, security or safeguarding concern.
- 4.6 Where an activity involves children or vulnerable adults, the hirer is responsible for appropriate safeguarding arrangements, including any required DBS checks, safeguarding procedures, qualifications and supervision. Healthworks may request reasonable evidence of these arrangements.
- 4.7 Children attending an activity remain the responsibility of the hirer and/or their parent, guardian or responsible adult as appropriate.

5. Insurance, Licences and Legal Responsibilities

- 5.1 Hirers are responsible for holding appropriate public liability insurance for their activity. Healthworks may request evidence before a booking is confirmed or allowed to proceed.
- 5.2 The hirer is responsible for obtaining any licences, permissions, registrations or professional affiliations required for the activity, including where applicable performing rights, music licences, copyright permissions and local authority licenses.
- 5.3 The hirer must comply with all applicable legislation and regulations relating to their activity and use of the premises.
- 5.4 Healthworks does not provide a Public Video Screening Licence. Films, cartoons or other copyrighted audiovisual material must not be screened unless the appropriate permissions and licenses are in place.
- 5.5 The hirer is responsible for loss, damage, claims or liability arising from their activities or use of the premises to the extent that this results from the hirer's negligence, breach of these Terms and Conditions, or actions of those for whom they are responsible.

6. Marketing, Publicity, Photography and Recording

- 6.1 Hiring a Healthworks room does not give permission to use the Healthworks name, logo or branding in a way that suggests Healthworks is organising, sponsoring or endorsing the activity. The Healthworks logo must not be used without prior written approval.
- 6.2 Requests to use Healthworks branding should be submitted to Healthworks' Communications and Marketing team. Marketing or promotional material referring to Healthworks or its premises may be required to be approved before publication or distribution.
- 6.3 Photography, video or audio recording on Healthworks premises require prior approval where it may capture Healthworks staff, service users, activities or other identifiable individuals. The hirer is responsible for obtaining all necessary permissions and consents.
- 6.4 When advertising the location of an activity, use the appropriate venue address shown at the start of these Terms and Conditions.

7. Conduct and Venue Rules

- 7.1 The hirer is responsible for the conduct of people attending their booking. Attendees must not cause unreasonable disruption, nuisance, harassment, damage or risk to Healthworks staff, service users, visitors or neighbouring properties.
- 7.2 Healthworks may require an individual to leave where behaviour is inappropriate, unsafe or disruptive. Serious or repeated inappropriate behaviour may result in the booking being terminated and future bookings being refused. Where a booking is terminated because of the conduct of the hirer or attendees, the hire charge remains payable and Healthworks will not normally issue a refund.
- 7.3 Healthworks premises must not be used for unlawful activities or activities that promote unlawful discrimination, hatred or harassment.
- 7.4 Healthworks operates smoke-free premises. Alcohol must not be sold or consumed unless expressly agreed by Healthworks and all necessary licences and permissions are in place. Healthworks may refuse admission to, or require the removal of, anyone who appears to be under the influence of alcohol or illegal drugs or whose behaviour presents a risk.
- 7.5 Betting or gambling must not take place unless specifically authorised by Healthworks and permitted by law.

- 7.6 Animals must not be brought onto the premises unless they are assistance animals or have been agreed in advance as part of an appropriate activity or event. Animals must not enter food preparation areas and remain the responsibility of the hirer.
- 7.7 Vehicles must not obstruct entrances, exits or emergency access. Parking is not exclusively for room hirers and availability cannot be guaranteed. Vehicles, bicycles and their contents remain at the owner's risk. Bicycles must not be brought inside unless specifically agreed.
- 7.8 Personal possessions and equipment remain the responsibility of the hirer and attendees and must not obstruct access routes or emergency exits.

8. Damage and Loss

- 8.1 The hirer must report damage to Healthworks premises, furniture or equipment as soon as reasonably possible.
- 8.2 Healthworks may charge the hirer the reasonable cost of cleaning, repairing or replacing property damaged through the hirer's activity, negligence or misuse by the hirer or their attendees. These costs may be invoiced after the booking.
- 8.3 Healthworks accepts no responsibility for loss, theft or damage to personal possessions, vehicles, bicycles or equipment, or for accidents or incidents arising from equipment supplied by the hirer, except where liability cannot lawfully be excluded.

9. Personal Information and Hallmaster

- 9.1 Healthworks will collect and use personal information as necessary to administer room hire bookings, customer accounts, payments and communications.
- 9.2 Information provided through Hallmaster will be used for purposes connected with managing the booking and Healthworks' relationship with the hirer.
- 9.3 Where online payment is made through a third-party payment provider such as Stripe, payment information will also be processed in accordance with that provider's applicable terms and privacy arrangements.
- 9.4 Hirers are responsible for ensuring that information entered into Hallmaster is accurate and that they have authority to provide any personal information relating to other individuals.

10. General Terms

- Healthworks aims to minimise the environmental impact of its premises. Hirers are asked to use energy and resources responsibly, dispose of waste appropriately and switch off electrical equipment and lighting when no longer required, where safe and appropriate.
- Healthworks may update these Terms and Conditions from time to time. The terms applying to a booking will normally be those in force when the booking is made, unless a change is required by law, regulation or for health and safety reasons. Healthworks will take reasonable steps to notify hirers where a material change affects an existing booking.
- Failure by Healthworks to enforce a provision on one occasion does not prevent it from enforcing that provision subsequently.
- If any provision is found to be invalid or unenforceable, the remaining provisions will continue to apply.
- Questions about booking, invoices, cancellation or these Terms and Conditions should be directed to Healthworks using the contact details provided with the booking or on the Healthworks website.

Healthworks

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