

Terms and conditions of use

Booking terms

1. A booking will be considered confirmed when a confirmation email is sent to the customer
2. Hire charges are based on The Craggs Centre's published rates which are subject to change
3. Agreed hire charges will be as specified on the booking confirmation and/or invoice
4. Regular bookings may be automatically be renewed unless notified otherwise in writing at least four weeks in advance
5. If payment is not made by the customer as stated on the invoice or via email, the booking is not considered confirmed
6. All customers are liable for cancellation charges as follows:
 - a. Cancelled more than 30 days in advance – no charge
 - b. Cancelled less than 30 days in advance – full charge
7. The Craggs Centre reserves the right to cancel this booking (or any part of it) in the event of the facilities booked being rendered unfit or unavailable. In such an event the customer shall be entitled to a refund of the cost of hire of the facilities only
8. The Craggs Centre gives no guarantee, warranty or representation that the building or the facilities are fit or suitable for the customer's purposes.

Liability

9. The Craggs Centre accepts no liability for loss or damage to the customer or any user connected directly or indirectly to the customer other than that which may have been caused as a direct result of any negligence or fraudulent act or omission by The Craggs Centre
10. Any loss or damage caused to the building, the facilities or their contents by the customer or any person connected directly or indirectly to the customer is the full responsibility of the customer and costs incurred by The Craggs Centre as a consequence of such loss or damage will be charged in full to the customer and the customer indemnifies The Craggs Centre in respect of any loss or damage in respect of any claim made by a third party arising from any act or omission of the customer or any user connected directly or indirectly to the customer. Any repairs required as a consequence of such damage will be carried out to the reasonable standards required by The Craggs Centre. The customer also agrees to prevent such damage occurring, other than normal wear and tear, to the fabric of the building and to exercise full and continuous supervision of all users of the building or the facilities connected directly or indirectly to the customer.
11. The customer must have Public Indemnity Liability Insurance (minimum cover of £1,000,000) in place. If the customer is using the services of employees then Employers' Liability Cover must also be in place. Failure to produce evidence of both such insurance policies, when requested, will nullify the booking. Children under 18 years old should be supervised at all times.
 - a. If the customer does not have the necessary insurances in place they must email the Centre detailing the reasons why. Where appropriate, the Centre may choose to waive the requirement for insurance.
12. If the customer is the sole user of the building at any time with no Centre staff present in the building, the customer will keep the internal front door locked and all outside fire escape doors closed at all times except when people are entering or leaving the building. When leaving the building the customer will ensure all doors and windows are closed and the external front door is locked. If requested, the customer will also activate the security system.
13. Any theft or damage occurred as a result of the customer not complying with the requirements specified in the point immediately above may result in the customer paying for all associated costs as decided by The Craggs Centre.

The Craggs Centre policies, and Health & Safety

14. By entering an agreement with The Craggs Centre to hire facilities in the building, the customer agrees to comply with The Craggs Centre policies that forbid all discrimination on grounds of race, religion or disability. Copies of The Craggs Centre policy documents may be obtained from The Craggs Centre on request.
15. The customer agrees to comply with all regulations connected with the permitted use of the building, including fire regulations, health and safety regulations, performing rights regulations and licensing and gaming laws. The customer shall not use the facilities for any illegal or immoral purpose.
16. The customer is requested to familiarise itself and any users connected to the customer with the fire emergency procedures and note that the building and surrounding premises is strictly no smoking throughout
17. The customer will ensure that a person qualified in first aid and their own adequate first aid kit is present at all times during the use of the Centre

General

18. All marketing and publicity for any booking must state the venue name as The Craggs Centre. No other name that could misrepresent The Craggs Centre can be used with any booking with The Craggs Centre.
19. The customer is expected to ensure that neither itself nor any user connected directly or indirectly to it does anything which could harm The Craggs Centre or its reputation (including its regulations concerning denigration, discrimination and characterisation).
20. The customer is expected to leave the facilities (including hired spaces, changing rooms and communal areas) in a clean and tidy condition
21. The customer is expected to obtain all necessary consents relating to its use of the facilities including licencing, performing rights, copyrights and similar
22. The customer is expected to treat with care the equipment and furniture provided with the use of the facilities. In case of breakage, the customer shall be charged the replacement cost
23. The customer shall not, without the prior written consent of The Craggs Centre, film, videotape, televise or publish any event in the building or the facilities. If consent is given an additional charge for such consent may be made.
24. The Craggs Centre strongly demands that no marking shoes or non-rubber-soled footwear are worn in the games hall or studio
25. The Craggs Centre has weight restrictions for the games hall and studios. Please stipulate any requirements for structural additions or equipment prior to booking to ensure compliance
26. Only bottled water or sports drink is allowed in the games hall or studio. No food may be brought into the games hall or studio
27. The Craggs Centre does not allow any animals to enter the building apart from guide dogs for the blind and hard of hearing
28. The Craggs Centre will not provide any marketing support as part of the cost of hire. Any printed material produced which features the name of The Craggs Centre should be sent to The Craggs Centre for prior written approval. An electronic version of The Craggs Centre's logo can be provided on request. Any display in the building requires the prior written consent of The Craggs Centre. Any consent is at The Craggs Centre's absolute discretion.
29. Any items left in the facilities or in the building by the customer (or their service users) may be removed
30. This agreement is a mere licence and grants the right to use the facilities at the specified times on the specified dates and shall not create a relationship of landlord and tenant between The Craggs Centre and the customer