



Hire Session Terms and Conditions

Community Hall and Richards Room

Effective for all Hires from 27 July 2026

Introduction

These are the general Terms and Conditions, with supporting information, for the Hire of Martlesham Community Hall or Richards Room (the hire spaces). By confirming your Hire Session booking(s) with us, you accept these Terms and Conditions.

‘You’ means the named person who confirms a booking or bookings, either personally or on behalf of a group or organisation.

‘We/Us’ means the Martlesham Community Hall Management Committee and/or Trustees.

You can find more details about Booking & Payment, Deposits, Cancellation, Hirer Categories and Hire Session Rates/Times in our Community Hall & Richards Room Hire Charges & Payment document.

Hire session bookings are accepted at the absolute discretion of the Martlesham Community Hall Management Committee and Trustees

1. Booking and Payment

Occasional Hirers – Following your booking request, you must confirm and pay for your hire session at least 14 days before your hire. We will send you an invoice for payment when you confirm your booking. Your booking will be provisional until you have paid. If you do not make payment at least 14 days before your hire, your booking will be cancelled. These limits do not apply if we accept a short-notice booking request from you - i.e. less than 14 days before a hire session, however you will still need to pay before your session.

Regular Hirers – If you are an established regular hirer you will be invoiced monthly in arrears for any hire sessions during the month, unless we agree a different billing period with you. Payment is due immediately you receive the invoice. New regular hirers may be required to pay in advance for hire sessions.



2. Deposits

We don't normally take deposits from hirers. We may need a deposit from you if we believe your activity or event is Medium or High Risk. Any deposit taken will be returned to you within 7 days of your hire session, less any deductions for damage or extra cleaning needed.

3. Cancellation

Occasional Hirers – If you cancel your hire session booking:

- more than 14 days in advance, we will refund your payment in full;
- between 14 days and 7 days in advance, we will refund 50% of your payment;
- less than 7 days in advance, we will refund 25% of your payment.

We will only accept your cancellation of a Hire Session Booking via our Hallmaster online booking system, by email or in writing to the Booking Secretary. If we cancel your booking, for whatever reason, we will refund any payment in full. This is the limit of our liability to you.

Regular Hirers – If you are an established regular hirer, you may cancel a hire session at least 48 hours in advance without paying for the session. If you cancel with less than 48 hours' notice, we may optionally charge you 50% of the applicable Regular Hirer rate.

4. Entry

Entry to the Community Hall and Richards Room is by a front door key. You are responsible for locking the front door when leaving and returning the key securely to the key safe.

Occasional Hirers – The key is located in a wall key safe to the right of the front doors. We will send you a combination for the safe when you have paid for your hire session. You are responsible for keeping this combination confidential.

Car Park Gate Key: The additional key with the front door key is for the padlocks that secure the side gate next to the car park entry barrier used for tall vehicles to enter and leave the car park. You are responsible for making sure the side gate is closed and padlocked at all times, except when tall vehicles are entering and leaving the car park.

Regular Hirers - If you are an established regular hirer, we will issue you with a front door key and Car Park Gate Key. These keys remain the property of Martlesham Community Hall and you must return them on demand.

Barrier Night Time Closure – The car park entry barrier will be closed (down) from circa 22:00 to 08:00 daily, to prevent vehicles from entering. The barrier will lift to allow vehicles to leave the car park between those times.



5. Use

Hire Session Times – You must not enter the hire spaces before the hire session start time and you must leave by the hire session end time, unless you have made specific arrangements with us. The current session times are stated in our Hire Charges and Payment document and will be shown on your booking emails. Our Hire Session times include your set-up, activity and pack-up times.

Technical Facilities – Wi-Fi Internet Access, the installed projector and PA system in each hire space are provided 'as is', without any performance or availability guarantees.

Notices and Decorations – You may use adhesive tack (such as Blu-Tak) to secure notices or decorations to the walls, provided you remove it at the end of your hire session. You must not use adhesive tape or self-adhesive fixings. You must not secure anything to the ceiling or to equipment hanging from the ceiling.

Floors – You may use adhesive tape (including fabric 'gaffer' tape) to safely secure cables or other trip hazard items to the floor or to mark out the floor, provided you remove the tape and any remaining adhesive at the end of your hire session. You must not use permanent markers to mark out the floors.

Cleaning – You must leave the hire space, kitchen facilities, toilets and lobby area in good order for the next hirer.

Rubbish – You must remove all rubbish, unless you have paid for us to dispose of it for you. If you have paid for us to dispose of it, you must bag your rubbish and place it in the bin tidy next door to the Community Hall kitchen entrance.

6. Compliance

As the Hirer, you are responsible for the following:

Smoking/Vaping: You must make sure that no one smokes tobacco products on our premises. This is a legal requirement. You must also make sure no one vapes on our premises, as we do not allow this.

Noise Control: Noise from your event or activity must be kept to a reasonable level, so as to not impact on nearby residents.

Electrical Equipment: Any electrical equipment you (or anybody providing a service for your event or activity) bring onto our premises must be safe and in good working order. We may refuse to let you use unsafe items.



Fire Safety – you must read and understand our Evacuation and Fire Risk Notice, shown as an Appendix to this document and displayed in the buildings, so that you can comply with the Notice in an emergency.

Good Order – the good behaviour of all those who use the venues during your hire session(s). No activity, display, poster, photograph, film, advertisement or performance that is obscene, indecent, offensive or considered inappropriate by us is allowed. We reserve the right to stop any activity we consider unsuitable or unlawful.

Safeguarding - keeping children and vulnerable adults safe during their booking. You must have suitable safeguarding arrangements in place.

7. Damage

You are responsible for any damage caused during your hire session. We may charge for repairs or replacement.

8. Data Protection

You agree to your personal and other data relating to your booking being held on our systems. We agree to hold your data in accordance with our Data Privacy Policy: mchall.org.uk/data-privacy/. We will not use this data for any other reason unless you've given us your permission. Our bookings and invoicing are managed by Hallmaster Ltd, according to their Data Privacy Policy: hallmaster.co.uk/Docs/Hallmaster-Privacy-Policy.pdf.

END

DOCUMENT HISTORY

Version	Date	Issued by	Notes
0.1	11 July 2026	Ian Read	Draft for comment
1.0	16 July 2006	Ian Read	Issued

Appendix - FIRE NOTICE

Martlesham Community Hall - Management Committee

FIRE NOTICE

MCH Fire Risk Assessment 2021 - Appendix 2

**In the event of a
FIRE!**

Call 999/112 – ask for Fire Service

The Responsible Person (normally the Hirer) must:

- Activate the building fire alarm (if not already activated).
- Instruct all persons to leave the building immediately via the nearest available Fire Exits and gather at the ...

FIRE ASSEMBLY POINT: The rear car park bench seat adjacent to the Richards Room Building

- Take a roll call of attendees, where activity attendance has been recorded or partially recorded.
- **CALL THE FIRE SERVICE (NO MATTER HOW SMALL THE FIRE).** There is no public telephone in the Community Hall or the Richards Room or nearby – a mobile phone should be used. The premises address is:
Martlesham Community Hall, Felixstowe Road, Martlesham, Woodbridge, IP12 4PB
- Ensure no evacuated person re-enters or members of the public enter the building under any circumstances.
- On arrival of the Fire Service, report to the Officer in Charge that all persons are believed safe or inform them of anyone who is believed missing from their last known location.

Only extinguish the fire using the fire-fighting equipment if safe to do so!

At the earliest opportunity, the Responsible Person should inform Martlesham Community Hall Management Committee of the incident by calling:

- Hall Manager (Clive Barker) – 07397 817667 or;
- Chairman (Ian Read) - 07730 426562