

HUDAWI CULTURAL CENTRE

BOOKINGS POLICY

Approved by: HUDAWI CULTURAL CENTRE

Date Approved: 06.01.26

Review Date: 05.01.27

STATEMENT

The Huddersfield African West Indian (HUDAWI) Cultural Centre is a Company Limited by Guarantee Organisation (CLG). The Company's purpose is to provide community facilities for meetings, learning and collaboration between community organisations. Additionally, we aim to facilitate and promote social inclusion and cohesion through educational programmes and events, without limitation to background. In pursuing these aims, the charity recognises the particular needs of African Caribbean communities and will prioritise initiatives that address those needs, while remaining open and accessible to all who fall within the HCC's purposes. Through these initiatives, HCC seeks to build a stronger, more connected community where individuals feel empowered.

Our Operating Principles and Values

As a CLG we take our compliance obligations seriously with duties, responsibilities, and public trust to be upheld accordingly. Our key values are transparency, accountability and operating consistently and fairly. This policy ensures that we operate legally and safely, in line with legislation and best practice, to protect the people, our purpose, our finances, and the reputation of HCC.

Background

HUDAWI recognises the importance of having a clear and robust Bookings Policy. The policy will enable

- Fair, transparent and equitable access for all users of the HCC to prevent monopolisation of spaces
- Consistent and transparent decision making
- Prevention of double bookings and operational disruptions
- Protection of the building, equipment and other assets
- Financial sustainability through clear fees, deposits, bonds and payment rules
- Compliance with legal, safety, and safeguarding
- Smoother operations for employees, and volunteers through clear processes#
- Reduction of disputes and misunderstanding by setting clear expectations

Centre Bookings Policy

1. Purpose

This policy sets out how bookings are managed to ensure fair access, smooth operations, and a safe, welcoming environment for everyone using the charity-run community centre.

2. Early Operations Booking Framework

The Policy will at this stage operate an Early Operations Booking Framework whilst the centre becomes established under the early operational phase and any subsequent period where booking data is still emerging. This approach will enable and ensure fair, transparent, and evidence-led booking decisions while the Centre gathers sufficient operational data to identify genuine patterns of demand and peak usage.

2.1 Principles

During early operations, booking decisions will be guided by the following principles:

- I. Fair and equitable access to facilities
- II. Financial sustainability of the Centre
- III. Flexibility while patterns of use are established
- IV. Transparency and consistency in decision-making

2.2 Approach

High-demand time slots will be identified dynamically based on actual booking enquiries, utilisation, and observed demand.

- I. Indicative ranges and professional judgement will be used rather than fixed numerical thresholds.
- II. No user shall acquire an automatic entitlement to recurring peak-time slots.
- III. Block bookings may be adjusted, shortened, or rebalanced as usage patterns emerge.
- IV. A block booking is a series of repeated bookings for the same group, activity, room, and time slot, made in advance, over a defined period.
- V. By practice, a recurring booking is also a block booking if it: Prevents other users from accessing the slot
- VI. Creates exclusivity over a recurring period

2.3 Governance and Oversight

- I. The Centre Manager may exercise discretion for routine booking decisions
- II. Trustee oversight is required where booking arrangements materially affect access for other users or the Centre's charitable objectives.
- III. Decisions and rationale must be recorded in line with booking procedures.

- IV.** The Centre will monitor booking patterns, utilisation rates, unmet demand, and community impact. Quantitative thresholds may be refined or introduced once sufficient operational data is available.

2.4 Transition to Evidence-Led Thresholds

Once sufficient operational data is available, trustees may approve refined thresholds, updated definitions of high-demand periods, or revised booking procedures. Any such changes will be communicated clearly to users.

3. Who Can Book

- a) Bookings are open to individuals, community groups, charities, voluntary organisations, Local Authority Service Departments and local businesses whose activities align with the centre's values.
- b) The centre reserves the right to refuse bookings that pose risk or conflicts with its charitable purpose.
- c) All booking requests are assessed based on the level of manageable and plannable risk.
- d) A strike system will be used for less severe breaches of the terms and conditions, such as failing to clear up after use.
- e) If an organisation's values are not aligned with HCC's, the booking request will be declined.
- f) The Centre Manager may exercise discretion in allocating bookings where this supports financial sustainability, operational efficiency, or the Centre's charitable purposes. Trustee oversight applies where bookings materially affect access for other users.
- g) Booking arrangements will be reviewed periodically to ensure fairness, accessibility, and financial sustainability.

Further details of the booking procedure are provided in Appendix A.

4. Booking Agreement / Terms & Conditions

- a) Hirers are responsible for the behaviour and safety of all attendees.
- b) The premises must be left clean, tidy, and undamaged.
- c) All events must conclude at the agreed time; additional charges apply for overruns.
- d) Licensing laws for music, alcohol, or entertainment must be observed.
- e) Costs for damage, breakage, or additional cleaning will be deducted from the bond.
- f) The Centre does not accept liability for lost or damaged personal items.
- g) Cancellations must adhere to published notice periods.
- h) Failure to comply may result in loss of bond and restrictions on future bookings.

5. Making a Booking

- a) Bookings should preferably be made through the online booking system. If this is not possible, an appointment can be arranged in person at the Centre by emailing info@hudawi.org.uk.
- b) The online system will require hirers to provide identification as detailed in the policy, as well as information on the date, time, purpose, expected attendance numbers, and any equipment or specialised requirements.
- c) Provisional bookings are held temporarily and are confirmed once all required information and payments are received.
- d) Certain activities or bookings may require an on-site meeting beforehand; provisional bookings may not proceed if payment is not completed within seven days.
- e) Hirers wishing to run their own bar may do so if they pay the additional fee and can produce a personal licence in their name.
- f) For bookings involving children or vulnerable adults, relevant Health and Safety and Safeguarding documentation, including DBS information and risk assessments, will be required.
- g) Cooperation is expected for spot health and safety checks.
- h) For block bookings, messages regarding provisional bookings will be relayed to the board or Centre Manager
- i) Distinctions are made between one-off events and block bookings, as well as between different time slots. If a group misses two consecutive bookings, the centre reserves the right to reallocate the booking.
- j) If a group misses two consecutive bookings, the centre reserves the right to reallocate the booking.
- k) Unused slots must be released; repeated non-use may lead to restrictions.
- l) Priority order for bookings: community groups, youth services, charities, statutory services, and commercial users.
- m) If a space is oversubscribed, the centre will refer the request to other community centre partners within Kirklees.

6. Fees and Payments

- a) Hire rates are available on request and may include concessionary rates for community, member, or charitable groups.
- b) A deposit is required to secure a booking.
- c) A bond may be required depending on the event.
- d) Full payment is due two weeks before the event.
- e) Refunds for cancellations are granted only if cancelled four weeks in advance, minus any costs already incurred.
- f) If the Centre must hire additional equipment, there will be an added cost.

7. Age and Identity Verification

To maintain a safe and welcoming environment, first-time hirers must confirm their identity and meet the minimum age requirement.

- a) **Minimum Age:** Bookings must be made by someone aged 18 or over. The person booking should attend the event and assume responsibility for the group.
- b) Under 18s wishing to book must visit the centre in person and provide a reference from a suitable adult.
- c) First-time hirers should provide photo ID with name and date of birth, such as a driving licence or passport. If the address is not shown, a recent bill or letter may be requested to confirm contact details. Information will be handled in accordance with GDPR data protection rules.
- d) ID is checked solely to confirm age and contact details; copies are not kept unless required for safeguarding, as per HCC's GDPR policy.
- e) If ID cannot be confirmed before the booking deadline, the booking will not proceed.
- f) Returning hirers generally will not need to show ID again once details have been confirmed, although periodic checks may be made to keep records up to date.

How We Use This Information:

- g) We check your ID only to confirm your age and contact details. We don't keep copies unless we're required to for safeguarding reasons in line with HCC's GDPR policy
- h) **If ID Isn't Provided:** and we can't confirm your details before the booking deadline, we won't be able to go ahead with the booking.

Returning Hirers

- i) Once we've confirmed your details the first time, you won't normally need to show ID again. We may check occasionally to keep our records up to date.

8 . Use of the Facilities

- a) The spaces and equipment included in your booking will be confirmed at the time of hiring.
- b) Hires should always respect noise levels, as detailed in Appendix B
- c) Staff may request noise volume reduction at any time to protect other users and will if deemed necessary record noise levels using noise testing meters.
- d) Furniture and equipment should be returned to their original position unless otherwise agreed and must be left in the same condition it was found
- e) If a PA System is required there will be an additional cost
- f) Kitchen use must be agreed in advance and in line with the service providers terms and conditions of use
- g) An additional security charge may apply depending on the Event.

9. Health, Safety and Safeguarding

- a) Hirers must follow all health and safety guidance provided by the centre.
- b) Maximum room capacity must not be exceeded.
- c) Fire exits must always remain clear.
- d) Activities involving children or vulnerable adults must adhere to safeguarding requirements, potentially including providing details of responsible adults or DBS checks.
- e) Health and safety documentation may be required if external equipment is brought in.
- f) External hirers may be subject to our own health and safety measures
- g) External hirers may be subject to additional health and safety measures.
- h) See Appendix C for safeguarding requirements and Appendix D for fire safety procedures. Appendix E contains contact details of the hirer, including emergency contact numbers.

10. Insurance and Liability

- a) Hirers are responsible for ensuring their activities are safe and suitably supervised.
- b) Some groups may be required to hold their own public liability insurance depending on the level of risk. Bookings will not be confirmed until the documentation is submitted
- c) Hirers are liable for any damage to the building, equipment, or grounds during their booking and will be charged accordingly
- d) Electrical equipment will need to be pat tested

10. Behaviour and Conduct

We ask all users to treat the centre, staff, volunteers, and other visitors with respect. The centre operates a zero-tolerance approach to harassment, discrimination, violence, or illegal activities.

11. Cleaning and Damage

- a) Spaces must be left clean and tidy after use.
- b) Rubbish should be placed in bins provided or taken away if required.
- c) Additional cleaning or damage may result in charges or deductions from deposits

12. Deposits and Bonds

- a) A deposit is required to secure a booking and confirm the hirer's commitment. It may be deducted from the hire fee or refunded once final payment is made.
- b) A bond is a refundable security payment held to cover potential damage, breakage, or additional costs. It is returned after the event if no issues are identified.
- c) Payment deadlines, deposit requirements, and bond conditions must be met.

13. Data Protection

Personal information provided during the booking process is used only for managing bookings and is handled in line with data protection regulations.

The centre reserves the right to refuse or cancel a booking if information is incomplete or misleading, if the activity poses a risk, or in exceptional circumstances such as inclement weather, emergencies, or essential building work

14. Right to Decline or Cancel

The centre reserves the right to refuse a booking or cancel one in progress if information is incomplete or misleading, if the activity poses risk, or in exceptional circumstances such as inclement weather, emergencies or essential building work.

15. Complaints and Feedback

If you have concerns about a booking decision or your experience at the centre, please contact the Centre Manager. We are committed to resolving issues fairly and welcoming feedback that helps us improve. Positive feedback is also welcomed.

16. Review Period

This Policy will be reviewed Annually

This confirms that the Centre Bookings Policy has been approved and adopted by the HCC Consortium

Date 06.01.26

Signed *Dominic Pinnock*

Name (please print): Dominic Pinnock

Position in organisation: HUDAWI Cultural Centre

Review Date 05/01/27

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Version No	Approved By	Owner	Approval Date	Main Changes	Review Period
1.0	HCC Consortium	HCC	06/01/26	Approved	annual
2.0	Name Change	Chair	17.05,26	Change of legal status from CIO to CLG in the policy statement	Pending outcome of CIO application

Appendix A: Booking Procedure

- a) Users submit a booking request online.
- b) Staff review availability and suitability.
- c) Block Bookings to be referred to Trustees if deemed necessary.
- d) Deposits, bonds, and required paperwork submitted.
- e) A confirmation email is issued.
- f) On event day, staff provide access as arranged.
- g) A post-event inspection is conducted after the event.

Bond refunds are processed based on the outcome of inspections.

Appendix B: HUDAWI Acceptable Noise Guideline

- Quiet rooms: ≤ 50 dB
- Multi-purpose rooms: ≤ 65 dB
- Active/noisy sessions: ≤ 75 dB
- Special events (approved only): ≤ 85 dB

Appendix C: Safeguarding Requirements

- a) Activities involving children or vulnerable adults must be supervised by responsible adults aged 18+.
- b) Groups running regular youth activities may need to provide evidence of appropriate DBS checks.

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- c) The hirer must ensure children are never left unattended and that toilets and circulation spaces are monitored appropriately.
- d) Any safeguarding concerns must be reported immediately to the Centre's Safeguarding Lead.
- e) Hirers are expected to always follow the Centre's safeguarding policy.

Appendix D: Fire Safety Procedures

- a) The hirer must ensure all attendees are aware of fire exits and evacuation routes.
- b) Fire exits must always remain clear and unobstructed.
- c) In the event of a fire alarm, the building must be evacuated immediately.
- d) The assembly point is located at: [insert location].
- e) The hirer should check that all guests have evacuated and must report any issues to staff or emergency services.
- f) Firefighting equipment should only be used if it is safe to do so.

Appendix : Contact Information

Booking Contact

Name:

Phone:

Email:

Organisation (if any):

Responsible Adult for Youth Bookings

Name:

Phone:

Email:

Role/Position:

DBS Required? Yes/No

Emergency Contact for Event

Name:

Phone:

Role (e.g., organiser, supervisor):

