

# Booking Policy for Upton Village Hall

The underlying principle for Hall bookings is low cost / high utilisation to offer the local community a diverse range of activities across the age range. The over demand for the bookings places UVH in a very different position to most similar facilities.

## Policy clauses

1. There are four different classes of Users - Community, Afterschool, Commercial, and Private. (see website for current rates in each class). The attendance for all user groups except 'Private' must be open to the public without discrimination. Charity events (held to support a charity) are generally classed as Commercial but if they have a strong 'Upton Community' connection then at the discretion of the UVH Board these may be classed as Community.
2. Regular bookings with established user groups take priority when creating the next year's calendar during the autumn. Once completed, 'casual' or 'one-off' bookings are then considered as they are raised. Private bookings are never classed as 'regular'. The web-based calendar is the only authorised record of bookings. This is accessible to be read by all.
3. Sufficient slack and flexibility is retained at weekends to allow 'casual' community events to be added during the year at short notice.
4. Booked periods include for arrival / set-up / clear-up / leaving site. This enables 'back to back' bookings to operate successfully.
5. Independent bookings of main hall and meeting room take into account any potential clashes of other facilities (car park, kitchen etc). The main hall booking is given priority over facilities but the two groups are encouraged to co-operate for the common good.
6. All unconditional bookings are honoured unless circumstances subsequently make the facility unavailable for use. Some bookings need to be conditional to cater for occasional planned overriding requirements (such as shutdowns or major community events not defined at the year start). When these cancellations occur we seek to help our customers find alternative venues.  
When Users cancel then one month's notice is required to avoid the booking fee. They must check on-line to see that the cancellation has been actioned.
7. Adult private parties are only accepted under certain special conditions (see website for detail). Weekend daytime private parties for local children are promoted but bookings are restricted to no more than three months ahead.
8. Encouragement is given for new ventures in the use of the Hall (see appendix 1)
9. Booking enquiries that are more suitably catered for at other local venues are passed on. This arrangement is reciprocal.
10. Generally, the Utility Room is not independently hired out.
11. Generally, the 'afterschool' slot; which is booked as a 3-hour slot; is for the full building.

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## Appendix 1

- User groups or commercial classes with long-term dwindling numbers are encouraged to consider alternative venues if an alternative on our waiting list shows promise of becoming a significant new offering.
- New commercial ventures (often franchised classes) are required to give the first month's booking fees in advance. This tests their determination to succeed and UVH further supports the venture with marketing.
- When existing users wish to expand into available slots we ensure that this does not hinder our underlying principle of a diverse range of activities across the age range.
- Where an activity is seen as valuable but needs time to get established then we are flexible over our usual booking arrangements (example – when we wished to increase our afterschool activities seen as desirable to boys)

## Associated other UVH policy documents

H&S Child supervision and (Proc 10)Safeguarding children and vulnerable adults.

Licensing requirements – alcohol and entertainment.

(Use of the Hall during) Wintery conditions.