Crystal Palace Community Trust

Welcome to Anerley Town Hall

MAIN HALL

The main showcase venue hall, inc. lounge & kitchen areas.



CRYSTAL PALACE COMMUNITY TRUST is a community space supported by The Mayor of London and The National Lottery Fund.

Notes of Guidance for Hirers when Completing a Hall Hire Application
These notes provide you with further information to help you complete your application. The information you submit will be used to prepare your invoice. If you require further information, please do not hesitate to contact the booking office directly. Contact details can be found on the back page of this booklet.

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Company No: 05090173
Charity No 1107343
REG. OFFICE: Anerley Business Centre Anerley Road London SE20 8BD 020 8676 5666

Completing the form -
1. Access times and finishing times. Halls are opened and closed according to the times stated on the application form; all times include set-up and clearing-away times. It is the hirer's responsibility to ensure that caretakers can put away tables and chairs during their period of hire. CPCT will not permit hirers, or their guests/organisers, access outside of the requested times. If, in the absence of the caretaker, you enter the halls outside your booking time, CPCT may retain the whole or part of your damage deposit.

You must ensure that you book adequate time, including preparation and clearing up time, for your function. If your function finishes earlier than the time stated on the application form, no refunds are available. It is the hirer's responsibility to ensure they have allowed enough time and that all decorations and equipment are removed from the building by the time stated on the booking form.

Closing times – This is the time the function is to finish, and the hirer has cleaned up the space and vacated the premises. The hirer must also ensure that the caretakers can safely put away tables and chairs during this time. The latest time for functions to finish is **2 am.** For all functions, bars and music must close at least **1 hour before the time you are due to be vacated**; however, please ensure you have allowed adequate time to clean up and vacate the premises.

When using the Halls, all rubbish must be placed in black bags and should be removed from the premises and put in the external bins. The kitchen must be left as you found it, including cleaning the cooker, microwaves, fridges, and sweeping and mopping the kitchen floor.

All other cleaning will be done by Anerley Town Hall staff. The Main Hall and Lounge also need to be swept clean. You should allow **a minimum of 60 minutes** at the end of the function to arrange for this to happen. If it is likely that you will not be present at the end of the function, i.e., in the case of the bride and groom leaving early, you must nominate an individual(s) to ensure that, in your absence, this is completed.
In cases where the rubbish has not been placed in bags and not removed, the entire damage deposit may be retained by the Halls Management. You must supply your black bags, cleaning materials for the kitchen and washing-up utensils. Toilet rolls and hand soap are provided in the toilets. Functions that overrun – in the case where functions overrun beyond the time stated on the invoice, **each hour or part thereof will be charged at the hourly rate of £200 per hour, which will be deducted from your damage deposit fee. The minimum charge for any late vacation will be one hour.**

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Please Note

Hirers are NOT permitted to bring in their Tables & Chairs. CPCT cannot accept responsibility for any loss or damage. Also, please be aware that we no longer allow carpet to be laid due to damage to the hall floor.
FAILURE TO COMPLY WILL RESULT IN A DAMAGE DEPOSIT BEING RETAINED BY THE CPCT.

2. Hire Periods and Rates

All charges are inclusive of PRS, and PPL is applicable.

Please Note:

There will be no concessionary rates for users of the halls during peak hours.

3. Packages (All Packages include the use of basic (long) tables and standard chairs.

Package A An all-day package is available for £1400 on a Saturday (10 am Midnight) and £1100 on a Sunday (9 am- 11 pm), which includes the use of both The Main Hall, Lounge Area & Kitchen.

Package B An 8-hour package (any 8 hours between the times as above) is available for **£1100 on a Saturday** and **£800 on a Sunday,** which includes the use of both The Main Hall, Lounge Area & Kitchen.

Package C Friday evenings (5 pm-12 pm), which includes the use of both The Main Hall, Lounge Area & Kitchen. **£700 NO ACCESS BEFORE 5 PM and no parking on site before 8 pm.**

Important Points to note:

- **Late-night extensions can be booked on Fridays and Saturdays until 2 am & until midnight on Sundays. Late-night extensions are charged at £175 p/h and should include the time required to clear up and vacate the premises.**
- **If you have booked an extension and decide not to extend the booking in the evening, no refunds are available.**
- **There is no parking on site Monday - Friday, 6 am - 8 pm**

Additional Equipment Hire (Unless part of a package deal)

Round Table Hire	**£10.00 per table.**
Chiavari Chairs	**£2.00 (£1.00 with round tables)**
Licence Admin Fee	**£50.00 (one-off payment)**
After Midnight Extension	**£175.00 per hour**

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4. Capacities

The CPCT cannot accept responsibility for numbers being over the stated capacity. Failure to comply will potentially result in the function being cancelled immediately. (The numbers given are the maximum permitted according to fire safety regulations.)

5.Method of Booking and Payment / Reservations

i) You have indicated that you wish to book Anerley Town Hall. All the necessary paperwork has been enclosed.

ii) Please complete all sections of the Application to Hire form and return it to the address stated on the application form.

iii) On receipt of the completed application form, an invoice will be raised requesting a **non-refundable payment** for 25% of the total amount (or full payment if the total amount is less than £100.00 or if your booking is within the next sixty days). Until your deposit has been paid, your date is not secure.

Please note: -

The 25% deposit will need to be paid immediately, as your booking cannot be guaranteed until your booking form is completed and checked, and a deposit has been received. The remaining 75%, together with your **damage deposit of £300 (£1000 for events for ages 18-20)** are due 2 months before the function. In the case of full payment being made at the time of booking, no further increases will apply to your event. Price rises may occur at the beginning of April each year. Deposits/bookings are not transferable or refundable.

6. Paying Your Invoice Refer to the above paragraph for when payment is due.

You can pay your deposit or balance by credit/debit card or BACS. Unfortunately, we do not accept cash. Payment by Credit/Debit card can take place in the Booking Office or over the telephone between 10 am and 4 pm. All data is kept secure and is not given to third parties. All information is strictly confidential and kept in a locked filing cabinet, which is destroyed securely after a function. **There is no charge for using a debit card or a credit card. We do not accept payments by American Express.**

Card	**Monday to Friday 10 am - 4 pm.**
BACS	**Account Name: CPCT**
	Acc number 31345826 Sort Code 40-05-35
	Please use the date of the function as the reference number

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7. Refundable Damage Deposits

A refundable deposit of £300 **(£1000 for events for ages 18-20)** is required for all social functions as a guarantee against

(i) Damage.
(ii) Additional work caused by halls being left in an unacceptable condition
(iii) If the hirer does not vacate the hall by the agreed time
(iv) If the customer does not remove all items from the hall
(v) failure to comply with the conditions of hire, including entry & exit times.

BACS refunds are normally completed within 5 working days.

You will be required to provide us with two named contacts during your event, one who should be there at the start and the other at the end and sign a form to accept the condition of the hall prior to your event. You will also be required to sign the form after your function.

If it is likely that you will not be at the hall at the end of the function, e.g., the bride and groom leaving early, please make sure that you nominate someone to sign in your absence and make this person known to the caretaker on the day/evening of your function. Failure to sign the form may lead to your damage deposit being retained.

CPCT takes every precaution to notify you of any damage in the evening. In some cases, particularly where the evening is busy, staff may fail to notice damage, and this may only be noticed during the following day. In these circumstances, a member of staff will contact you to provide further details.

8.Refunds and Cancellations

See Conditions of Hire (Sections 19 & 20) regarding cancellation fees.

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9.Catering and Use of the Kitchen Area

If you intend to hire kitchen facilities for your function, please make note of the following conditions:

(i) The Lounge Area's kitchen is available for use during the time that you request the hall. Use of kitchens outside such times is not permitted unless additional hall hire charges are paid. Use of the kitchen includes use of the cooker, fridge & freezer. There may be other items, such as a microwave and a kettle, which can be used if available. If you require additional refrigeration equipment, this can be brought in on the day but must be taken away on the same day. CPCT will try to ensure all equipment & facilities are in good working condition; however, there may be times that, due to events out of our control, some equipment or facilities will not be available. Staff will try to inform you in advance of any defects; however, CPCT is not liable for any issues that may arise from this.

(ii) Where the hirer intends to appoint professional caterers to provide food services, the hirer must ensure they have seen proof of the caterer's public liability insurance to cover the caterer, their staff, and the hirer's guests against such eventualities as damage to property, injury to persons and claims from third parties, such as becoming ill following food consumption. The minimum acceptable cover must be no less than £1million. CPCT's Public Liability cover applies to hall letting agreements, but companies must provide additional cover where kitchens are being used. It is the hirer's responsibility to ensure they have this information if needed.

If you require the use of the kitchens, please be aware that you will need to leave the premises clean and tidy, including bagging up and clearing all rubbish, foodstuffs and packaging to the paladin bins provided. You must also ensure any fridges, ovens, microwaves, and freezers are cleaned and clear of any food. You must also leave the floor clean, including sweeping & mopping. You are requested to provide your refuse sacks and any cleaning materials for this purpose. A charge may be made for the clearance of excess rubbish or the removal of oil or food products left, **creating a blockage in the sink,** after the event.

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10. PRS and PPL

The Performing Rights Society (PRS/PPL) works on behalf of artists, record companies, musicians, composers, and publishers to ensure that all royalties due on copyright are paid. A fee is payable for any booking where music (live or recorded) is played, with the exception of family or domestic gatherings, e.g., wedding receptions, birthday parties, etc. Fees vary depending on the nature of the event and are incorporated in the charges table, where applicable. For current fees, please contact the booking office.

11. Layout of Hall

To ensure that the layout meets our health and safety requirements, you will be required to submit your plan for the tables not less than 7 days before your event. The staff are familiar with the range of possible options for seating and layouts and will try to assist you with planning your layout if required.

Failure to complete a hall layout form 7 days before your event may result in the layout you require not being suitable or available due to health & safety concerns, and should you not be on site, the caretaker will not be able to put out any tables and chairs before your arrival. Please note that the caretaker does not start until the time you have booked, so furniture is not laid out in advance.

12. Noise and the Neighbours

The hall is equipped with a noise-limiting device to prevent noise pollution. The device has been pre-set by the local Council's Environmental Services Department to maintain good relations with our neighbours. Please advise providers of your music, e.g., DJ/band, etc., accordingly. Please ensure all guests leave the premises quietly.

13. Child Protection Policy

Hirers must ensure that anyone serving alcohol, paid for or free, must not serve alcohol to anyone underage. When selling or serving alcohol, there must be a Challenge 25 policy in place. Adults must ensure there is adequate supervision and that children under the age of 18 are not given any alcohol. For hirers who wish to organise activities for young persons under the age of 11 years (except those events which are of a private family nature), you will need to be fully aware of your responsibilities for protecting children under your control. To continue with any hire agreements and/or to renew existing agreements, you will be requested to provide an update of your policy and/or confirmation that you will adhere to the CPCT policy. Failure to return a bona fide response to a request for Child Protection information may lead to your booking being rejected.

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14. Young people's parties/discos

For safety and security reasons, people are not allowed to book parties for young people aged between 11 and 17 at the Anerley Town Hall. Parties booked under false pretences will immediately be stopped with no refunds, and the damaged deposit withheld. If you are planning to use a bouncy castle, you must ensure that it meets our height restrictions, which will also affect the number of people the hall can hold, and hirers must inform the office if they are planning to have a bouncy castle. Hirers are responsible for ensuring the bouncy castle arrives and leaves within their hire time.

For parties for ages 18-21, there will be a damage deposit of £1000, and proof of age will be required.

15. Licence

CPCT does not allow the hire of the halls for any commercial purposes where tickets are openly on general sale to the public or on social media. ***The only exclusion to this is that it is being used for a specific charitable event, where the hirer must show evidence of this to CPCT's manager***

In instances where the hirer is for a charity/fundraising event, and evidence has been provided, then you need to apply for a licence; the cost of this is £50.00. The licence can only be applied for directly to CPCT Management and would need at least 30 days' notice before the date of the booking. Failure to do so will result in the cancellation of the booking and loss of the deposit. Please note that bars must close **1 hour** before the finishing time to allow a drinking-up time. **Please note that only applications via CPCT will be accepted, and CPCT reserves the right to refuse a licence without giving reasons. If CPCT finds the hirer has given a misrepresentation in obtaining a licence, the event will be cancelled, and all monies retained.**

Halls - CONDITIONS OF HIRE

Upon submission of an application, CPCT will determine the suitability of the premises requested and, subject to that, will process your application and return an invoice for the relevant fee plus charges for additional facilities or services. All bookings taken are only for the specified areas indicated on the booking form, unless with prior written agreement. CPCT can choose not to accept a booking without reason. Upon payment of any deposit or fees and charges, you will be deemed to have entered a contract for hire of the premises on the terms and conditions set out below:

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16. Your Responsibilities

A. During the period of hire specified on the application form:

YOU SHALL NOT:

(i) Sell alcohol without an appropriate licence which must be applied for at the time of booking

(ii) **Smoke** or allow smoking anywhere inside the building, as well as anywhere around the front of the building.

(iii) **CPCT operates a zero-tolerance drug policy. Any hirers or guests caught using drugs on the premises will be reported to the police immediately.**

(iv) **Make any alteration or addition to the lighting and power arrangements at the premises.**

(iv) **We do not allow the use of any fires or appliances with naked flames to be used at the premises, excluding birthday candles.**

(v) Insert or apply any nails, tacks, screws, bolts, picture hooks, adhesive tape, glue, or any other substance to any part of the premises or equipment, including floors.

(vi) Allow any animal (except for guide dogs) to be brought onto the premises.

(v) Use the premises for any commercial purposes, as well as sub-letting to other users, unless a previous agreement has been made with the Halls Manager

(vi) Chewgum anywhere inside the building (gum deposits are costly and hard to remove). Deposits will be retained for the removal of chewing gum.

(viii) Allow the number of persons present at the premises to exceed the number (if any) specified on the Guidance Notes for Application and associated information sheets.

(ix) Allow any posting at the premises.

(x) Erect any signage or banners in or around the surrounding areas of the building without written permission from the Anerley Town Hall Management.

(xi) Continue to use the facilities and hire the areas outside the times stated on your application form and or invoice.

(xii) Leave any guests, DJs, catering staff or other third parties on the premises after a function.

please note that where guests are waiting for taxis and remain inside the building this could impact your deposit.

(xiii) **As this is also a business centre, hall users, INCLUDING CHILDREN, are not allowed to congregate in both the foyer and stairway area of the building at any time. This is the hirer's responsibility.**

(vii) **Finally: - WE DO NOT ALLOW SMOKE /FOG MACHINES, BBQs, JERK PANs, GRILLs, ROASTING SPITs, FIRE PITs/BOWLs, SMOKERs, nor GRIDDLE/PLANCHAs and OVENs. We also do not allow inside or outside the hall: confetti, fireworks, sparklers, party poppers, streamers, rose petals, confetti, glitter, ticker tape or sequins. If you are using helium balloons, these should be used with weights; however, it is your responsibility to keep these secured. If any of these are used, then this may impact your damage deposit.**

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B. You SHALL

(i) Nominate sufficient persons to act as stewards during the period of hire in order to ensure observance of these conditions. You should have at least 2 stewards for every 100 guests, and the identities of such stewards must be made known to the duty staff before the start of the period of hire so they may be briefed as to their duties. Ensure children of guests are adequately supervised at all times. Hirers should ensure that children are not running up and down the stairs or congregating in the foyer area.

(ii) Comply with all licensing laws. If you are planning to use professional caterers, ensure you receive a copy of your caterers' Public Liability Insurance certificate (minimum cover £1million) prior to the date of the function.

(iii) **However, the onus is entirely left to the Hirers to ensure that their Caterers are fully insured, as it will be the hirer's responsibility to meet thetotal costs against damage to the halls and/or kitchen.**

(iv) Pay for any additional charges imposed by CPCT in respect of excess electricity consumed where alterations to lighting or power supplies have been agreed by CPCT. Indemnify CPCT against:

(v) (a) Any loss or damage to the premises, equipment, or other property,
(b) Any claims by third parties in respect of loss or damage to property, death or personal injury.

(vi) Comply with all or any conditions notified to you by CPCT in respect of Licences provided for public entertainment such as music, dancing, and stage plays, and the sale of intoxicating liquor and the payment of any PRS or PPL fees that apply.

(vii) Any licences will need to be applied to CPCT at the time of booking.

(viii) Vacate the premises at the end of the period of hire stated on the application **ensuring all guests, DJs, catering staff & other third parties have left the premises**

(ix) Leave the kitchen and equipment in the way they were handed over and in a clean and tidy condition, **ensuring all food waste and rubbish is bagged and removed from the premises.**

(x) Provide a plan of any proposed layout of tables, etc., to the bookings officer at least **7 days** prior to the period of hire so that this can be agreed upon in terms of health and safety.

(xi) You shall ensure that each item of electrical equipment being brought onto the premises for subsequent use during the period of hire has been adequately tested (CPCT reserves the right to refuse the use of non-certified equipment on its premises).

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(xii) Whilst the Halls Management will take every measure to ensure that maintenance and inspections to the halls will occur outside hours of hall hire, however, there will inevitably be occasions whereby emergency access will be required during an event, in which case, you will have to grant them access to the halls almost immediately.

(xiii) Those of you who choose to use a horse and carriage at their celebration will need to ensure that any defecation on site is removed and disposed of immediately.

(xiii) Remove all balloons by the end of your event. Where helium balloons are used, they should be firmly supported to ensure that they do not rise to the ceiling. In cases where there are balloons left suspended at the ceiling, you may lose all or some of your damage deposit. All gas bottles must be removed from the premises. **Failure to ensure this may result in a charge**

(xiv) **CPCT do not take responsibility for any loss, damage, or non- deliverable items that you may have hired from a third party. We will sign for the delivery of any items that you have hired and mark them as "unchecked". It is therefore essential that you request permission from the CPCT when completing your booking form.**

(xv) **Leave enough time to clear away and remove your belongings, including the time that it takes for the caretaker to safely put away tables and chairs.**

(xvi) **Ensure that you and your guests always adhere to the fire policy, including evacuating all your guests when hearing the fire alarm. (Please note that the music has an automatic cut-off when the fire alarm is raised). In cases where the hirer's guests set off the fire alarm deliberately, all guests will be evacuated, which could result in your function being cancelled. In all cases where the fire alarm is falsely raised and or misuse of fire equipment, CPCT reserves the right to make charges to cover replacement/ fire brigade charges and administration costs.**

Failure to comply with any of the above will result in the whole or part of your damage deposit being retained, or in cases whereby the costs to repair the damages caused exceed the damage deposit, you will be liable for the entire amount incurred towards the damages.

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17. **Loss or damage / Vomiting**

Where you or any guests or invitees cause damage to the premises or equipment or otherproperty belonging to CPCT, you will be required to meet the **ENTIRE** cost of such loss or damage, and for these purposes, CPCT may retain all or any part of the deposit paid by you in meeting such loss or damage and where that is insufficient to meet the total damages or loss suffered. We shall, in appropriate cases, be entitled to make a claim upon you or your insurance taken out pursuant to Condition 9 (iii). Please take measures to ensure that if someone is likely to vomit, they do so in the lavatory. In the event of vomiting taking place anywhere in the halls, foyer, or stairway area of the building, CPCT may retain part of the deposit to compensate for the cleaning expense that will be incurred. It is therefore in the Hirer's best interest of the hirer to ensure that should this occur, the Hirer ensures it is fully cleaned.

18. **Behaviour**

The Hirer is responsible for the supervision of the Hall, its fabric and contents and for the behaviour of all persons using the hall, in whatever capacity. CPCT will not tolerate any abusive or rude behaviour toward its staff or any violent conduct on the premises. Any reports of abuse or violence on the premises may result in your booking being cancelled or your damage deposit being withheld.

NOTE

Save in the case of negligence or breach of statutory duty, CPCT does not accept any responsibility for loss or damage to clothing or other property left by you, your guests, servants or agents or any member of the public at the premises during the period of hire, and CPCT shall not be required to provide a cloakroom attendant.

18. Cancellation or Termination of Hire by the Hirer

If you wish to cancel the hiring you may do so by writing to the Bookings Manager, CPCT, Anerley Town Hall, Anerley Road, London SE20 8BD or by email halls@cpct.org.uk and upon receipt of such notice, CPCT will give a refund of 75% of the hire fee **provided at least two calendar month's notice is given,** with the exception of bookings made in May, June, and July, where three months notice is required. **CPCT will retain the initial 25% non-refundable deposit**. Where the booking has been made with less than 2 months' notice, all monies paid will be retained if the booking is cancelled, with only the damage deposit being refunded.

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Please be aware that deposits are non-refundable and non-transferable; therefore, it may be in the hirer's interest to ensure they have insurance in place to cover any eventualities.

Important Notice

Please be advised that the Halls Management will need to be notified of any cancellations in writing or by e-mail at least 2 months before the date of the event (3 months if your event is in May, June or July, otherwise the CPCT will retain 100% of your booking fee, excluding the damage deposit fee). It is the hirer's responsibility to ensure adequate insurance is in place to cover the cost of cancellation due to unforeseen circumstances.

19. Cancellation or Termination of Hire by CPCT

(i) CPCT may refuse any application for hire without giving a reason

(ii) Where the hirer has given a misrepresentation in obtaining a licence, the event will be cancelled, and all monies retained.

(iii) CPCT may terminate any agreement of hire at any time up to and including the date of hire if:

a) It becomes aware that it would not be in the interests of CPCT to proceed with the hiring, which might otherwise prejudice the CPCT's standing and responsibilities as a local charity.

b) When the premises are required for the purpose of any parliamentary, local, or European election or for the purpose of civil emergency or any other event of local or national importance, where the use of the premises is essential for CPCT to fulfil its functions and obligations as a local charity or partner.

c) If the facility or building becomes unusable following fire, flood, or similar acts of God.

d) In the event of such cancellation or termination of hire, CPCT's liability will be limited to a full refund of deposit monies and any other payments made by you. It will not be liable to compensate you for any consequential financial or other loss whatsoever arising directly or indirectly as a consequence of a cancellation.

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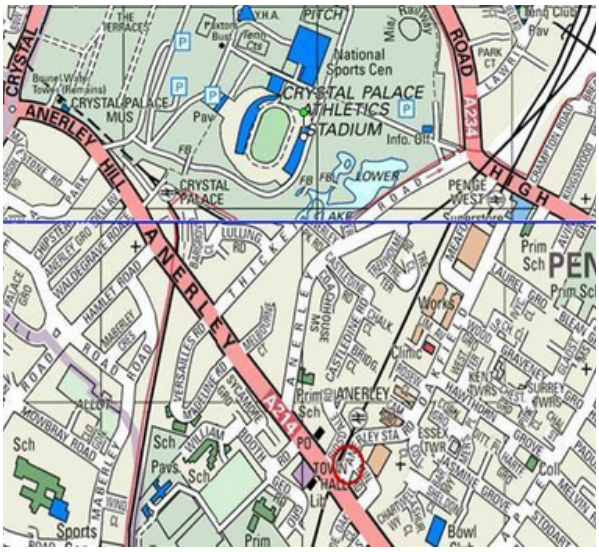
20. GDPR

Please note that we will use any personal data supplied by you on the Application for Hire to process the application and may make the details available to officers or other organisations as necessary to complete the arrangements for hire, including the provision of Alcohol or public entertainment licences. You are entitled to a copy of such information upon payment of a fee (£10) and are entitled to request that any inaccuracies be corrected.

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For Hall Bookings contact: -

Email: halls@cpct.org.uk
Website: www.cpct.org.uk
Tel: **020 8676 5667**



The nearest BR station is Anerley opposite Centre (from Canada Water, also Highbury & Islington) and Crystal Palace

BR 10-minute walk.
Buses 432,249,358,354 & 157

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