



# **Wyre Council – Civic Centre Room Hire Policy**

June 2025

# Civic Centre Room Hire Policy

## Guidelines and Procedures for Room Usage

### Introduction

This Room Hire Policy sets out the terms and conditions and procedures for hiring rooms at the Wyre Council Civic Centre, Poulton. Its purpose is to support the efficient, fair and transparent use of our facilities whilst ensuring a safe, secure environment for our users.

By agreeing to hire rooms, individuals and organisations accept the terms set out in this document.

### Eligibility for Room Hire

Rooms are available for hire by individuals, businesses, community groups, and organisations. All bookings are considered on a case-by-case basis, and the Council reserves the right to decline a booking where the proposed use does not align with the intended purpose of the room or with Council policies.

### Application Process

All enquiries and bookings should be made via the room booking enquiry form at [www.wyre.gov.uk/roombooking](http://www.wyre.gov.uk/roombooking). Alternatively, email enquiries can be sent to [room.bookings@wyre.gov.uk](mailto:room.bookings@wyre.gov.uk).

### Fees and Payment

#### Hire Rates

Room hire fees are determined on the length of time of the booking. Room hire fees apply equally to all bookings. No free or discounted bookings are available. Please see fees and charges on the Wyre website for current payment rates [www.wyre.gov.uk/fees-charges](http://www.wyre.gov.uk/fees-charges).

#### Deposits

For wedding bookings only, a deposit of £100 is required. This deposit is non-refundable but can be transferrable to another date.

#### Payment Methods

Payment can be made via credit/debit card, or cash at the Wyre Council Civic Centre, Reception desk. Full payment must be made via the invoice provided.

#### Payment

The Hirer shall make payment of the amount due within 7 days of the date of the invoice and before the date of hire.

## **Cancellation Policy**

### Customer Cancellations

If a booking needs to be cancelled, please contact the Contact Centre (not less than 24 hours before date of hiring) directly by emailing [mailroom@wyre.gov.uk](mailto:mailroom@wyre.gov.uk) or [room.bookings@wyre.gov.uk](mailto:room.bookings@wyre.gov.uk).

### Provider Cancellations

In rare circumstances, we may need to cancel a booking with or without notice due to unforeseen events. In such cases, no charge will be made or a refund provided, and we will endeavour to assist in finding an alternative date.

## **Terms of Use**

### Room Condition

Hirers are responsible for ensuring that rooms are left in a clean and tidy condition. Any damage to the property, equipment, or furnishings must be reported to reception, repair or replacement costs may be charged to the hirer. No alterations to the Premises are to be made without the Council's prior consent.

### Equipment and Facilities

Any provided equipment (e.g., screen equipment, microphones) must be used responsibly. Instructions for use will be provided if necessary. Hirers are liable for any damage or loss of equipment during their use. The Hirer will ensure that any personal electrical appliances to be used are suitably PAT tested. Hirers are responsible for the safe use and security of their own devices; this includes ensuring that cables or equipment do not present hazards to other attendees.

Wireless Internet connectivity is available through our guest Wi-Fi portal, this requires registering for access using Facebook, LinkedIn or an SMS text message. We cannot guarantee compatibility of VPN services or other remote access solutions; therefore, it is recommended that any required presentation data is brought with you on the day.

Please be aware that we are unable to provide IT support for guest devices and can only provide guidance on the use of the interactive meeting equipment provided in the meeting rooms.

Any refreshment arrangements must be declared to the Council prior to the booking

## Prohibited Activities

The following activities are strictly prohibited on the premises:

- Illegal activities.
- Smoking & vaping in the building and grounds
- Use of open flames without prior written consent.
- Subletting or transferring the room hire agreement to another party.

## Health and Safety

### Fire Safety

Hirers must familiarise themselves with fire evacuation procedures and ensure that all attendees are aware of the location of fire exits. Smoking and/or vaping is not permitted in the building and grounds

### Capacity Limits

Each room has a maximum capacity, which must not be exceeded under any circumstances. These limits are set to ensure safety and compliance with regulations. Current capacity limits for corporate events:

- Committee Rooms – 16
- Council Chamber – 80
- Members Lounge - 60

### First Aid

First aid facilities are available on-site. Hirers should report any incidents or injuries immediately to the on-site staff or reception.

## Liability

### Insurance

Hirers are advised to obtain their own insurance for personal belongings and liability coverage for their activities, as we are not responsible for loss, theft, or damage to personal items, cars or misuse of council equipment.

## Feedback

We welcome feedback on the room hire process and facilities. Complaints or suggestions can be submitted via email or using the feedback form available on our website [www.wyre.gov.uk/feedback](http://www.wyre.gov.uk/feedback)

## Amendments to the Policy

This Room Hire Policy may be updated periodically to reflect changes in procedures or regulations. Hirers are encouraged to review the

latest version of the policy prior to booking. Which can be found on our website [www.wyre.gov.uk/civic-centre-hire](http://www.wyre.gov.uk/civic-centre-hire)

### **Data Protection**

Personal data supplied will be held and will be used in accordance with the Data Protection Act 2018 for statistical analysis, management, planning and in the provision of services by the Council and its partners.

### **Contact Information**

For further information or assistance with room hire, please contact:

Email: [room.bookings@wyre.gov.uk](mailto:room.bookings@wyre.gov.uk)

Phone: 01253 891000