



1. A non-returnable deposit, which comprises temporary membership of the River Stour Trust, must be paid when booking the room. The balance of the charges must normally be paid in full at least one calendar month before the booking is taken up.
2. Cancellation of your booking within 4 weeks of the event will result in the full hire charge and any related booking costs being retained and/or payable. The initial non-refundable deposit can be used towards any future booking at the VEC within a year from the cancellation date.
3. The River Stour Trust reserve the right to refuse any booking.
4. During the summer months, usually on weekends, our trip boats are in use and will pass through the lock adjacent to the building. On such days, the toilet facilities could be shared. In this instance every effort will be made to avoid disruption to functions being held at the VEC.
5. There is limited parking available in the grounds of the VEC. No parking is permitted anywhere on the river bank at any time e.g. parking is prohibited beyond the bollards that are installed opposite the VEC entrance gate.
6. Vehicular access and egress to and from the venue is only via the roadway closest to our boundary fence (over the millstream). There is no access or egress next to the pumping station (other than emergency vehicle use).

#### Use of the accommodation

7. Access is restricted to the rooms specified on the letter of confirmation.
8. All rooms used by the user must be left in an orderly state on completion of the booking.
9. Please ensure that you bring washing-up liquid, dishcloths, tea-towels and bin bags, as these are not provided. Users must provide appropriate cleaning products when the BBQ is used.
10. All items brought onto the premises e.g. decorations, music equipment, catering equipment, food, etc must be removed from the premises before the end of the booking.
11. Any items left at the VEC will incur a charge for their removal and/or disposal with 10% of the charge towards administrative costs.
12. The VEC can be decorated for your event but we ask that you do not use pins, tacks or nails as these cause irreparable damage to the walls. No materials or articles of any description are to be fixed.
13. As we are in such close proximity to the river it is the responsibility of the hirer to ensure that adequate supervision is given to children.
14. The user is responsible for the security of the premises during the period of use.
15. The user shall not sublet the premises or any part thereof, nor sell tickets to the event at the door.
16. The Right of Entry to the premises is reserved to any senior Officer of the River Stour Trust and any Police or Fire Officer at any time during the booking.

#### Fire and Safety:

17. **SMOKING IS PROHIBITED ANYWHERE ON THE PREMISES** – It is the responsibility of the hirer to ensure that this rule is strictly adhered to by their guests and service providers. The area and receptacles designated for smoking are at the front of the building. Damage caused by cigarettes will be dealt with under the breakages clause.
18. Use of mobile gas and oil cookers or heaters or hog roasts is prohibited, as is the use of lighted candles, anywhere in the building and/or its perimeter.
19. No alterations to any electrical or gas fitting or any additional lighting is allowed without the permission of the River Stour Trust.
20. All users must familiarise themselves with the Fire Precaution requirements of the building and adhere to the following instructions at all times during the period of hire. In the event of

a suspected or actual fire, the instructions displayed at every fire call point should be followed without delay.

21. The Fire Exit doors must be kept clear and not propped or wedged open at any time. Stairways, corridors and entrance must be kept clear of obstructions and furniture. Fire Notices and Fire Fighting Equipment must not be removed or misused. Any incidents involving the Police or other Emergency Services, e.g. Fire Brigade or Ambulance, must be reported to the River Stour Trust.
22. Tables and seating layouts need to take into account where the fire exits are located to ensure that we abide by health and safety regulations.

#### Damages:

23. Any damages or breakages or loss to the premises or to the approaches thereto or to anything therein or in the said premises arising out of the booking must be reported to the River Stour Trust. The user shall make good at his/her own expense all such damage or loss and, in the event of his/her failing to do so within two days of the occurrence, the user shall hereby irrevocably authorise the River Stour Trust to make good that damage and hereby undertake to indemnify the River Stour Trust against all costs, charges and expenses in respect thereof.
24. Payment for breakages will include an additional 10% for administrative costs.

#### Responsibility for Loss, Damage or Personal Injury:

25. The River Stour Trust will not accept any responsibility for any loss or damage to any property arising out of the booking nor for any loss, damage or injury which may be incurred by or be done, or happen to any person or persons resorting to the premises during the booking or for the loss due to any breakdown of machinery or failure of services. The user shall indemnify the River Stour Trust against any claim in respect of any loss, damage or injury, which may arise out of the booking or by any person resorting to the premises during the booking.
26. Complaints following use of the VEC should be referred in writing to the Chairman, River Stour Trust.
27. The VEC does not tolerate violent, anti-social, abusive or unwelcome behaviour from anyone under any circumstances.
28. Any dissatisfaction with services must be taken up directly with the relevant provider. We cannot be held liable for these services although we welcome your feedback.

#### Insurance:

29. Users are advised to consider obtaining insurance cover for the "third party risks" for which they have a liability.
30. The River Stour Trust has its own Public/Products Liability insurance which covers its own liabilities only. A copy of this document is available upon request.

#### Variations of Terms and Conditions:

31. The River Stour Trust reserves the right to alter these Terms and Conditions and charges at any time and without notice.

#### Acceptance of Terms and Conditions:

32. Completion of the Booking Form denotes your understanding and acceptance of these Terms and Conditions of Use. Every person receiving confirmation of a booking shall be deemed to have agreed to these Terms and Conditions.