



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. The premises can only be used for the purposes stated on your completed booking form.
3. 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.
4. The River Stour Trust reserve the right to refuse any booking.
5. During the summer months, usually on weekends, our trip boats are operational. On such days, the boats will pass through the lock adjacent to the building. The crew/passengers will potentially use the back entrance of the building to access the toilet facilities in the back foyer. Every effort will be made to avoid disruption to those hiring the Visitor Education Centre.
6. There is parking available within the grounds of the Visitor Education Centre. No parking is permitted anywhere on the riverbank at any time and by the bollards in front of our entrance gate.
7. 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

8. All rooms used by the user must be left in an orderly state on completion of the booking.
9. All items brought onto the premises must be removed from the premises before the end of the booking.
10. Please ensure that you bring washing-up liquid, dishcloths, tea-towels and bin bags, as these are not provided.
11. Access is restricted to the rooms specified on the letter of confirmation.
12. The Visitor Education Centre 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. 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 agreed period.
14. We do not condone balloon releases, Chinese Lanterns or fireworks and we recommend petals, rice and biodegradable confetti for outside use.
15. Any items left at The Granary will incur a charge for their removal and/or disposal with 10% of the charge towards administrative costs.
16. 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 whilst they are outside.
17. The user is responsible for the security of the premises during the period of use.
18. Should you vacate the premises before the arrival of Visitor Education Centre staff then you must take all reasonable steps to secure the building by securely closing all doors and windows.
19. The user shall not sublet the premises or any part thereof, nor sell tickets to the event at the door.
20. 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:

22. **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 designated for smoking and the receptacles to dispose of cigarette butts are at the front of the building. Damage caused by cigarettes will be dealt with under the breakages clause.
23. Naked flames, lighted candles, sky/floating lanterns and/or fireworks are prohibited anywhere in the building, its perimeter and nearby vicinity partly due to the proximity of nearby properties, car park and woodland.
24. Use of mobile gas, oil cookers, BBQ's or hog roasts is prohibited within the building, on the decking and any other areas restricted to hirers; but can be set up at the designated area maintaining a distance of at least 3 metres from the building.
25. No alterations to any electrical or gas fitting or any additional lighting is allowed without the permission of the River Stour Trust.

26. 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.
27. 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.
28. 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:

21. 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.
22. Payment for breakages will include an additional 10% for administrative costs.

Responsibility for Loss, Damage or Personal Injury:

32. 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.
33. The River Stour Trust does not tolerate violent, anti-social, abusive or unwelcome behaviour from anyone under any circumstances.
34. Complaints following use of Visitor Education Centre should be referred in writing to the Chairman, River Stour Trust.

Insurance:

23. Users are advised to consider obtaining insurance cover for the "third party risks" for which they have a liability.
24. 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.

Suppliers

25. Your chosen supplier/s must be able to provide us with copies of relevant certificates/paperwork proving that they hold current:
 - a. Public Liability Insurance
 - b. PAT Testing Certificate/s (for any electrical equipment to be brought onto the site)
 - c. In the case of food suppliers, they are registered with the environmental health service of their local authority and hold a Food Hygiene Rating score of 3 or more.
26. Any dissatisfaction with external service providers must be taken up directly with the relevant service provider. We cannot be held liable for these services although we welcome your feedback.

Variations of Terms and Conditions:

27. 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:

28. 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.