

## Jubilee Community Centre

### Free Usage Scheme Terms and Conditions

#### 1. Requesting free usage

##### 1.1 Who can request free usage?

Individuals and local groups requesting free usage must be residents or based in Queen's Park, and must be running free events, projects or services open to the community. These activities must align with the community priorities stated below and can target specific demographics, such as elderly residents, children or young people, disabled people etc.

##### 1.2 What activities are supported by the free usage scheme?

Criteria for free usage must align with the following community priorities:

- Benefit the health and well-being of residents.
- Provide opportunities for families, children and young people.
- Improve the quality of life for older and, or disabled residents.
- Promote community cohesion and neighbourliness.
- Facilitate meetings or other activities that address local issues, priorities, or campaigning.
- Provide free or highly subsidised activities open to the community.

##### 1.3 Exclusions

Residents and local groups cannot request free usage for personal, private, invitation-only activities or activities where there is a charge to attendees. Events, projects or activities which ask residents to donate according to their means can be permitted. Applicants must make clear in their requests whether a donation will be requested.

##### 1.4 Availability

Free usage is available on the following dates and times. Organisers wishing to extend their booking beyond the free-usage time (e.g. Monday 16:00 – 19:00) should include this information in their booking form. Any additional time will be charged in line with the booking costs set by Everyone Active and invoice will be issued and payable directly to Everyone Active before the activity takes place. Please make arrangements directly with management at The Jubilee Community Centre if you wish to organise additional time.

Mondays (11pm- 1pm)	Community Room
Mondays (2pm - 4pm)	Community Room
Tuesdays (12:00pm – 2:00pm)	Sports Room
Wednesdays (12pm – 2pm)	Community Room
Wednesdays (12pm-2pm)	Sports Hall

Thursdays (6pm -8pm)	Community Room
Fridays (2pm - 4pm)	Community Room
Fridays (7pm – 9pm)	Sports Hall
Saturdays (1pm -3pm)	Sports Hall
Sundays (3pm – 5pm)	Sports Hall

### 1.5 Maximum free usage allocation

Individuals and local organisation can apply for a maximum of 14 hours of free usage each month. This ensures that a range of organisations providing a range of services can access the free usage scheme. Individual or organisations that require more than the maximum 14 hours can make a request by email to QPCC. Organisations can request block booking up to three months in advance and may not apply for another three-month block booking until the end of the third month of the initial booking.

### 1.6 Process and Prioritisation

Requests must be made using the online form (at least one month in advance. QPCC's reviews requests to ensure it meets the criteria and is within the maximum of fourteen hours. Booking requests should receive a confirmation within five working days.

Where there are multiple requests for the same date and time, QPCC will contact each party to establish the potential for alternative dates and time. Priority will be given to local groups and individuals running activities which align with multiple Community Priorities and at the discretion of QPCC's Proper Officer.

### 1.7 When to request free usage?

Those requesting free usage should submit their booking request at least one month before the event. It is possible to request multiple bookings for a single project across three months.

Individuals and local groups can request a **maximum** of fourteen hours of free usage within a month.

### 1.8 Nominal fee

A nominal fee of £1 per will be charged per booking to enable the council to run this booking system. The Council will issues an invoice upon confirmation of your booking.

## 2. Usage and Cancellations

### 2.1 Usage

The free usage scheme may only be used for the purpose of carrying out agreed activities, as stated in the booking request form. Individuals or local groups should not use the Jubilee Community Centre under the free usage scheme for any activities or access the facilities outside of the agreed times and dates.

## **2.2 Change of activity**

Individuals or organisations should notify QPCC at least 24 hours in advance if they require to change the planned activity. Requests for new activities will be approved in line with the free usage criteria outlined in section 1.2.

## **2.3 Cancellation**

Cancellation of booking must be made by emailing QPCC at least 48 hours before the agreed booking time and dates. Individuals or local groups that cancel three consecutive bookings or more five bookings within a three-month period may be prohibited from making future booking required through the free usage scheme or may be required to secure future bookings with a non-refundable deposit of £50.

## **3. Access and Security**

- 3.1 It is understood that security is paramount. Individuals and local groups should abide by all access and security protocols outlined by the Jubilee Community Centre.

## **4. Safety and conduct**

- 4.1 Individuals and local groups are responsible for the Health and Safety of all attendees at scheduled activity, and are expected to comply with all relevant legislation as determined by the management of the Jubilee Community Centre. Information regarding emergency procedures and first aid arrangements is available from reception.
- 4.2 The Jubilee Community Centre management reserves the right to refuse admission if overcrowding is liable to occur.
- 4.3 Each individual or local groups must provide a named coordinator for each activity requested to run at the Jubilee Community Centre under the free usage scheme.
- 4.4 Named coordinators are required to familiarise themselves with the fire and health & safety guidance, instructions or explanations provided by

management at the Jubilee Community Centre and must comply with the precautions.

- 4.5 Queen's Park Community Council will take no responsibility for any loss or damage to property arising out of an activity facilitated at the Jubilee Community Centre or any injury which may be incurred by any persons during an activity facilitated at the Jubilee Community Centre arising from any cause whatsoever. Nor shall Queen's Park Community Council be responsible for any loss due to mechanical breakdown, failure in electricity supply, floor, fire, government restriction or act of God which may cause the premises to be temporarily closed or the function interrupted.
- 4.6 If on arrival at the Jubilee Community Centre anything is missing or damaged individuals and local groups must report this to the management at the Jubilee Community Centre immediately. Individuals and local groups must also notify management at the Jubilee Community Centre if any damage to the facility, furniture or fixtures occurs during a session even if the damage is recognised as fair wear and tear or it is believed that the damage is not the fault of anyone attending the session.
- 4.7 Individuals and local groups should pay due respect to all members of staff and other users at the Jubilee Community Centre. Inappropriate conduct can lead to the revocation of access through the free usage scheme.

## **5. Upkeep**

- 5.1 Individuals and local groups must tidy and clear away any rubbish and leave the facilities in the same condition in which it was found.
- 5.2 If any furniture or fixture is moved during the course of a session it should be returned to its original position afterwards.
- 5.3 Individuals and local groups should not permanently affix any materials to walls.
- 5.4 Walk ways, halls or fire exits must not be obstructed under any circumstance.
- 5.5 Nothing should be stored in, or obstruct access to the toilets or other facilities.
- 5.6 No party should remove anything from the Jubilee Community Centre which does not belong to their group/organisation.

## **6. Storage**

- 6.1 There will be no access to the storage facilities at the Jubilee Community centre as part of the free usage scheme, except with express consent from the management of the Jubilee Community Centre. Such request must be made in writing to Queen's Park Community Council and will only be granted with approval from the management at the Jubilee Community Centre.

## 7. Complaints Procedure

- 7.1 Individuals and local groups accessing the Jubilee Community Centre under the free usage scheme should address complaints or concerns about the facilities at the Jubilee Community Centre directly to the management at the Jubilee Community Centre and are encouraged to include Queen's Park Community Council in such communications.
- 7.2 Individuals and local groups with complaints or concerns about the free usage scheme and its managements should address concerns to Queen's Park Community Council. All Complaints and Concerns will initially be handled by the Proper Officer and will be escalated to the Forward Planning Group if necessary. Please refer to QPCC's Complaints Procedure (<https://queensparkcommunitycouncil.gov.uk/documents/procedure-for-handling-complaints-from-the-public/>) if your concerns or complaints are in regards to the Proper Officer.

## 8. Compliancy

- 8.1 It is the responsibility of all individuals or groups that access the Jubilee Community Centre under the free usage scheme to comply with the terms of use outlined in this document in addition to any Terms of Use identified by Everyone Active.

Organisation/ Community Group: \_\_\_\_\_  
Name: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_