



Hastings Centre Trading Ltd Terms and Conditions

for use of the Hastings Centre and the King's Church Building on Sackville Road, Bexhill

Revision: September 2025 (V2.0)

Issued by: Hastings Centre Trading Ltd

The management of the **Hastings Centre (TN34 2SA)** and the **King's Church Building on Sackville Road (TN39 3JA)** is the joint responsibility of **Hastings Centre Trading Ltd** and its owners, **The Hastings Community Trust**. Our aim is to provide excellent customer service while ensuring the safe and fair use of our facilities.

Quick reference – key hirer obligations

- **Payment:** Full payment or deposit must be made before a booking is confirmed. Invoices must be settled within 30 days.
- **Insurance:** Corporate/commercial hirers must provide Public Liability Insurance with £2,000,000 cover and a risk assessment 7 days before the event.
- **Damage:** Hirers are responsible for any damage and must remove all rubbish/property at the end of hire.
- **Cancellations:** Less than 14 days' notice incurs full charge.
- **Compliance:** Hirers must always follow all safety requirements and management instructions.

1. Use of premises

The use of our premises and facilities is subject to the following terms and, where applicable, to additional standard conditions outlined in your hire agreement:

- **Applications:** All bookings must be made through the management team.
- **Right to refuse:** Management reserves the right to refuse any booking at its discretion.
- **Cancellations by management:** Bookings may be cancelled if the premises are deemed unfit for use. Where possible, an alternative date will be offered.
- **Requirements:** All event requirements must be declared on the booking form. Any additional details must be emailed to the administration team at the time of booking.
- **Additional charges:** Extra services or facilities not specified at the time of booking may incur additional charges.

2. Booking conditions

Payment

- **Minimum booking time:** 1 hour, with additional time charged in 30-minute increments.
- **One-off events:** Full payment and a signed booking form are required before confirmation.
- **Regular bookings:** A deposit equal to 50% of the cost of one session is required to confirm the booking.
- **Credit facilities:** Only available to Limited Companies or Limited Partnerships. All others must pay in full prior to the event.
- **Invoicing:** Where credit is provided, final invoices must be paid **within 30 days** of issue.
- **Late payments:** Interest of **1.5%** per month may be applied to overdue accounts.

Changes & cancellations

- Changes must be requested in writing (email) and confirmed by management.
- Catering numbers may be changed up to **10 days before the event**.
- Cancellations:
 - **28+ days' notice:** Full refund.
 - **14–27 days' notice:** 50% refund.
 - **Less than 14 days' notice:** No refund (including catering charges).

Hirer responsibilities

- Hirers are liable for any damage to buildings, equipment, or furniture during the hire period.
- All rubbish and personal property must be removed from the premises to avoid additional charges.

3. Insurance and liability

- Corporate and commercial hirers must submit a risk assessment and proof of Public Liability Insurance (£2,000,000 minimum cover) at least 7 days before the event. Bookings are not confirmed until these are received.
- Corporate and commercial hirers must ensure insurance covers damage to premises under their control.
- Subject to agreement of management, public liability cover is available to charitable organisations, voluntary organisations, not-for-profit groups and individuals using our premises when hired. Please refer to the document *Hirers' Public Liability Summary of Cover*.
- Sub-letting or unlawful use of premises is strictly prohibited.
- Hirers are responsible for obtaining and complying with all required licences.
- The Hastings Centre holds a Phonographic Performance Limited (PPL) licence and Professional Rented Sector licence for background music. Other music use may require additional licensing.
- The Sackville Road building does **not** currently hold Phonographic Performance Limited (PPL) or Professional Rented Sector licences.

4. Safety requirements

- Hirers must not endanger building users or invalidate insurance policies.
- Fire exits, corridors, and stairways must always remain clear.
- Emergency lighting must not be covered.
- Firefighting equipment must not be tampered with.
- Highly flammable substances, naked flames, smoke machines, lasers, and pyrotechnics are prohibited.
- Decorations require prior written approval.
- Accidents or injuries must be reported to management immediately (or within 24 hours by email).

5. Smoking policy

- Smoking and vaping are permitted only in designated areas outside the buildings.

6. Alcohol

- No alcohol may be brought onto or sold on the premises without written permission.
- **Hastings Centre:** Licenced to sell alcohol.
- **Sackville Road Building:** **Not** licenced for alcohol.

7. Gambling & lotteries

- Hirers must comply with all relevant betting, gaming, and lottery legislation.

8. Storage & property

- Delivery or storage of goods requires prior approval.
- A storage fee may apply.
- Management is not responsible for loss, theft, or damage to hirers' property.

9. Car parking

- The adjacent pay-and-display car park is owned by Hastings Community Trust and operated by Hastings Centre Trading Ltd.
- Vehicles must be parked within marked bays and not obstruct entrances or exits.
- Parking charges always apply.
- Additional charges may apply for unpaid parking.
- Hastings Community Trust accepts no liability for damage, accidents, or losses.

10. Hot drink discount

- On presentation of a Hastings Centre parking voucher, an 80p discount will be applied to the price of a hot drink purchased in Coffee Box.
- Voucher must be presented at point of purchase.
- Voucher valid only on day of issue.
- Only one voucher can be redeemed per hot drink.
- Not to be used in conjunction with any other offer or discount.
- Vouchers cannot be exchanged for cash or credit and have no cash or transferable value.

11. Care of property

- Furniture and equipment may not be moved without prior approval.
- No temporary structures may be erected without a risk assessment and written approval from management.
- Damage to property will be charged to the hirer.

12. Other conditions of use

- All event notices/advertisements must be approved by management before printing.
- No pins, tape, or Blu-Tack on walls.
- Only food and drink purchased on site may be consumed.
- Pets are not permitted (except registered assistance animals).
- Bag and security checks may be conducted as a condition of entry.
- Management may refuse entry or remove individuals for inappropriate, dangerous, or intoxicated behaviour.
- CCTV is in operation for crime prevention and detection.
- Children must be always supervised by a responsible adult.
- Some events may require hirers to provide first aiders, car park stewards, security staff, or relevant certification.

13. Equal opportunities

We are committed to providing a welcoming and respectful environment:

- All individuals will be treated with dignity and respect.
- Offensive language, jokes, or behaviour will not be tolerated.
- Harassment or intimidation will result in removal from the premises.
- Persistent breaches may result in cancellation of future bookings.

14. Complaints

- Where possible, complaints should be reported to management during the event and then confirmed in writing to the Hastings Centre Business Manager. We aim to respond within **28 days** in a professional and transparent manner.

15. Data protection

- Personal data provided for booking purposes is processed in accordance with our Data Protection Policy, available on our website.

16. Final authority

- All decisions made by Hastings Centre Trading Ltd management relating to safety, security, compliance, and enforcement of these terms and conditions are final.

17. Force majeure

- Hastings Centre Trading Ltd shall not be liable for any failure to perform or delay in performing its obligations under this agreement if such failure or delay is due to circumstances beyond its reasonable control.
- Such circumstances include (but are not limited to) fire, flood, storm, extreme weather, power failure, industrial disputes, staff shortages, government restrictions, pandemics, acts of terrorism, war, or any other events beyond the control of management.
- In such cases, management will make reasonable efforts to offer an alternative date or service where possible, but no liability will be accepted for any costs or losses incurred by the hirer as a result of cancellation or postponement.
- Where the hirer is unable to proceed with an event due to force majeure circumstances, management will work with the hirer to reschedule the booking where possible.

Hastings Centre Trading Ltd

Company Registration No. 05222534 | VAT No. 849 7602 82

Fully owned by **The Hastings Community Trust (King's Church 1066)**

Company No. 03990390 | Charity No. 1081252

Registered Office: The Hastings Centre, The Ridge, Hastings, East Sussex, TN34 2SA