



TERMS & CONDITIONS

The terms and conditions set out in this document and the booking submitted by the hirer shall govern the contractual relationship between Age Exchange and the hirer in relation to the booking of Age Exchange's facilities.

Where the booking has been made on behalf of the main contact on the day, the booker shall accept and agree to the terms and conditions on behalf of the main contact on the day and ensure they are fully aware of what is required of them by Age Exchange.

1. Payment

1.1 After the booking takes place, the hirer will be sent an invoice for the total amount due and any additional fees. This invoice must be paid within 30 days from the invoice date. If payment is not made within the 30-day period, Age Exchange reserves the right to add a fine to cover the loss of interest on the overdue amount.

1.2 All payments made by cheque should be addressed to Age Exchange. BACS payments can be made to:

A/c Name: Age Exchange
Sort Code: 20-49-81
A/c No: 10104892

(Please use the invoice number as your reference)

1.3 Age Exchange reserves the right to increase its rate to take into account any increases in taxes or other material factors outside its control. Any increases made after the date of the booking will be communicated to the hirer in writing.

2. The Event

2.1 Age Exchange should be informed of how many delegates/participants will be attending and the desired layout.

2.2 To retain good relationships with our neighbours, we ask that the hirer and all delegates/participants refrain from making excessive noise when entering, leaving and during the hire.

2.3 **We cannot accept bookings for celebrations, parties or large gatherings.** Our spaces are for meetings, training, talks, rehearsals, performances, community groups and classes and the number of chairs is limited in each space (please check our website for guidance).

2.4 **Smoking is not permitted anywhere within Age Exchange or in our courtyard.**

Smoking is only permitted outside on the pavement away from the driveway.

- 2.5 **There is no parking available outside the Bakehouse.** There is a car park behind Blackheath station (access via Southvale Road and Collins Street).
- 2.6 The event will only be allowed to take place during the times stipulated on the booking form. If extra time is required before or after the hire, then it is the hirer's responsibility to inform the staff at Age Exchange and an additional fee may be incurred.
- 2.7 The hirer should ensure that the named person (s) stated on the booking form are on Age Exchange's premises for the whole duration of the hire.
- 2.8 When the event involves children, the hirer will ensure that they have the appropriate Child Protection Policy in place. The hirer intending on using Age Exchange regularly will be required to provide evidence of the policy and any relevant registration licenses or qualifications.

3. Premises

- 3.1 The hirer is responsible for setting up their event and returning all furniture/equipment back to its original position after they have used it.
- 3.2 Age Exchange offers hirers the use of a small kitchen (Bakehouse only) which includes oven, microwave, kettle, fridge and dishwasher. It is the responsibility of the hirer to ensure that the kitchen is left in a clean and respectful condition after use by themselves and all delegates attending their event/hire.
- 3.3 The hirer is responsible for the structure and contents of the premises. Additional fees will be applied for any undue damage or cleaning requirements for Age Exchange. The fees for repairing any damage caused to the property, contents or grounds by the hirer or any person attending their event/hire will be calculated based on repairs and/or replacements. Any additional cleaning fees including the removal of rubbish, washing up and/or tidying up following the event/hire will be charged at £20 per hour. All of these additional fees will be charged back to the hirer and must be reimbursed to Age Exchange.
- 3.4 If and when using the Bakehouse kitchen, glasses, cups, plates and cutlery will be provided. If any of these items are damaged, please record this and inform Age Exchange at the end of the hire so that replacements can be sought. Charges of £2 per cup, glass, plate and £1 per cutlery item will apply for any replacements that need to be made.
- 3.5 If your event/hire is taking place during the working day, please have some consideration for the staff members working around the event.
- 3.6 Written consent must be obtained from Age Exchange for the use of candles anywhere within Age Exchange premises, including celebratory candles.
- 3.7 **No alcohol to be sold or consumed on the premises.**

3.8 The hirer shall not sub-let the premises or use them for any unlawful or illegal purpose.

4. Cancellation

4.1 Age Exchange reserves the right, without prejudice, to cancel or suspend any booking if:

- The booking might, in Age Exchange's opinion, prejudice its reputation or that of any tenants within Age Exchange premises.
- If the hirer is more than 21 days late with payments.
- If the hirer becomes bankrupt or makes any voluntary arrangement with its creditors or becomes subject to an administration order.
- If the information given by the hirer proves to be false.
- If the event goes against the business operations of Age Exchange or any tenants within Age Exchange.
- If any damages to the premises make the letting of Age Exchange unsafe.

4.2 Bookings will only be cancelled when we have received notice in writing from the hirer. If the hirer cancels their booking, the following amounts will be charged:

- Less than 1 week before the booking date: 100% of the total amount due.
- Between 1-2 weeks before the booking date: 50% of the total amount due.
- More than 2 weeks before the booking date: you will receive a full refund.

5. Personal Conduct

5.1 The hirer and all delegates should ensure that they comply with all licensing, health and safety and other laws and regulations relating to Age Exchange and their event.

5.2 The hirer and all delegates should not bring any dangerous or hazardous items on to Age Exchange premises and remove any such items promptly when requested to do so.

5.3 It is the responsibility of the hirer to ensure that nothing occurs at the event in contravention with the law.

5.4 The hirer shall be responsible for their own personal safety and the safety of others within their party.

5.5 It is the responsibility of the hirer to ensure all portable equipment used at Age Exchange is tested, safe and adequately insured. Age Exchange reserves the right to terminate the use of any equipment which is not deemed to be safe. No flammable or combustible materials are permitted at the event without prior written approval from Age Exchange. Age Exchange may require a risk assessment before approval.

5.6 Accidents must be reported to the staff at Age Exchange.

6. Liability

6.1 Age Exchange is not liable for the following:

- The loss or damage of personal items or equipment of the hirer or anyone associated with the event/hire.
- Any loss of profit or other financial loss or any indirect, special or consequential loss, damage, liability, costs or claims suffered, incurred or made by the hirer in connection with the event

7. Health and Safety

7.1 Please read below the relevant fire escape procedures for the space you are hiring.

7.2 For the Bakehouse these can also be found attached to the wall by the front door to the Bakehouse.

7.3 Please note where the fire extinguishers are located upon entering the building.
Please note where all fire exits are.

Age Exchange Centre & Studio – Emergency evacuation procedure

- If the fire alarm sounds it must be assumed that there is a fire/or incident and the building is to be evacuated immediately by the quickest route available, assisting other members of staff, volunteers and members of the public as appropriate. **The Centre's lift must not be used**
- If you discover a fire you must break the glass on any of the fire alarms situated around the building*.
- Firefighting equipment is situated around the building – however these should only be used in the case of a very small fire – the priority is to get people out of the building.
- The appointed staff member should ensure that all rooms have been evacuated via exits at the front of the Centre or through the back door into the garden.
- The appointed staff member will be aware if there are any people requiring assistance – for example those in wheelchairs and assistance for these people will be paramount. **
- **Dial (9) 999 to call the Fire Brigade**
You will be asked for the following information – your name, the address (**Age Exchange, 11 Blackheath Village SE3 9LA**) and what help you need. Remember that you may require Ambulance assistance.
- Everyone should assemble in Bennett Park and remain there until the Fire Brigade arrives. This will enable a check to be made to ensure that everyone is out of the building.
- No one should go back into the building until told to do so by the Fire Officer.

**A limit of 5 wheelchairs at any one time are allowed in the Centre. A carer specifically assigned to them must accompany all people in wheelchairs visiting the Centre.

***Fire alarms are found:**

- **Ground level by street door**
- **Café back door leading to the garden**
- **Library stairs**
- **Back door in Studio leading into the courtyard**

*****Fire Extinguishers are Found:**

- **Two by front door of the centre**
- **Two by Café back door**
- **Fire blanket located in Café kitchen**

Age Exchange Bakehouse - Emergency evacuation procedure

If the fire alarm sounds it must be assumed that there is a fire or incident and the building is to be evacuated immediately by the quickest route available. Smoke is the major hazard in all fires. If you can smell anything unusual, always investigate thoroughly and check all areas.

There is to be **NO SMOKING** in any part of the building. The rule applies to all staff, volunteers, room hires and visitors to the Bakehouse.

Smoke detectors have been installed in the building; they emit a high piercing sound and a bright light when activated by smoke. Evacuate the Bakehouse via the fire exit door at the back of the room immediately if you hear this but proceed calmly.

The 'Meeting Point' is on Bennett Park, on the pavement next to our garden wall. **EVERYBODY** should remain there until the Fire Brigade arrive. This will enable a check to be made to ensure that everyone is out of the building. No one should go back into the building until told to do so by the Fire Officer.

Hirer's, make sure you have identified either yourself or a colleague as the designated Fire Marshal during your booking. **That person must call the Fire Brigade by dialling 999.** Inform them of the situation, giving as much information as possible and quote the address. Remember you may require Ambulance assistance.

**Age Exchange
11 Blackheath Village
London
SE3 9LA**

If the source of the smoke is easily identifiable and you discover a fire **you must break the glass on any of the fire alarms situated around the building***, for example a waste paper basket or piece of electrical equipment – take fire extinguishers from the wall as instructed. Do not tackle any major source of smoke. Your safety and the safety of those around you are of paramount importance.

If there are visitors to the building who are wheelchair users, they need help to be assisted to safety. There are three fire alarms in the Bakehouse. To raise the alarm, please press the black buttons on the fire alarms.

***Fire alarms are found:**

- **Front entrance of the Bakehouse by the front door alarm**
- **By the Bakehouse fire exit door**
- **Stairwell**

Familiarise yourself with positions of the fire extinguishers**. These should only be used in the case of a very small fire - If you do not feel confident handling a fire extinguisher, leave well alone. Similarly, if you feel the fire is spreading quickly **DO NOT** attempt to tackle it. the priority is to get people out of the building.

****Fire Extinguishers are Found:**

- **Two by the front door of the Bakehouse**

- **Two by the Bakehouse fire exit door**
- **One in the stairwell**
- **One by the toilets**
- **One by the top of the stairs in the Bakehouse**
- **Fire blankets are located in the Bakehouse kitchens.**

Updated June 2024