



Temporary Booking and Cancellation Policy

CaSE Community Trust is monitoring the situation on COVID-19 very closely. We have implemented measures to minimise its impact as our goal is to run 'business as usual' as much as possible, but understand advice is changing on a regular basis. As such we have completed a 'COVID-19 Risk Assessment' and require all hirers to confirm they have read and understood the 'Special Hire Conditions', as well as amending our booking and cancellation policy below.

1. Bookings:

- a) Block bookings will be accepted in more flexible blocks, instead of just 6 or 12 weeks. For example: bookings can be accepted on a month-by-month, or term-by-term basis to suit new working schedules;
- b) Please allow up to 3 working days for bookings to be confirmed;
- c) Hire times must include set up time and clearing away time. However, extra time will be given to block bookings, free of charge, to allow for extra cleaning of 'high contact' points;
- d) Careful management of bookings has been implemented to ensure the 'Special Hire Conditions' are adhered to;
- e) Consideration will be given to new bookings by the Trust Manager.

2. Payments:

- a) Full payment of invoiced hire fees for block bookings or one-off bookings are due no later than 2 weeks before first block booking or one-off booking;
- b) Block booking hire charges will be invoiced monthly. Payment of invoiced charges must be made within 14 days of the invoice date;
- c) Cash or cheque payments are not currently being accepted. Payments can be made via PayPal or bank transfer;
- d) Block bookings payments can be made on a weekly or fortnightly basis by Standing Order only and with prior agreement from the Trust Manager.

3. Cancellations:

- a) If it is necessary for CaSE Community Trust to cancel any one-off or block bookings or close the Lyons Community Centre we will attempt to provide at least 24 hours notice and any hire charges will be returned by the means with which it was paid within 5 working days;
- b) In the event that part of a block booking is cancelled with less than a months notice for COVID-19 reasons any deposits and hire charges will be returned by the means with which it was paid within 5 working days. In the event that less than 24 hours

notice is given, the full deposit and 50% of the hire charge will be returned by the means with which it was paid within 5 working days;

- c) In the event that a one-off booking is cancelled with less than 14 days notice for COVID-19 reasons any hire charges will be returned by the means with which it was paid within 5 working days. In the event that less than 24 hours notice is given, 50% of the hire charge will be returned by the means with which it was paid within 5 working days.

4. Deposits:

- a) Hirers who had a block booking prior to the closure of the Lyons Community Centre are not required to pay a new deposit;
- b) For all new block bookings the full payment of invoiced deposits are due no later than 2 weeks prior to the first booking, instead of 4 weeks;
- c) For new block bookings, who cancel any bookings due to COVID-19 reasons, the deposit will be refunded by the means with which it was paid within 5 working days, if cancelled before the 12th week and no further bookings are scheduled;
- d) For all one-off bookings the deposit of £50.00 is required at the time of booking (after 17th August 2020), but the remaining £100.00 is due no later than 2 weeks prior to the booking, instead of 4 weeks;
- e) If any safety concerns around COVID-19 are raised and we are required to close the Lyons Community Centre:
 - i) New block bookings deposits will be refunded by the means with which it was paid within 5 working days, if cancelled before the 12th week and no further bookings are scheduled;
 - ii) One-off booking deposits will be refunded by the means with which it was paid within 5 working days, if the booking is cancelled.

5. Amendments:

- a) Block bookings will have access to larger rooms, if available and at no extra cost, to aid in following social distancing guidelines, but this should not be relied upon;
- a) Hirers who offer fitness classes are encouraged to offer their classes in the garden during nice weather;
- b) It is possible to transfer any funds already paid to future bookings with ease, if agreed by both parties;
- c) If it is possible to re-arrange one-off bookings to a later date this will be actioned at no extra charge to the hirer. In which case, the hire charge and deposit can be transferred to the new booking.

All other booking hire terms and conditions remain in place. This temporary policy will remain in place until 31st December 2020. It will be reviewed by the Board of Trustees on 17th November 2020.

FOR MORE INFORMATION PLEASE CONTACT REBECCA ON:

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