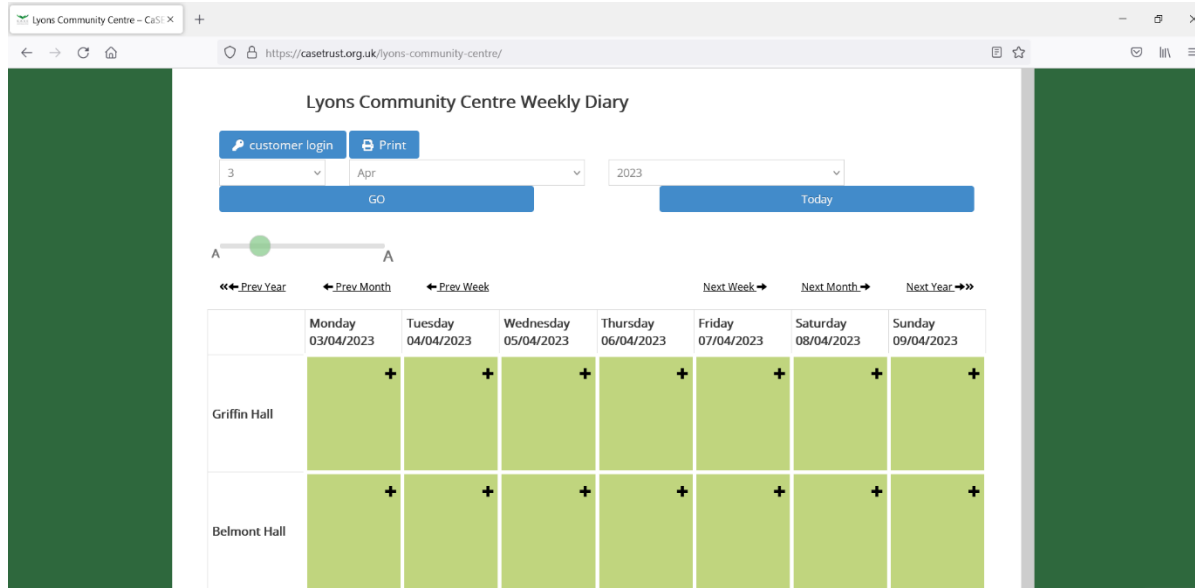




## How to book at the Lyons Community Centre

1. Search for <https://casetrust.org.uk/lyons-community-centre/> and scroll down until you see the calendar. Then use the search facility to find the required date and click on the + symbol on the date and room you wish to book:



2. Login to your Hallmaster account. If you are making a booking for the first time, you will be asked to enter your contact details and a password so that you can track your booking and view any invoices/payments linked to your booking:

Make Booking Request - Lyons Community Centre

**New User**

Firstname

Surname

Email

Group Name (optional)

Telephone

Password

\* Minimum 6 characters and 1 uppercase letter.

Repeat Password

Address Line 1

Address Line 2

City

County

Postcode

I'm not a robot

\* We promise not to send you any junk email or share your details with any third parties  
By continuing you agree by our End User License Agreement (EULA) and Privacy Policy.

**Login**

Email

Password

[I forgot my password](#)

3. You will then need to complete the rest of the booking request as follows:

**Rooms:** Tick the room(s) that you want to include for this booking;

**Name:** This is the name of the booking (eg: 1<sup>st</sup> birthday party);

**Start Date/Time:** The start date and time of the event – including set-up;

**End Date/Time:** The end date and time of the event – including clear-down;



**“Check Availability”:** If there is a clash of bookings at any date, time or room, a red error message will display saying “*The dates of this booking clash with other dates in the calendar, or they don't end after they begin*”. You can then check the weekly calendar or scheduler at the top of the screen to see where the clash is and amend the booking accordingly. You cannot proceed with creating a booking request while there is a clash.

**Customer:** Start typing your name or email address and your name will be displayed for you to select. Alternatively, click on the drop down arrow to retrieve your details;

**Select “Private Event”:** The Weekly Calendar and Scheduler will only show the time the event is booked for, whether the bookings status is set to Requested or Confirmed;

**Number of People Attending:** This is to ensure maximum capacities are not exceeded;

**Special Requirements:** This can be a list of any specific requirements (eg: access to additional tables and chairs);

**Save Booking:** Once completed, when you press “Save”, the request will automatically be sent to the Hall for processing. You will also be shown a link that will take you to your booking:

Make Booking Request - Lyons Community Centre

Details

Rooms  Griffin Hall  Belmonts Hall  Boylde Meeting Room  Viceroy Meeting Room  Viceroy Hot Desk 1  Viceroy Hot Desk 2  Omega Office  Kitchchen  Garden

Event Name

Number of People Attending

Start Date / Time

End Date / Time

Recurring Booking

Activity

Additional (Line) Items


Line Item Group	Line Item	Quantity	Cost
Admin Charges	Deposit for hall hire	1	£150 per item

Description

Privacy

Special Requirements

I agree to the Hall Terms & Conditions

4. Once logged in to your account, you will be taken to a list of your bookings. To view or download an invoice from your control panel, click on the blue Hallmaster icon  on the far right to see a list of invoices linked to each booking. You will also receive a copy via email:

Bookings

Booking saved

Recent Booking

Booking Status

Show Bookings From  onwards

Booking Name	Customer Name	Group Name	Start Date	End Date	Rooms	Status	Invoice(s)	Recurring Booking	Date Created
10 th Birthday Party	Test Customer		Sat 26/02/2022 12:15	Sat 26/02/2022 12:30	Griffin Hall - Kitchchen	Requested	0.00	<input type="checkbox"/>	Thu 24/02/2022 10:22



## **Booking Terms and Conditions**

With effect 1<sup>st</sup> April 2023

### **1. Bookings and Payment**

1.1. All private functions should be made online via the website in the first instance. Regular bookings should be made through the Centre Management in the first instance;

1.2. Please allow up to 3 working days for your booking to be confirmed, up to 5 working days during holiday seasons;

1.3. Provisional bookings will be held for 7 days from the date the booking is made. If the £50 deposit payment (see 2.1) is not made within 7 days, the provisional booking will be cancelled without further notice and available for others to book;

1.4. Private function hire charges will be invoiced at the time of booking. Regular booking hire charges will be invoiced as agreed with the hirer, usually on a monthly/termly basis;

1.5. Full payment of invoiced hire fees and deposits for private functions are due no later than 4 weeks before the private function. Full payment of invoiced hire fees and deposits for regular bookings are due no later than 2 weeks before the first regular booking takes place;

1.6. Payment of invoiced charges can be paid by bank transfer or PayPal as per the invoice. Payments can also be paid by debit or credit card in person;

1.7. Signed copies of the "Conditions of Hire" must be returned to Centre Management 4 weeks before the private function or first regular booking takes place;

1.8. We do not issue reminders, so please ensure that final payment is made in good time. If payment and/or the "Conditions of Hire" are not received on time the booking will be forfeited, deposit returned (minus a late payment admin charge) and available for others to book;

1.9 Admin charges apply for each change made within 14 days of the booking. No alterations can be made within 72 hours prior to the event;

1.10. Hire charges will be reviewed on a yearly basis and any bookings that take place after 1<sup>st</sup> April each year will be charged at the revised cost;

1.11. Special occasions, such as New Years Eve, will be considered on a booking by booking basis but may incur additional charges;

1.12. We reserve the right to change or amend the "Booking Terms and Conditions" and the "Conditions of Hire" at any time without prior notice.



## **2. Deposits**

2.1. In addition to the advertised hire charges a refundable deposit of £200.00 must be paid for all private functions and regular bookings of the halls, per hall (£50 for regular bookings of office/meeting rooms, per room). £50.00 of this is required within 7 days of booking to secure the date(s) – see 1.3. The remaining £150.00 must be paid no later than 4 weeks before the private function, or 2 weeks before the first regular booking takes place;

2.2. Private function deposits will be returned by way of a bank transfer within 5 working days of the function;

2.3. Regular booking deposits will be returned by way of a bank transfer after they have completed their 12<sup>th</sup> session/class/group or at the end of their booking term, whichever comes sooner, within 5 working days. The deposit can also be used for future invoices following agreement with Centre Management;

2.4. In the event of any breach of the “Conditions of Hire” we reserve the right to make charges resulting in part or all of the deposit not being returned.

## **3. Cancellations**

3.1. Cancellations can only be accepted 14 days prior to the booking start date where paid hire charges and deposits will be returned by way of a bank transfer within 5 working days, minus a £20 booking admin charge. In the event a cancellation is made less than 14 days prior to the booking only the paid deposit will be returned;

3.2. We reserve the right to cancel the booking by giving you written notice in the event of:

(i) the premises being required for use as a Polling Station;

(ii) an emergency requiring use of the premises as a shelter for the victims of flooding, snowstorm, fire, explosion or those at risk of these or similar disasters;

(iii) the premises cannot be opened under public health recommendations or becomes unfit for your intended use;

(iv) such hiring will lead to a breach of licensing conditions or other legal/statutory requirements; or unlawful or unsuitable activities will take place as a result of this hiring.

3.4. We will attempt to provide 24 hours notice, noting that this may not always be possible. Any paid hire charges and deposits will be returned by way of a bank transfer within 5 working days. We are not liable for any direct or indirect loss or damages as a result.

## **Concessions**

4.1. Councillor surgeries and credit unions will receive free use;

4.2. Free resident meetings are limited to 6 per year, per resident association;

4.3. No other concessions are applicable other than those reflected in the Hire Rates.



# Lyons Community Centre

## Hire rates

As at 1st April 2023			Rate Per Hour				
ROOM/SPACE	APPROX SIZE (in feet)	MAXIMUM CAPACITY	PRIVATE FUNCTION (any time)	COMMERCIAL HIRE			
				WEEKDAY (8am-4pm)	WEEKDAY (4pm-10pm)	SAT (8am-11pm)	SUN/BH (9am-7pm)
Griffin Hall	44 x 32	70	£36.75	£18.90	£25.20	£29.40	£31.50
Belmont Hall	36 x 27	50	£31.50	£12.60	£18.90	£23.10	£25.20
Viceroy Room	15 x 12	8	£10.50	£8.40	£10.50	£10.50	£10.50
Royale Room	15 x 10	6	£8.40	£6.30	£8.40	£8.40	£8.40
Omega Room	10 x 10	2	£5.25	£3.15	£5.25	£5.25	£5.25

## PLUS Caddington and Slip End residents receive a 25% discount!

A 50% discount is also available for local community/unfunded groups - discounts only available on above room hire rates

Private functions in both Griffin and Belmont Hall at one time will receive a discount of £5.25 per hour = £63 per hour

For private functions after 7pm a non-refundable surcharge of £15.75 per hour, per room is payable

Hire rates includes joint access to the kitchen and garden, unless already exclusively booked. Exclusive use of the kitchen can be arranged for £10.50 per hour. Exclusive use of the garden (until 7pm) should be arranged for bouncy castles, or other use, also at £10.50 per hour. Hire rates also includes access to 35 x chairs, 6 x large (2.5ft x 6ft) and 2 x small (2.5ft x 4ft) tables. Use of 70 x chairs, 12 x large tables and 4 x small tables can be arranged at a rate of £52.50. Exclusive use of the kitchen, garden and/or furniture can only be added at the time of booking, on a first come first served basis and cannot be amended

A £200 deposit is payable for hall bookings, per hall and £50 for other rooms, per room. £50 is required within 7 days of the booking being made. The remaining £150 is due 4 weeks before the booking, along with the full hire charge. The £200 deposit is refunded within 5 working days of the booking providing all Conditions of Hire have been adhered to

**Please note:** the hire period should include set up and clear down and bouncy castles are only permitted in Griffin Hall. The hirer is responsible for ensuring the equipment has been serviced/inspected in the last year and is PIPA and/or RPII registered

Admin charges apply for **each** change made within 14 days of the booking and in the event of any late payment(s). No alterations can be made within the 72 hours prior to the event. A £20 admin charge is payable for any cancellations

**FOR MORE INFORMATION OR TO MAKE A BOOKING PLEASE VISIT:**

[www.casetrust.org.uk/lyons-community-centre](http://www.casetrust.org.uk/lyons-community-centre);

call 01582 227366; or email [lyonscommunitycentre@casetrust.org.uk](mailto:lyonscommunitycentre@casetrust.org.uk)

