

Bookings Report & T&C's

Points to discuss:

- Deposits
- Regular hirers
- New T&C's

Deposits

We currently hold a £100.00 cash or cheque damage deposit for all parties or larger events that are held at the community centre, this is fully refundable deeming there is no damage to the room hired and or the community centre itself. This is alongside a 20% non-refundable deposit or £150.00 non-re-fundable payment taken at the time of the booking.

The highlighted below is the current wording on our terms and conditions relating to deposits and when they are required.

'For all larger events a non-refundable deposit of 20% or £150.00 will be required at the time of booking.'

'Larger events – any event in the Lower Hall, parties, weddings. Bookings combining rooms 4 & 5.'

After reviewing this I am suggesting to re-word the sentence as 'For all events a non-refundable deposit of 20% or £150.00 will be required at the time of booking, whichever is the greater'. This is to give the hirer clarification on which one will be required at the time of booking.

An alternative could be any booking under £300 we require a £50 non-refundable payment per booking. For bookings over £300 keep as mentioned above 20% or £150 depending on which is greater.

Regular hirers

As it stands currently in the terms and conditions to qualify as a regular hirer you must have a repeat booking 6 times or more within a 12-month period. This is a great way to encourage hirers to frequent our community centre.

Being a 'regular hirer' means you are entitled to a discount on rooms and pay a different hourly rate to one off hirers.

Although this is a great incentive for hirers, I feel that possibly 6 times a year is too few a session for a discount. I wondered whether the council would look at the terms of

becoming a regular hirer so that being a 'regular hirer' applies if you are having weekly bookings at the community centre.

I feel these incentives should be reserved for our weekly hirers as they deserve to be rewarded for their loyalty with the great incentive of a discounted rate as they currently are.