



North Tyneside Council

# North Shields Customer First Centre



Northumberland Square  
North Shields

## Room Hire Booking Pack 2022/2023

Updated April 2022



North Tyneside Council



# North Shields Customer First Centre Booking Form

North Tyneside Council

Northumberland Square, North Shields, Tyne & Wear, NE30 1QU

Tel: 0191 643 5270 Fax: 0191 643 5255

Email: northshields.library@northtyneside.gov.uk

**EXPENDITURE CODE** - This must be entered before confirmation of room hire  
(Internal room bookings only) 01 \_\_\_\_\_ 00000 000

**Please provide details below of the person to be invoiced.**

Please complete the form using block capitals only      **Purchase Order Number**

Name:

Address:

Postcode:

Contact Number:

Email Address:

**Date required for booking:**

**Time:**

**Please indicate how many weeks / days if a recurring booking:**

**Do you require time prior to the booking to set up?** (This will be charged according to the hourly rate/proportion of hourly rate. Style of room will be set up already free of charge).      **Yes/ No**

**If yes, please state amount of time requested:**

**Please state the purpose of your booking:**

**Expected attendance/occupancy:**

**Please state if this booking is term time only:** Yes  No

Refreshments	Please Tick	Room Set Up- Please note some of the following layouts are not suitable for groups of more than 12	Please Tick
Hot Water only - <b>Free</b>		Theatre Style	
Hot Water and Cups - <b>£2.00</b> flat rate nominal charge		Classroom Style	
		Cabaret Style	
		Banquet Style	
		U Shaped	
		Boardroom Style	
		Empty	

**Are you hiring this room for an activity that has a potential safeguarding risk (children or vulnerable adults)?** Yes  No

If yes, our Safeguarding Policy requires you to hold a valid DBS certificate.

**Please tick to confirm possession of a valid DBS certificate**

**Please tick to confirm you have read and understood the cancelation policy and charges**

**Please verify you have read and understood the terms and conditions of your booking and confirm all the information you have provided is correct**

**(Note: By submitting this booking pack electronically you are accepting the terms and conditions)**

**Signed:**

**Date:**

Please tick if you do not wish to receive a courtesy call from staff to confirm your attendance prior to your booking

Office use



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## Equipment

Please indicate any equipment required:

- Flip Chart
- PA System (microphone and speakers)

Do you need a laptop supplied?

- Yes, I need a laptop provided for me
- No / I will be bringing my own

Please note that our laptops are Windows 8.1 devices.

**Please note: to attach your laptop to our projector you will need a VGA port.**

Our laptops are equipped with USB drives for memory sticks, as well as CD-ROM / DVD drives to access your information.

**If you are supplying your own laptop please note make, model and operating system of the laptop below:**

Do you require Internet access?

- Yes  No

Wifi is accessible in most locations- please check availability at time of booking.

### **FOR INTERNAL STAFF ONLY**

Do you require access to the NTC network?

- Yes  No

Please indicate any other equipment required:

Please note that Individuals or organisations that hold extremist views or discriminative views of any nature will not be considered to use North Tyneside Council's facilities.



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## **Privacy Statement**

In order to provide room booking services to you, it is necessary for North Tyneside Council to collect and hold personal information about you. We will only keep your information for the minimum period necessary. This information will include.

- Name, address, telephone number, email address.

### **How will we use the information we hold about you?**

We will collect information about you (where applicable) for:-

- Making, amending and administering your booking.
- Providing services requested by you.
- Communicating with you.

### **Who will we share your information with?**

We will not normally share your information with external organisations; however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations.

Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

### **Accuracy of your information**

It is important that we hold accurate and up to date information about you in order to deliver the appropriate services. If any of your details have changed, please ensure that you inform us as soon as possible so that we can update our records.

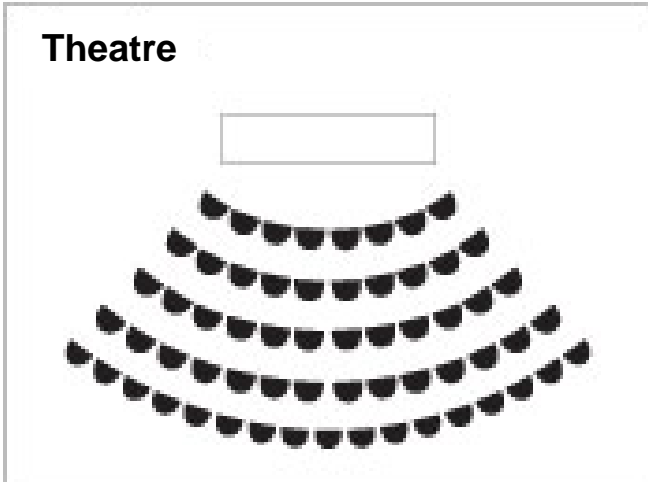


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# Seating and Room Layouts

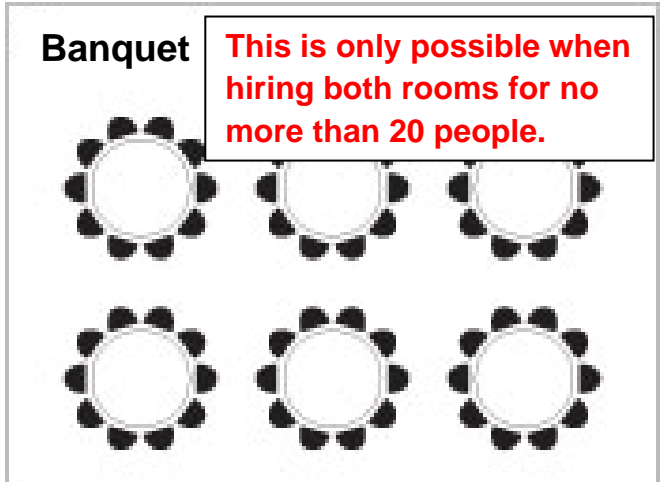
Please note some of the following room layouts are not suitable for groups of more than 12 people.

## Theatre

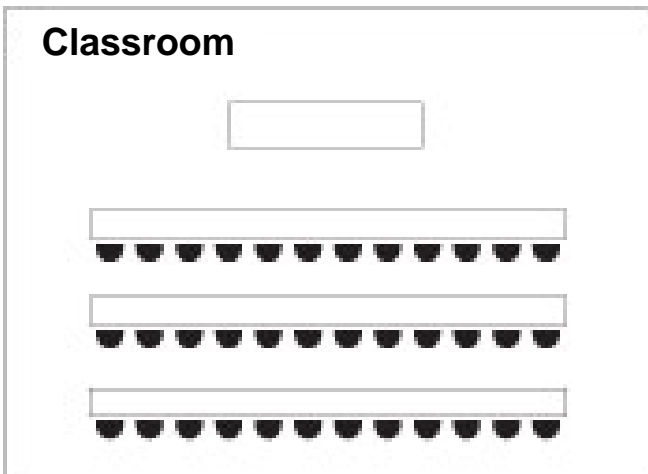


## Banquet

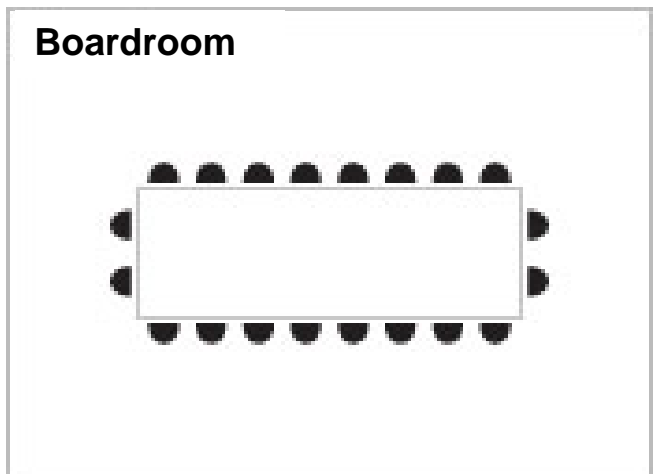
This is only possible when hiring both rooms for no more than 20 people.



## Classroom

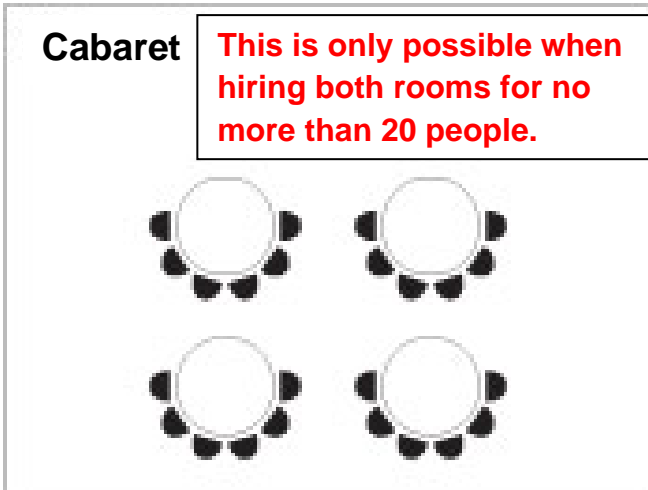


## Boardroom

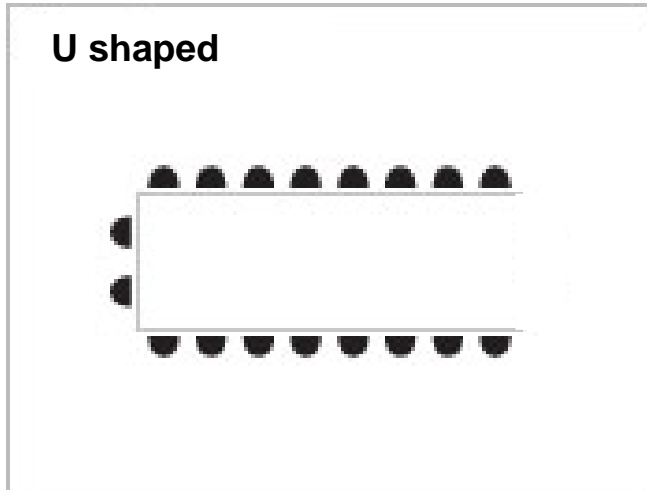


## Cabaret

This is only possible when hiring both rooms for no more than 20 people.



## U shaped





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## Room Hire Charges

Full day 9.00am – 5.00pm

Half day 9.00am – 1.00pm, 1.00pm – 5.00pm

Room 1 49 Sq metres	Business Rate			Standard Rate			Base Rate		
	Full Day	Half Day	Per Hour	Full Day	Half Day	Per Hour	Full Day	Half Day	Per Hour
Medium	72.50	36.25	11.00	48.00	24.00	8.00	24.00	12.00	5.00

Room 2 40 Sq metres	Business Rate			Standard Rate			Base Rate		
	Full Day	Half Day	Per Hour	Full Day	Half Day	Per Hour	Full Day	Half Day	Per Hour
Medium	72.50	36.25	11.00	48.00	24.00	8.00	24.00	12.00	5.00

Room 3 89 Sq metres	Business Rate			Standard Rate			Base Rate		
	Full Day	Half Day	Per Hour	Full Day	Half Day	Per Hour	Full Day	Half Day	Per Hour
Large	126.00	63.00	20.00	84.00	42.00	13.00	42.00	21.00	7.00

**Room 3 is room 1 and 2 combined.**

Hourly rate for room hire after 5:30pm is standard rate of £12.00 per hour and additional charges for security to cover event and locking the building.

Other services provided	Charges
Flip Chart & Pens	£5.40 per pack each
Photocopying	<b>A4</b> 10p per sheet <b>A3</b> 20p per sheet

- **Business Rate Criteria** – Bookings made by profit making organisations e.g. Slimming World, Weight Watchers etc.
- **Standard Rate Criteria** – Bookings made by “not for profit” organisations who do not meet the criteria of community rate e.g. NHS, National Blood Service, internal Council bookings except for service activity and/or the activity forms part of the core offer of the centre
- **Base Rate Criteria** – Bookings for Community groups, CIC’s (Community Interest Companies) and organisations who do not receive direct funding, such as Knit & Natter Art Groups, Line Dancers, toddler groups. Registered charities e.g. Age UK, MacMillan. Private Hire functions e.g. Parties, weddings, funerals, christenings





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## Room Hire Standard Terms and Conditions

1. The 'Centre' shall mean North Shields Customer First Centre, North Tyneside Council. Therefore the contract is made with North Tyneside Council.
2. All bookings are considered provisional until a completed and signed Room Booking Form has been received by the Centre. If the Centre does not receive a completed booking form within 7 days the provisional booking will be withdrawn and the Centre reserves the right to re-let the facilities.
3. All bookings with prior agreed credit facilities will be invoiced
4. All clients must inform the Centre not less than seven days prior to a booking – the number of people attending, along with final arrangements and details for the booking. Final arrangements will include start and finish times, room set-ups and equipment required.
5. All invoices will be calculated within the scale of charges found in the pricing policy. All bookings must start and end at the agreed time. Any request for additional time at the beginning of a booking or any bookings running over the time stated on the booking form **will** result in additional charges.
6. In the event of a non-arrival or cancellation within 4 working days of the event the **full cost for room hire will be charged.**
7. A refundable deposit of £30.00 will be taken for all party bookings. This deposit will be taken on the day of the booking and returned to the Client once the room has been inspected and passed by a member of the Centre's staff.
8. The Council shall not be liable to the client, volunteer or employee of the Client or to any third party for any loss, cost, expense, penalty or damage incurred or suffered, including but not limited to any personal injury or death or damage to property, arising directly out of or in consequence of the User's use of the centre and/or the User's breaches of any Use Conditions.
9. North Tyneside Council does not accept liability for loss or damage to personal effects belonging to the Client or their delegates, staff or visitors
10. The Client will be liable for all and any damage caused to any room, facility, furniture or equipment caused by acts or omissions of their delegates, staff or visitors. Where multimedia projectors are used the understanding that if the projector is damaged or broken then the hirer will be responsible for the repair or replacement.
11. North Tyneside Council will not be liable in failing to provide facilities previously agreed, in the event that it is prevented from doing so by causes beyond its control. This will include but will not be limited to fire, flood, storm, civil disturbance or industrial action.
12. Clients should at the start and end of their room booking report to the Centre's reception where they will be given access to the room and information regarding Health and Safety for their booking.
13. Public liability, fire safety and risk assessments are available to inspect on request but the hirer is responsible for ensuring emergency evacuation procedures are communicated and followed by those using the facilities.
14. It is the responsibility of the hirer to inform the Centre if anyone using the room requires specific help in vacating the building in an emergency
15. Smoking and vaping is forbidden in all rooms in our buildings in line with North Tyneside Council's No Smoking policy



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16. No alcohol is allowed on the premises without the prior consent of the Centre Manager.
17. For evening bookings outside of the normal opening hours there may be an additional charge to provide staffing access to the building (see price list)
18. By law, the authority is not permitted to allow use of its rooms for party political reasons, therefore no bookings will be taken for this purpose. Elected Ward Councillors are able to use rooms to carry out their role as Elected Members, e.g. for ward surgeries. Further guidance is available on the Council website:  
<https://my.northtyneside.gov.uk/category/1013/rooms-and-facilities-hire>.
19. Any individuals or organisations that hold extremist or discriminatory views of any nature will not be able to use North Tyneside Council's facilities.
20. If you are hiring the room for an activity that has a possible safeguarding risk (children or vulnerable adults) our safeguarding policy and procedures require the room user to hold a valid DBS certificate. If this is applicable you will be required to declare this on the booking form. By signing and returning the form you are confirming that this information is correct.
21. The Council reserves the right to refuse or to terminate future bookings if meetings/activities taking place in Council buildings are likely to cause a breach of the peace or affray or are causing a disturbance/disruption to the main function of the building in which the meeting is being held.
22. If a client wishes to bring electrical equipment into the Centre it will require a safety check. This must be by prior arrangement. A charge may be made for electricity consumed by equipment utilising heavy loads. This equipment will also require safety checks which will be undertaken by the Caretakers.
23. You should not stick any items to the walls.
24. Where clients hire ICT equipment they must accept North Tyneside Council's ICT policy, particularly where it states that memory sticks and other devices cannot be used with the Council's equipment.
25. Any additions or variations to these standard terms and conditions must be made in writing. No verbal agreements or arrangements will be binding.
26. We encourage all clients to use the catering facilities in our premises.
27. All clients must ensure that an adult supervises any children/young people attending the bookings at all times.
28. We have no storage facilities for any equipment used during the continuous uses of our rooms nor do we take responsibility for any equipment used on our premises.





## Fire Precautions

- If the Fire Alarm sounds, please leave the building by the nearest Fire Escape. Please note that this may not be the same route that you used to enter the building. The hirer should be aware of the main fire exit routes
- The assembly points are telephone box at the entrance to the park on Northumberland square. Rear assembly point is by the telegraph pole opposite the back of the Beacon Shopping Centre
- If any exit is blocked, a member of staff will direct to the next available exit.
- **The lift will not be in service in the event of a fire alarm activation.**
- It is the responsibility of the hirer to inform the centre if anyone using the room requires specific help in evacuating the building in an emergency.
- Evac chairs are available on the first floor for use in an emergency
- Any electrical equipment belonging to the hirer and used in the rooms requires a safety check before it can be used.
- In the case of a fire, please inform the Fire Co-ordinator of any issues so they can then inform the Fire Brigade.

### First Aid

- There is a **defibrillator on the ground floor** at the main reception desk if required and First Aid boxes are available on each floor.
- If a first aider is required, please notify a member of staff who will identify if a 1<sup>st</sup> Aider is on site.

### Smoking Policy

- This building has a dedicated NO SMOKING policy, which includes E-cigarettes. If you wish to smoke, please leave the premises completely.

### Toilets

- There is an accessible toilet on the first floor with baby change facilities. Access to the toilet is via a Radar Key. Please ask staff if required
- There is an accessible toilet with baby changing facilities, access via a Radar Key please ask staff if required and Ladies and Gents toilets on the ground floor.

### Housekeeping

- On arrival in the centre the lead / facilitator is to sign-in on the first floor staff desk.
- On no account must anything be attached to the walls. Please ensure that the room is left in the same condition as when you arrived. Please report any repairs to reception or spillages immediately; this will help us maintain good standards in the whole building.
- On leaving the room, please close any windows, turn off the lights and inform reception that the room has been vacated, returning this checklist and sign out.



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## **Covid-19 and Room Bookings**

**Our services are fully open, but we still aim to help keep staff and visitors safe. We will continue to provide equipment such as hand sanitiser and sneeze screens.**

- Please do not enter the building if you have any Covid-19 symptoms.
- Help keep our buildings safe for everyone: catch it, bin it, kill it, stop germs spreading.
- Please regularly use hand sanitiser or wash your hands, with soap, for at least 20 seconds.
- Please take the stairs if you can.
- Please give other customers and our teams space where possible
- If the room has opening windows, these should be kept open during meetings to improve ventilation.

All room bookings are subject to fire capacity regulations on the numbers of people that each room can hold. There are no legal limits on room numbers associated with Covid-19.

We have a building risk assessment which includes general considerations for Covid-19, but it is up to you to assess whether the room can be used safely for the type of activity you wish to hold. You will need to consider the clinical vulnerabilities of your participants and their vaccination status.



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## **Other North Tyneside Council Libraries & Community Centres with room hire available**

Howdon Library & Family Learning Centre  
Churchill Street  
Howdon  
Wallsend  
Tyne & Wear  
NE28 7TG

Tel: 0191 643 2070

Email: [howdon.library@northtyneside.gov.uk](mailto:howdon.library@northtyneside.gov.uk)

John Willie Sams Centre  
Market Street  
Dudley  
Cramlington  
Northumberland  
NE23 7HS

Tel: 0191 643 2030

Email: [johnwilliesamscentre@northtyneside.gov.uk](mailto:johnwilliesamscentre@northtyneside.gov.uk)

Oxford Centre  
West Farm Avenue  
Longbenton  
Newcastle Upon Tyne  
NE12 8LT

Tel: 0191 643 2750

Email: [oxford.centre@northtyneside.gov.uk](mailto:oxford.centre@northtyneside.gov.uk)

Shiremoor Library  
Earsdon Road  
Shiremoor  
Tyne & Wear  
NE28 9JQ

Tel: 0191 643 2036

Email: [shiremoor.library@northtyneside.gov.uk](mailto:shiremoor.library@northtyneside.gov.uk)



**North Tyneside Council**

Wallsend Customer First Centre  
16 The Forum  
Wallsend  
Tyne & Wear  
NE28 8JR  
Tel: 0191 643 2075  
Email: [wallsend.library@northtyneside.gov.uk](mailto:wallsend.library@northtyneside.gov.uk)

White Swan Centre  
Citadel East  
Killingworth  
Newcastle upon Tyne  
NE12 6SS  
Tel: 0191 643 2040  
Email: [whiteswan.centre@northtyneside.gov.uk](mailto:whiteswan.centre@northtyneside.gov.uk)

Whitley Bay Customer First Centre  
York Road  
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Email: [whitleybay.library@northtyneside.gov.uk](mailto:whitleybay.library@northtyneside.gov.uk)