



North Tyneside Council

Wallsend Customer First Centre



16 The Forum- Wallsend

Room Hire Booking Pack 2023



North Tyneside Council



North Tyneside Council

Wallsend Customer First Centre Booking Form

16 The Forum, Wallsend, Tyne & Wear, NE28 8JR

Tel: 0191 643 2075

Email: wallsend.library@northtyneside.gov.uk

Please provide details below of the person to be invoiced.

Please complete the form using block capitals only

Purchase Order Number / GL Code: _____

Name:

Address:

Postcode:

Contact Number:

Email address:

Contact Number: *(if different from invoicing details)* _____

Date booking required:

Time of booking:

Expected attendance/occupancy:

What is the name of your group:

What does your organisation / group do:

Title of course / meeting:

What type of activities will you be carrying out in the room:

Will this meeting / activity be private or attended by public:

Room Booked:

Equipment Required	Please tick	Room Set Up * Please do not stick anything on the walls	Please tick
Multimedia Projector - no charge		Theatre Style	
Flip Chart & Pens £5.40		Classroom	
* See Section 10 of Terms and Conditions for Multimedia Projector See overleaf for Room Layout diagram		Banquet	
		Boardroom	
		Cabaret	
		U Shaped	



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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

Preferred method of payment:

On the day Invoiced on monthly basis

Please verify you have read and understood the terms and conditions of booking and DBS requirements (if applicable) and confirm all the information you have provided is correct.

Please also verify that you have read and accept the advice provided in regard to Covid-19 and Room Bookings.

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

Signed:

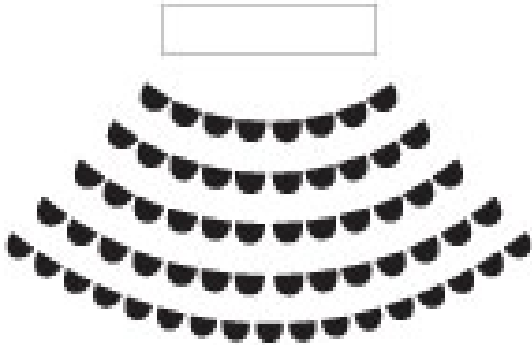
Date:



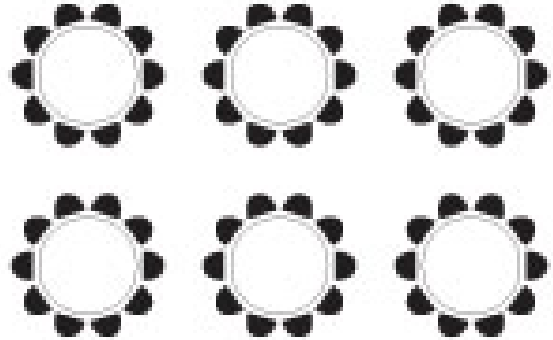
Seating and Room Layouts

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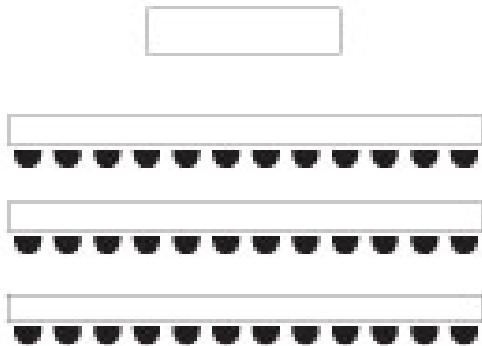
Theatre



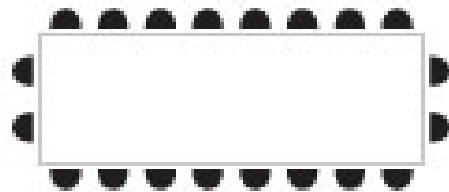
Banquet



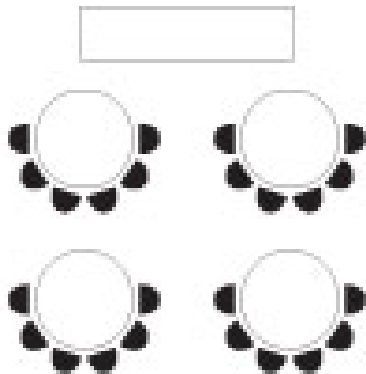
Classroom



Boardroom



Cabaret



U shaped





Room Hire Charges

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Full day 9.00am – 5.00pm
 Half day 4-hour periods, for example:
 9.00am – 1.00pm, 1.00pm – 5.00pm

Room	Business Rate			Base Rate			Community Rate		
	Full Day	Half Day	Per Hour	Full Day	Half Day	Per Hour	Full Day	Half Day	Per Hour
Ark Royal Large	126.00	63.00	20.00	84.00	42.00	13.00	42.00	21.00	7.00

Room	Business Rate			Base Rate			Community Rate		
	Full Day	Half Day	Per Hour	Full Day	Half Day	Per Hour	Full Day	Half Day	Per Hour
Illustrious Medium	72.50	36.25	11.00	48.00	24.00	8.00	24.00	12.00	5.00

Room	All Rates			
	Full Day	Half Day		
Foyer	20.00	10.00		



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Further Equipment

Please indicate any further equipment required:

PA System (microphone and speakers)

Projector

please note that our projectors connect via VGA (monitor cable)

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.

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

Wi-Fi is accessible in most locations – please check availability at time of booking

FOR INTERNAL STAFF ONLY

Do you require access to the North Tyneside Council network?

Yes

No

Please indicate any further 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 Councils facilities.



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Room Hire

Standard Terms and Conditions

1. The 'Centre' shall mean Wallsend 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. 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.
8. North Tyneside Council does not accept liability for loss or damage to personal effects belonging to the Client or their delegates, staff or visitors.
9. 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.
10. 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.
11. 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.
12. 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
13. 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.
14. Smoking and vaping is forbidden in all rooms in our buildings in line with North Tyneside Council's No Smoking policy.
15. No alcohol is allowed on the premises without the prior consent of the Centre Manager.



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16. Any individuals or organisations that hold extremist or discriminatory views of any nature will not be able to use North Tyneside Council's facilities.
17. If you are hiring this room for an activity that has a potential 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.
18. The Council reserves the right to refuse or to terminate future booking 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.
19. 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>
20. 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 Caretaker.
21. You should not stick any items to the walls.
22. Where Clients hire ICT equipment at the centre, they must accept North Tyneside Councils ICT policy, particularly where it states that memory sticks and other devices cannot be used with the Council's equipment.
23. Any additions or variations to these standard terms and conditions must be made in writing by North Tyneside Council, no verbal agreements or arrangements will be binding.
24. All clients must ensure that an adult supervises any children/young people attending the bookings at all times.
25. 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.
26. Please complete and return to Wallsend Customer First Centre, thereby acknowledging your acceptance of the Centre's terms and conditions of the contract and confirming that the information shown is correct.



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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) to:-

- 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.

Covid-19 and Room Bookings

Our services are fully open, but we still aim to 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.



North Tyneside Council

North Tyneside Council Community Centres also available for hire

White Swan Centre
Citadel East
Killingworth
Newcastle upon Tyne
NE12 6SS
Tel: 0191 643 2040
Fax: 0191 643 7462
Email:
whiteswancentre@northtyneside.gov.uk

John Willie Sams Centre
Market Street
Dudley
Cramlington
Northumberland
NE23 7HS
Tel: 0191 643 2030
Fax: 0191 643 7343
Email:
johnwilliesamscentre@northtyneside.gov.uk

Oxford Centre
West Farm Avenue
Longbenton
Newcastle Upon Tyne
NE12 8LT
Tel: 0191 643 2750
Fax: 0191 643 7765
Email: oxfordcentre@northtyneside.gov.uk

Howdon Library
Churchill Street
Howdon
NE28 7TG
Tel: 0191 6432070
Email: howdon.library@northtyneside.gov.uk

Whitley Bay Customer First Centre
York Road,
Whitley Bay
NE26 1AB
Tel: 0191 – 6435390
Fax: 0191 - 200 8536
Email:
whitleybay.library@northtyneside.gov.uk

North Shields Customer First Centre
Northumberland Square
North Shields
NE30 1QU
Tel: 0191 6435270
Email:
northshields.library@northtyneside.gov.uk