



North Tyneside Council

Whitley Bay Customer First Centre



York Road, Whitley Bay

Room Hire Booking Pack 2022

Updated December 2022



North Tyneside Council



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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.



Whitley Bay Customer First Centre Booking Form

York Road, Whitley Bay, Tyne & Wear, NE26 1AB

Tel: 0191 643 5390 Fax: 0191 643 5429

Email: whitleybay.library@northtyneside.gov.uk

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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

Name:

Address:

Postcode:

Contact Number:

Email Address:

Contact Number: (if different from invoicing details) _____

Date of booking:

Time:

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). **Y/N**

If yes, please state amount of time requested:

Expected attendance/occupancy:

What is the name of your group:

What does your organisation / group do:

What activities will you be carrying out in the room:

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

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

Room size required: Small Medium Large

Please indicate any equipment required:

Use of Overhead Projector Flip Chart

Please indicate preferred room set up style: (details provided in booking pack)

Theatre Style Classroom Style U Shaped Empty Boardroom Style

Cabaret Style Banquet Style

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.

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

Signed:

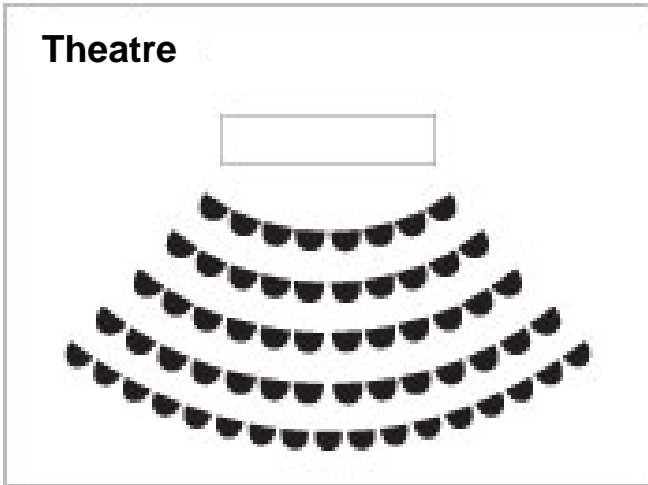
Date:



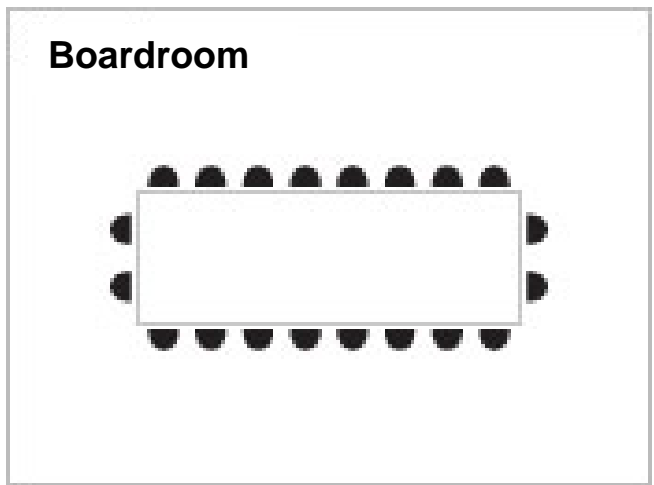
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Seating and Room Layouts

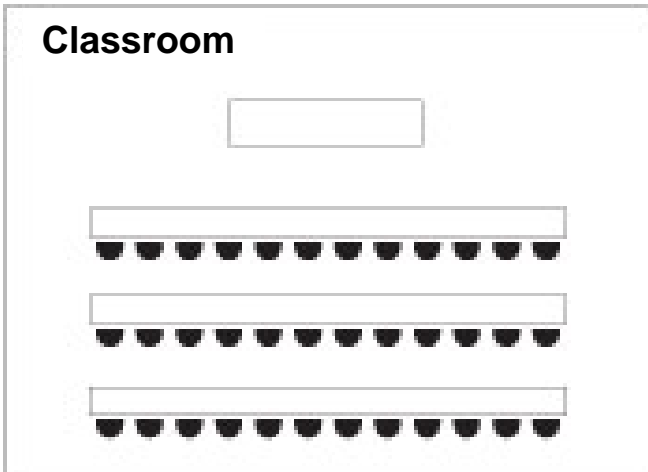
Theatre



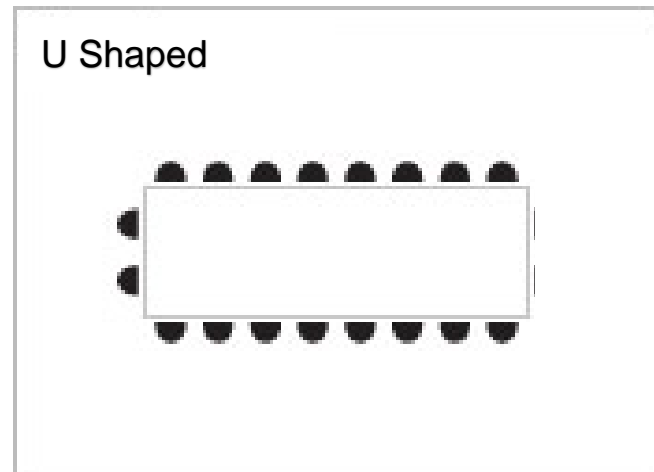
Boardroom



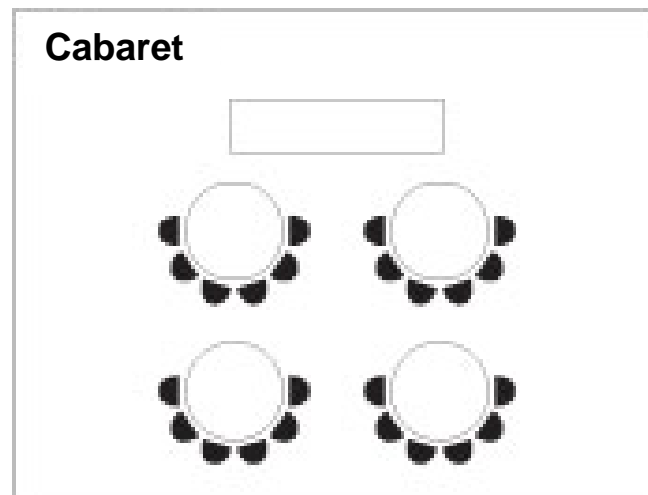
Classroom



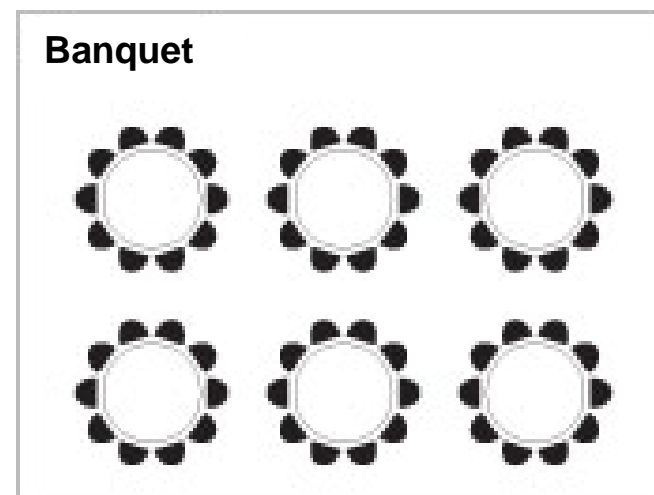
U Shaped



Cabaret



Banquet





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Room Hire Charges

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
Large Room (2 rooms combined)	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
Longsands St Marys King Edwards	72.50	36.25	11.00	48.00	24.00	8.00	24.00	12.00	5.00

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
Small Room Priory	19.00	10.00	4.00	13.00	7.00	3.00	7.00	4.00	2.00

- **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
- **Community 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

Other services provided	Charges
Flip Chart & Pens	£5.40 per pack each
Fax	£1.00 per sheet UK £1.50 per sheet international
Photocopying	A4 10p per sheet A3 20p per sheet



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Room Hire Standard Terms and Conditions

1. The 'Centre' shall mean Whitley Bay 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.



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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
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.



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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.

Other North Tyneside Council centres with rooms for hire

Howdon Library & Family Learning Centre
Churchill Street
Howdon
Wallsend
Tyne & Wear
NE28 7TG
Tel: 0191 643 2070
Email: howdon.library@northtyneside.go.uk

John Willie Sams Centre
Market Street
Dudley
Cramlington
Northumberland
NE23 7HS
Tel: 0191 643 2030
Fax: 0191 643 7343



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Email: johnwilliesamscentre@northtyneside.gov.uk

North Shields Customer First Centre
Northumberland Square
North Shields
Tyne & Wear
NE30 1QU
Tel: 0191 643 5270
Fax: 0191 643 5255
Email: northshields.library@northtyneside.gov.uk

Oxford Centre
West Farm Avenue
Longbenton
Newcastle Upon Tyne
NE12 8LT
Tel: 0191 643 2750
Fax: 0191643 7765
Email: oxford.centre@northtyneside.gov.uk

Shiremoor Library
Earsdon Road
Shiremoor
Tyne & Wear
NE28 9JQ
Tel: 0191 643 2036
Email: shiremoor.library@northtyneside.gov.uk

Wallsend Customer First Centre
16 The Forum
Wallsend
Tyne & Wear
NE28 8JR
[Tel:0191](tel:01916432075) 643 2075
Fax 0191 643 5839
Email: wallsend.library@northtyneside.gov.uk

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

