

Function Room Hire Terms & Conditions

1. The Lordswood Leisure Centre function rooms are available for hire by both members and non-members.
2. The rooms available for hire are The Martin Grove Suite, The Quee Suite and The Grand Quee Suite.

Booking Your Function

1. To hire one of the function rooms, we require a completed *Application to Hire* form and £100 deposit.
2. A booking remains a provisional booking until the signed *Application to Hire* form and deposit has been received. Provisional bookings can only be held for 7 days from the date of enquiry, after which they can be removed without referral.
3. The person signing the *Application to Hire* form is deemed to be the Hirer. This person must be over 18 years and must have authority to enter into a hiring agreement with Lordswood Leisure Centre.
4. On receipt of the *Application to Hire* form and deposit, confirmation of your booking will be sent in due course
5. The Hirer must fully and fairly represent the purpose for which the function room is being hired. Any misrepresentation may result in cancellation of the function at any time by the Lordswood Leisure Centre.
6. Under no circumstances must the Hirer sub-let or further offer for hire the function room that has been booked.
7. The deposit is returned following your function provided
 - The bar takings during your function exceed £750;
 - No damage has been incurred against any of our facilities during the course of your function; and
 - Your function is held in the Martin Grove Suite or Quee Suite
 - Unauthorised alcohol is not brought onto or consumed on the premises
8. Deposits are not returned for functions held in the Grand Quee Suite
9. Deposits are not returned for Weddings
10. Lordswood Leisure Centre reserves the right to reject bookings at Lordswood Leisure Centre's discretion
11. Any cancellation of your function must be put in writing to the Operations Director Mr Spencer Grimwade.
12. Deposits are not returned in the event of your booking being cancelled

Prior To Your Function

1. The Hirer must declare the number of guests expected to attend your function.
2. The Hirer must ensure that the number of guests attending the function does not exceed Lordswood Leisure Centre's stated capacity.
3. For 18th Parties and 21st Parties a guest list is required.

During Your Function

1. The Hirer will ensure that NOTHING is stuck to the walls/ceilings/marquee using any adhesive, including blue-tac, pins etc. In the Martin Grove Suite the Hirer is permitted to decorate doors and the main bar.
2. The Hirer is responsible for all guests who attend the function. They are responsible for keeping proper order and shall ensure that all persons attending the function shall behave in a seemingly manner and comply with any instructions they may receive from staff.
3. The Hirer should be aware of the possibility of other functions taking place within the Lordswood Leisure Centre premises and must ensure that the other functions are not disturbed by noise and guests from your function.
4. The Hirer is responsible for ensuring that no damage occurs to any Lordswood Leisure Centre property or facilities. Any damage costs incurred will result in the retention of your deposit and further charges if the costs exceed the deposit amount.
5. Only drinks purchased at Lordswood Leisure Centre can be consumed at our premises, this includes at any of our entrances, pathways and car park.
6. It is illegal for anyone under the age of 18 to drink on licensed premises. Staff reserve the right to challenge anyone they consider to be underage.
7. Lordswood Leisure Centre will only accept ID with a valid *PASS* symbol, i.e. Driving Licence, Passport or Official Citizen Cards. Student IDs will not be accepted as proof of age.
8. Alcoholic drinks will be removed from anyone caught underage drinking. Persistent violation of the law will be reported to the Hirer and may result in the perpetrators being asked to leave the function and/or the early termination of your function.
9. Drinks are not allowed to be taken onto the dance floor for safety reasons.
10. Illegal substances must not be brought onto the Lordswood Leisure Centre premises. Any suspected illegal substances will be brought to the attention of the Hirer, who must ensure that the substances are removed from the premises.
11. We have a legal obligation to report any illegal substances on our premises to the police. If it is found that the illegal substances are widespread throughout your function, your function may be terminated early.
12. Smoking is not permitted inside the Lordswood Leisure Centre. The designated smoking area is located outside the front of reception.
13. For safety reasons, Fire Exits must remain shut and free from obstructions of any kind.
14. Abusive behaviour of any kind, including verbal and physical abuse, towards staff and customers will not be tolerated.
15. In the event of abusive behaviour, the Hirer will be informed and will be required to deal with it accordingly. If the behaviour continues, the perpetrators will be required to leave the function. If the behaviour is found to be widespread throughout your function, your function may be terminated early.

Ending Your Function

1. The bar will close at 12.00am except for the following;
 - All 18th Parties will close at 11.30pm
 - The bar can be extended to 1.00am at a cost of £50 (This is not available to 18th Parties)
2. Function guests must leave within a reasonable time from the closure of the bar.
3. Guests are required to leave in a quiet and orderly fashion as to not disturb the resident's local to Lordswood Leisure Centre.
4. The Hirer is responsible for ensuring that items of value, including presents, decorations and party cakes are not left on the premises to be collected at a later date. Lordswood Leisure Centre does not accept any liability for items lost or damaged whilst left at our premises.

Catering

1. Your function catering options are as follows;
 - A buffet provided by our In-House caterers (Wedding buffets are subject to a minimum spend and may also be subject to additional charges to cover extra costs for organising the event)
 - Catering provided by Vincent's Catering
 - Bringing in your own food (A catering waiver of £75 must be paid to Lordswood Leisure Centre)
 - There is no kitchen use, but we will refrigerate any foods that require it upon request.
2. Our In-House caterers do provide vegetarian options and other special dietary requirements.
3. As a company Lordswood Leisure Centre is allergy aware and endeavour to adhere to any such requirements, however, certain items are brought onto Lordswood Leisure Centre property of which we cannot guarantee adhere to these requirements, i.e. may not be nut free.
4. Buffets are subject to a minimum order of £200.
5. If our In-House caterers are used, in the unusual event of a product not being available, we reserve the right to substitute the item with an alternative option.
6. The Hirer has no access to the Lordswood Leisure Centre kitchen, including the ovens or preparation surfaces; however, cold storage for food can be used subject to availability.

18th – 21st Birthday Parties

1. 18th – 21st Birthday parties are accepted at the discretion of the Management
2. Lordswood Leisure Centre requires that at least TWO identifiable responsible Adults are to be present for the duration of the function (one of whom should be the Hirer). These Responsible Adults will be required to vouch for all the guests, their ages and their behaviour.
3. Security Door Staff will be required for the duration of your function. This is to ensure the safety of all guests and staff.
4. Lordswood Leisure Centre charges £140 for two Security Door Staff and takes no profit on this.
5. A guest list, containing first names and surnames, is required. Guests not on the list will be refused entry to your function. This list must be given to Lordswood Leisure Centre reception staff prior to the date of your function.
6. Security Door Staff reserve the right to search bags of guests suspected of bringing alcohol or other illegal substances on to Lordswood Leisure Centre premises.
7. Guests will be required to produce ID, and will be supplied with a wristband in order to purchase alcohol at your function.
8. Security Door Staff reserve the right to refuse entry to any guest attempting to gain entry to your function

9. We must reiterate that it is illegal for anyone under the age of 18 to drink alcohol on licensed premises.
10. Alcoholic drinks will be removed from anyone caught underage drinking. Persistent violation of the law will be reported to the Hirer and may result in the perpetrators being asked to leave the function and/or the early termination of your function.

Special Events/Weddings (Large Functions in the Main Hall/Grand Quee Suite)

1. The Lordswood Leisure Centre requires a £200 deposit and a completed application to hire form for any functions due to take place in the Main Hall/Grand Quee Suite
2. The remaining balance must be paid 3 months prior to your function.
3. A £200 cash damage bond may be required. This sum is returned to you after the event provided no damage has been inflicted on Lordswood Leisure Centre property.
4. Any cancellations must be made in writing to the Operations Director Mr Spencer Grimwade. No refunds will be given to any items purchased, such as tablecloths, chair covers, catering, dance floor and star cloth.

Block Bookings

1. Applications for Block bookings must be agreed by the Administration Manager and are subject to availability

Miscellaneous

1. CCTV operates 24hrs inside and outside the Lordswood Leisure Centre, this includes within the function room itself.
2. All disco/band/electrical equipment brought into Lordswood Leisure Centre must be PAT Tested. Any other electrical equipment must be approved by the Operations Director and be PAT Tested.
3. All external suppliers should have appropriate PLI in place.
4. Candles, Smoke, haze, bubble and co2 machines are not permitted on Lordswood Leisure Centre premises.
5. The false activation of the Lordswood Leisure Centre's fire detection equipment due to the deliberate actions or negligence of the Hirer or their guests, may result in the Hirer being charged.
6. Lordswood Leisure Centre's car park does operate 24hr CCTV, however, it does not accept any liability for the loss of, or damage to any car or other vehicle parked in our car park
7. Lordswood Leisure Centre reserves the right to refuse admission to or evict any persons from the Lordswood Leisure Centre.
8. Bookings are not transferable
9. Lordswood Leisure Centre reserves the right to cancel your function forthwith and without any liability on its part in the event of the Hirer failing to perform any of the obligations contained within these terms and conditions.
10. The Lordswood Leisure Centre shall not accept any liability for claims arising from the Hirer's guests.
11. The Lordswood Leisure Centre shall not be liable in any way for the loss, damage or delay consequent upon any circumstances beyond its reasonable control.
12. The Lordswood Leisure Centre reserves the right to add to, waive, or relax any of these conditions, or to impose special conditions.
13. Customers should be aware that other events do take place within the centre; periodically we do have large events such as martial arts events and boxing. Parking may be restricted.

Privacy

1. The Lordswood Leisure Centre may collect personal information from you via various methods which we receive when you:
 - a. Book with us and fill in an application form
 - b. Send us a message via our website
 - c. You contact us
2. The Lordswood Leisure Centre may collect the following types of information: your name, address, email address, telephone number(s) and other contact details. Other personal details such as dietary requirements may be collected.
3. The Lordswood Leisure Centre collect this information to provide you with services that you have booked with us and to meet our legal and regulatory obligations.
4. The Lordswood Leisure Centre are committed to keeping your information up to date where reasonably possible. If any information is incorrect, please contact us and any necessary changes will be made.
5. All personal information is stored securely to protect it from being inappropriately or accidentally accessed, shared, destroyed or lost.
6. All personal information is kept in paper format internally within the centre, in a locked storage area in a locked office area.
7. Our computer booking system (SportSoft) keeps a small record of your booking along with a few notes so that it can be accessed via our reception team should they need to contact you about your booking or enquiry. This system only contains your name and your contact number along with brief booking notes. All other information such as your address and other personal information is kept on a paper form. The SportSoft system is hosted and maintained by the SportSoft team. Further information about their privacy policy and how they store this data can be found at www.sportsoft.co.uk/Privacy.
8. We will only retain customers personal information for as long as is necessary. We destroy your personal information within 1 year after your event/function has occurred.
9. We will not use your personal information for marketing purposes, your information is only used to contact you and keep a record of your event/function unless we are required to keep it for a longer period by law (such as invoices).
10. Third party access to your personal information is only allowed when required by law or is required as part of us fulfilling our service obligations.
11. To access the personal information we hold about you, please contact us and we will endeavour to provide you with your personal information within 7 days. You may ask us to correct or remove information you think is incorrect or inaccurate.