

About the Hub

- Our Community Hub is available to use free of charge for charities, community groups and good causes.
- The Hub is available to commercial businesses at a fee payable to our chosen charities.
- The Hub is ideal for the use of meetings, workshops, exhibitions, etc.
- The Hub is located on Baxtergate near our Customer Service Desk.

Availability and Capacity

- Monday to Saturday, 9:30am to 5:00pm and Sunday, 11:00am to 3:30pm.
- There is no limit to how many times you can book the Community Hub.
- The Hub has a number of layout options dependent on your requirements.

Facilities

- Free WiFi is available in the Hub.
- The Hub does not have a projector, flipchart or screen. There are power sources to plug in your own equipment. There are plain white walls which can be used to project onto.
- The Hub is equipped with folding tables, stackable chairs, and comfy leather sofas.
- Currently basic tea and coffee provisions are offered free (**please bring your own milk**) and should be requested at the time of booking. The Hub is equipped with a fridge, microwave, tea urn, tea/coffee pots, mugs, glasses, jugs and spoons. Please make sure you wash any items used and place all rubbish in the bins provided.
- You may also bring your own refreshments (alcohol is not permitted), however, please ensure you leave the Hub clean and tidy when you leave.
- There is a small kitchen area and an accessible toilet located at the rear of the unit equipped with a baby changing station.
- For groups booking on a regular basis, onsite storage is available on request.

Booking Process

- Please contact us for booking enquiries via email hub@freshneyplace.co.uk, telephone 01472 230250 or visit our Customer Service Desk, on Baxtergate.
- You will be asked to complete a booking request form, which can be downloaded below, collected from our Customer Service Desk or we can post one out to you.
- Once your booking request form has been approved and we have received all the relevant documentation, you will receive confirmation of your booking. (For commercial use payment confirmation is required before the booking is confirmed).
- If you need to cancel your booking, please give at least 5 working days' notice so we can make the Hub available to another group.
- You must arrive 15 minutes prior and leave promptly as we often have more than one booking per day.
- The main organiser is responsible for the safety and wellbeing of all guests and must report to our Customer Service Desk to sign in.
- The Hub is locked therefore on arrival the main organiser for your group should check in at our Customer Service Desk and we will open the Hub for you and your guests and run through our safety procedures.
- Once your booking has finished, please report to our Customer Service Desk to sign out.

Community Hub Booking Request Form

Hirer Information		Registered Ref No.	
Company Name:			
Contact Name:			
Address:			
Email:			
Telephone No:		Number of People:	
Purpose of Booking – please tick:		Charity	Community
Registered Charity No:		Commercial	
Details of event/activity:			
Note: Community purposes is an activity, program or event that is provided free (or at minimal cost) for the open participation of shoppers and residents			

Facilities

Kitchen: There is a small kitchen area at the rear of the unit with a fridge.

Presentation: The Hub does not have a projector, flipchart or screen. There are power sockets to plug in your own equipment and plain white walls which can be used to project onto.

Tea/Coffee: Currently basic tea and coffee provisions are offered free (**please bring your own milk**) and should be requested at the time of booking. The Hub is equipped with a microwave, tea urn, tea/coffee pots, mugs, glasses, jugs and spoons. Please make sure you wash any items used and place all rubbish in the bins provided. You may also bring your own refreshments (alcohol is not permitted), however, please ensure you leave the Hub clean and tidy when you leave.

WiFi: This service is free for use. The network is called CommunityHub, and the password is ComHub50.

Toilets: There is an accessible toilet located at the rear of the unit equipped with a baby changing station.

Hire Details							
NB: All donations go to our charities – Great Ormond Street Hospital and St. Andrew's Hospice							
Commercial Hire	£15 per hour donation		Full Day (Mon-Sat - 7 hours or Sunday - 5 hours) - £60 donation				
Date (DD/MM/YY)			Day				
Time:	From		To				
Are tables required?	Yes		No		Number		
Are chairs required?	Yes		No		Number		
Is Tea / Coffee required?	Yes		No		Number		
Set-up Option – please tick the layout of the room you require (see end of document)	Option 1	Option 2	Option 3	Option 4	Option 5	Option 6	Other
Any other requirements?							

Disclaimer

Please read our T&C's and sign and return them to the Community Hub: hub@freshneyplace.co.uk or our Customer Service Desk.

I, the undersigned, approve the above application on behalf of the hirer, and in doing so agree that Freshney Place Shopping Centre and its staff and agents shall be released from, and not incur, any responsibility or liability whatsoever for any accidents or injuries, or for any damage to or loss of property to the hirer or persons associated with the hirer.

Signed by Hirer		Date	
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Checklist			
Copy of Community Group/Not for Profit status Document		Read T&C's	
Copy of Public and Employers Liability insurance of £5m or over provided		Copy of relevant qualifications to perform activity	
Payment made and confirmation provided		Risk assessment provided	

Terms & Conditions

Booking	<ul style="list-style-type: none"> • Payment must be made prior to your booking and confirmation of payment is required. Without this your booking will not be confirmed. • Cancellation of bookings must be made at least 5 working days prior to booking time. • If any cancellation has been made twice without and/or at short notice you will be unable to book again. • If any group cancels three times you will be unable to book again. • No charitable donation made at the time of booking if applicable will be refunded in the event of a cancellation. • Sub-letting of bookings will not be permitted. • A risk assessment must be completed prior to your booking.
Equipment	<ul style="list-style-type: none"> • There are a total of 31 chairs, 12 large tables for use at the facility. • User groups, if they plan to use these, are required to specify the amount they need. • The use of this furniture is subject to other user groups' needs. • Lockable cupboards can be provided. Freshney Place accepts no liability for loss and/or damage during storage.
Supervision	<ul style="list-style-type: none"> • All user groups must nominate a 'person-in-charge' who must attend the facility induction, which outlines expectations of behaviour and emergency procedures. • The facility must be maintained in a safe condition at all times. • Any incidents involving first aid must be reported to a Freshney Place Shopping Centre staff member. First aid facilities are available at our Customer Service Desk.
Set up and Clean up	<ul style="list-style-type: none"> • This includes cleaning the kitchen and any used items from it, clearing any spillages and wiping clean all tables and chairs as required. • The hire of the Hub includes the use of the kitchen and tables & chairs. • All food and rubbish must be put in the bins provided. • Cleaning is classed inside the 'hire period'. You are not allowed to extend pass the 'hire period' to clean the facility; this must be done during your 'hire period'.
Insurance and Liability	<ul style="list-style-type: none"> • All hirers must maintain a public and employers liability policy of insurance for the amount of not less than £5 million for each and every occurrence, unlimited during the 'hire period'. • Hirers must provide Freshney Place Shopping Centre with a copy of a their valid public liability policy of insurance. • The Hirer must indemnify Freshney Place Shopping Centre from and against all actions, claims, penalties, demands, costs, expenses or damages in any way related to any act or omission in respect to the use of services and facilities relating to the hire of the Community Hub.
Expectations of Behaviour	<ul style="list-style-type: none"> • Use of the Hub must finish within the hire period. Clean up time must not extend past your 'hire period'. • Smoking or vaping is not permitted within the Hub or in Freshney Place Shopping Centre. • See Freshney Place Shopping Centre code of conduct. • Alcohol will not be permitted at the venue. There will be a 0% Alcohol tolerance. Any persons found in possession of alcohol will be asked to leave the premises. • The facility encourages access to all groups. Any individual or group, which through their behaviour limits the enjoyment of other users, will be asked to leave the facility. • Animals (with the exception of assistance dogs) may not enter the facility. • Do not climb on any furniture, sit or lean on tables and cabinets. Excessive noise is not permitted.
Priority of Bookings	Priority will be given on a first come first served basis, but with consideration of the T&C's listed under 'booking' as above.
During an Emergency	All participants and guardians are to follow the directions of Freshney Place Shopping Centre staff and emergency services.
Fee Structure	<ul style="list-style-type: none"> • Commercial Use 100% fee applies. • Organisations (charity or community groups) hiring the facilities for approved community or charitable purposes may be eligible for up to 100 per cent discount.
Commercial (Users)	Are profit based organisations hiring the Hub for the sole benefit of that organisation and / or as part of their normal operations.
Organisations	Are 'not-for-profit' groups.
Community Purposes	Is an activity, program or event that is provided free (or at minimal cost) for the open participation of residents from within the area.

Community Hub Layout Options

Option 1

Number of Tables: 12 Tables

Number of Chairs: 24 Chairs



Option 2

Number of Tables: 12 Tables

Number of Chairs: 24 Tables



Option 3

Number of Tables: 10 Tables

Number of Chairs: 20 Chairs



Option 4

Number of Tables: 6 Tables

Number of Chairs: 24 Chairs



Option 5

Number of Tables: 1 Table

Number of Chairs: 31 Chairs



Option 6

Number of Tables: 0

Number of Chairs: 0



Guidelines for the Completion of the Health and Safety Risk Assessment Form

All Risk Assessment forms must be completed and returned prior to your event taking place.

HAZARD	WHO MIGHT BE HARMED	IS MORE ACTION NEEDED TO CONTROL THE RISK
Look only for hazards that could reasonably expect to result in significant harm under the conditions in your work area. Use the examples below as a guide.	No need to list individuals by name, just think about groups of people doing similar work or who may be affected.	Do the precautions already taken for the hazards listed on the risk assessment form....
Slipping/tripping Chemicals (e.g. cleaning products) Moving parts of machinery (e.g. blades) Pressure systems Vehicles Electricity Dust Fumes Manual handling Noise Lifting operation	Members of the public Maintenance personnel Operators Cleaners Staff People with disabilities Children Visitors Inexperienced staff Volunteers Other exhibitors	Meet the standards set by legal requirements? Comply with recognized industry standards? Represent good practice? Reduce risks as far as is reasonably practicable? Have you provided: Adequate information, instruction and training? Adequate systems or procedures? If you have then you need to indicate the precautions that you have in place. Where the risk is not adequately controlled indicate what more you need to do.

Freshney Place Risk Assessment

PLEASE COMPLETE IN BLOCK CAPITALS (PHOTOCOPY MORE SHEETS IF REQUIRED)

Company Name	
Address	
Date Assessment Carried Out	
Name of Assessor	
Signature of Assessor	

HAZARD	HAZARD SEVERITY RATING*	HAZARD PROBABILITY RATING**	PERSONS AT RISK	CONTROLS TO MINIMISE RISK

*HAZARD SEVERITY RATING; **1 – Negligible** (remote possibility of harm) **2 – Marginal** (slight injury, minor first aid) **3 – Slightly dangerous** (some injury, not too serious) **4 – Dangerous** (serious injury or damage) **5 – Very dangerous** (could cause death or wide spread injuries)

HAZARD PROBABILITY RATING; **1 – Improbable (unlikely to happen) **2 – Remote** (may occur at some time) **3 – Possible** (likely to occur at some time) **4 – Probable** (very likely to occur) **5 – Very probable** (very likely to occur soon)