



Trowbridge Town Hall
Market Street
Trowbridge
BA14 8BQ

Email:
info@tothtrowbridge.com
Phone:
01225 774306

Trowbridge Town Hall – Terms and Conditions of Hire

Thank you for booking your event at **Trowbridge Town Hall** (administered by **Trowbridge Town Hall Trust (TTHT)**).

On occasion, TTHT may need to adjust bookings to accommodate its own programme of events. Advance notice will be given and alternative options offered where possible.

These Terms and Conditions apply to all room hires and must be read and agreed to before confirming a booking.

1. Charges, Deposits and Cancellations

1.1. Charges are detailed on the booking confirmation. A deposit may be required at the time of booking, as specified in the confirmation. Invoices for any remaining balance are issued at the end of each month and must be paid within 14 days of receipt, unless otherwise agreed in writing.

1.2. Cancellations must be made in writing. Charges apply as follows:

- You have three working days from the date of receiving your booking confirmation to amend or cancel without incurring any charges.
- Less than 1 month: 50% of total fee payable.
- Less than 48 hours: 100% of total fee payable.

1.3. Catering bookings require at least 7 days' notice for final numbers.



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1.4. A 50% catering deposit is required at the time of booking. This deposit is non-refundable if the booking is cancelled within 7 days of the event.

1.5. The remaining catering balance must be paid at least 24 hours before the event.

1.6. The hirer must book sufficient time for set-up and clear-up. Additional time used will be charged.

1.7. TTHT may refuse or cancel bookings where outstanding payments or deposits remain unpaid.

1.8. Where TTHT provides equipment to the Hirer, the Hirer shall be fully responsible for the care and safe return of such equipment. The Hirer will be liable for the full cost of repair or replacement of any equipment that is damaged, lost, or stolen while in the Hirer's possession.

1.9. Additional charges may apply where licences, permissions or other arrangements are required to facilitate the event or activity.

2. Hirer's Duty of Care and Safety

2.1. The hirer is responsible for all persons attending their event and must follow TTHT's health and safety procedures.

2.2. The hirer must:

- Ensure fire exits, escape routes, corridors, and stairways remain clear at all times.
- Follow TTHT's fire and emergency evacuation procedures (a briefing will be provided).



- Provide sufficient responsible adults to supervise the event, including acting as fire stewards for public or ticketed events.

2.3. If working with children or vulnerable adults, the hirer must follow safeguarding best practice and, where appropriate, hold a current safeguarding policy.

2.4. The hirer must complete a risk assessment for their activities, provide first aid cover as appropriate, and hold insurance for their event (see Section 3).

2.5. External catering or food preparation must comply with all food hygiene laws. Alcohol may not be brought in or sold without TTHT's written permission.

2.6. The hirer must comply with the **Health and Safety at Work Act 1974**, TTHT's Health and Safety Policy, and all other relevant legislation.

3. Hirer's Responsibilities

3.1. The hirer must maintain good order and behaviour during the hire period.

3.2. The hirer must leave hired areas clean, tidy, and vacated at the agreed time. Additional cleaning or extended use will incur charges.

3.3. The hirer is responsible for any damage caused to the building, equipment, or furniture during hire.

3.4. The hirer shall indemnify TTHT against claims for injury, loss or damage, except where caused by TTHT's own negligence.



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3.5. Insurance: Hirers must hold public liability insurance with cover of at least **£5 million**.

3.6. The hirer must comply with all relevant licensing laws.

3.7. Maximum room capacities must not be exceeded.

3.8. Sub-letting is not permitted.

3.9. The premises must not be used for any unlawful activity.

3.10. The hirer must not act in any way that damages TTHT's reputation, including through illegal activity, harassment, hate speech, or discrimination.

3.11. Keyholder hirers must follow the additional terms provided during their induction.

3.12. The Hirer is responsible for notifying the venue of any intended use of pre-recorded music or screening of films during their booking, and for ensuring that all necessary licences, permissions and copyright requirements are met. This may include, where applicable, PRS for Music licences, music copyright permissions and film screenings. The Hirer must ensure that any required licences or permissions are obtained before the activity takes place, unless these are already covered by the venue's existing licences.

4. Care of the Historic Building

4.1. Any damage to rooms, furniture, or equipment will be charged in full, plus an administration fee.

4.2. Alterations to the building are not permitted.



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4.3. Items must not be affixed to walls, floors,
or furniture without THT's written consent.

Any unauthorised fixing will incur repair costs.

4.4. Well-behaved animals are welcome if kept under control and cleaned up
after.

4.5. Naked flames, flammable or explosive substances, offensive-smelling items,
engines, or hazardous materials are not allowed without prior written permission.

4.6. Glitter, wax, powders, or similar substances may not be used without written
consent.

4.7. Footwear likely to damage floors is not permitted.

4.8. Smoking is prohibited anywhere inside the building and within 2 metres of
entrances.

5. Equipment and Electrical Safety

5.1. Any damage to THT property or equipment must be paid for by the hirer.

5.2. All electrical equipment brought into the building must be PAT-tested and
used safely.

5.3. THT's instruments and equipment may be hired but must be used
competently. Any damage will be charged to the hirer.



6. Photography and Filming

6.1. Photography and filming are not permitted in toilets, changing rooms, or connecting corridors.

6.2. Hirers working with children, young people, or vulnerable adults must have their own photography and safeguarding policies.

6.3. Broadcast, filming, or recording rights may not be granted without TTHT's written consent. TTHT reserves the right to share in any income or publicity arising.

6.4. Casual or event photography by private hirers is permitted, provided it respects individual privacy rights.

7. TTHT's Rights and Limitations

7.1. TTHT does not guarantee that the premises are suitable for a particular purpose.

7.2. TTHT staff and volunteers may require access to hired areas during the booking.

7.3. TTHT is not responsible for property left on the premises.

7.4. TTHT may take photographs of events for promotional purposes, in compliance with data protection and safeguarding laws.



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7.5. TTHT may refuse or cancel bookings that conflict with the aims or reputation of the Trust.

7.6. TTHT may vary these conditions with at least 48 hours' notice where practicable.

7.7. If the hirer breaches these terms, TTHT may terminate the hire immediately. Fees already paid will not be refunded in such cases.

8. Damage to or Loss of Property

8.1. TTHT accepts no liability for damage to or loss of property unless caused by TTHT's negligence.

8.2. Property left behind may be stored for up to 30 days. After this period, TTHT may dispose of it without notice.

9. Data Protection



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Both THT and the hirer must comply with the
**UK General Data Protection Regulation (UK
GDPR)** and the **Data Protection Act 2018**
when handling personal data.

10. Complaints and Dispute Resolution

10.1. Complaints should first be sent to the Operations Director at
jessica@tothtrowbridge.com. THT will aim to resolve matters promptly and
fairly.

10.2. If the matter cannot be resolved internally, either party may refer the dispute
to mediation before pursuing legal action.

10.3. If mediation is unsuccessful, disputes may be determined by the courts.

Confirmation of Agreement



By making a booking, the hirer confirms they have read, understood, and agree to these Terms and Conditions.

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