



## **CROCKENHILL VILLAGE HALL MANAGEMENT COMMITTEE (CVHMC)**

### **AD-HOC BOOKINGS PROCEDURE**

#### **1. Initial Enquiry**

- 1.1** Enquiries are generally received by telephone or email.
- 1.2** There is a booking calendar available to view on the website.
- 1.3** Date available and prices are confirmed.
- 1.4** All enquirers sent a link to download a booking form and the full Terms & Conditions on the website.
- 1.5** Hard copies of the booking form available from the village hall office Saturday and Monday mornings between 8:30 AM and 10:30 AM.
- 1.6** A date is only provisional until the booking has been formalised.

#### **2. Formalising a Booking**

- 2.1** The hire date is reserved when a signed contract has been received and co-signed by the booking office.
- 2.2** The hire date is officially booked when the deposit has been received in the CVHMC bank account.
- 2.3** Signed hire agreements are kept in the office filing cabinet.
- 2.4** The hirer to have the security deposit arrangement explained.
- 2.5** The online calendar is updated with the booking details once the signed hire agreement has been received.
- 2.6 NB:** If a second enquiry is received for a date provisionally offered, then the original enquirer is contacted and given a weeks-notice to firm up the arrangement. If the original enquirer does not want the date then it is offered to the second enquirer.

#### **3. Booking Administration**

- 3.1** An invoice is raised for the booking deposit.
- 3.2** A balancing invoice is issued in line with the terms and conditions.
- 3.3** Full terms and conditions are available on the website.
- 3.4** Short terms and conditions are handed out with keys to the hirer.
- 3.5** Booking to be firmed up with proof of ID and an address check.

#### **4. Amendments to Bookings**

- 4.1** Any amendments to the original booking need to be firmed up with a communication trail.
- 4.2** If dates are changed then the original booking form must be cancelled and a new booking form must be signed and stapled to the cancelled form.
- 4.3** The invoice should be amended to show the new date so that all the communication ties up and eliminates room for doubt.

Policy Statements are reviewed annually at the AGM as a formality.

Last Reviewed and Approved April 2024