

Hire of Town Council Premises and Events

RESPONSIBLE COMMITTEE: P&F

This is a policy/procedure document of Saltash
Town Council to be followed by both
Councillors and Employees.

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Hire of Town Council Premises

This policy sets out the guidelines for the hire of Saltash Town Council premises to outside organisations, businesses and individuals.

1. General Information

Hirers must be over the age of 18.

Use of the premises must be for legal activities only.

Premises are available for hire on bank or public holidays subject to agreement.

Additional charges may apply.

There is a minimum hire of two hours.

All hirers are advised to review the Terms and Conditions of Hire, which are provided with the Booking Form.

Please refer to **Appendix A** for the Booking Form and **Appendix B** for the Terms and Conditions of Hire.

To make a booking, the official Town Council Booking Form must be completed. This form is available in Appendix A, can be downloaded from the Town Council website, or requested directly from the Guildhall.

Completed forms should be sent to enquiries@saltash.gov.uk or to the Guildhall.

All bookings are at the discretion of the Town Council.

Premises are available for hire from 0800 until 2359 Monday to Saturday and 0800 to 2200 on Sunday. (Please refer to the Premises Licence for licensable activities that are not permitted on a Sunday in the Guildhall.)

Any costs incurred by the Town Council from your failure to vacate the premises at the agreed time will be charged to you.

The Town Council is committed to making its facilities accessible to everyone with properties offering step-free access, accessible toilets and hearing loop systems.

If you have specific access needs or require additional support, please contact enquiries@saltash.gov.uk or call 01752 844846 to discuss.

2. Room Hire Charges and Payment Terms

Current charges for the hire of premises are listed in the Town Council's Fees and Charges, available on the Saltash Town Council website or by contacting the Guildhall directly.

The room hire fee and any additional charges must be paid in full and in advance by the hirer within 7 days of receiving the invoice from Saltash Town Council, unless a prior arrangement has been agreed with the Town Clerk. If payment is not received before the booking date, the booking may be cancelled.

Community Rate Qualification

Community rate charges apply only to Saltash-based volunteer organisations. All other bookings will be charged at the commercial rate. The Town Council's decision regarding the applicable rate is final.

Regular Booking Rate

A regular booking discount of 20% is available for evening and weekend bookings, as outlined in the Town Council's Fees and Charges. To qualify, bookings must cover a minimum of three months and be paid in advance at the standard rate. Once this condition is met, subsequent bookings will be eligible for the discount. Regular bookings are invoiced monthly in advance and must be settled by the 1st of each month. If payment is not received, access to the building will be refused.

Refunds and Cancellations

Room hire bookings are offered on a no refund basis unless circumstances dictate that Saltash Town Council has to cancel the booking then a full refund will be offered.

The Town Council retains the right to cancel any booking should the premises be required for any public meeting convened by the Town Council or if, in the opinion of the Town Council, the premises are needed for any other purpose in the interests of the public or Town Council.

The Town Clerk has delegated authority to offer full or partial refunds in exceptional circumstances, reporting back to the Policy and Finance Committee. The decision of the Town Clerk is final.

Where a booking and related event is run by a third party The Town Council is not responsible for refunding tickets sold for events and accepts no liability for any loss.

3. Admission and Vacating the Premises

During Office Hours: A member of the Town Council team will be on site to admit you.

Outside Office Hours: Admission arrangements will be confirmed with you at the time of booking.

For all bookings, at least one responsible adult (aged 18 or over) must be present at the start of the hire period and always remain on the premises.

If a booking ends earlier than the scheduled finish time, the hirer—or their representative in the case of a commercial booking—must remain on site until a member of the Town Council team arrives to secure the premises. This will be at the originally agreed finish time.

Please note: Town Council staff retain the right to access and exit all buildings and facilities freely at any time.

4. Responsibilities During the Period of Hire

Access

All doors must remain unlocked during the hire period, and all passageways, stairwells, and fire exits must be always kept clear to ensure safe access and egress.

Admission Control

The hirer is responsible for managing and monitoring admission to the event, ensuring only authorised attendees are permitted entry.

Conduct

The hirer must ensure the event is conducted in an orderly manner and does not cause nuisance or disruption. It is the hirer's responsibility to exclude or remove any individuals who are intoxicated or behaving in a disorderly manner.

Saltash Town Council reserves the right to terminate any event immediately in cases of excessive noise, drunkenness, or unruly behaviour. Future bookings may be declined as a result.

Noise and Nuisance

The hirer must ensure that noise levels do not disturb neighbouring properties. The Town Council may monitor sound levels and request adjustments to music or amplified sound (e.g. bands or discos) to maintain acceptable levels.

Smoking Policy

Saltash Town Council operates a strict no-smoking policy across all premises, including external porches and surrounding areas. This includes the use of electronic cigarette devices.

Vacating the Premises

At the end of the hire period, the room(s) must be left in the same condition as they were at the start. All waste—including food, paper, and other materials—must be cleaned and removed by the hirer.

5. Health and Safety

Fire Safety

The hirer is responsible for registering attendees for fire safety purposes and ensuring an orderly evacuation in the event of an emergency.

Hirers must familiarise themselves with the location of emergency exits, fire extinguishers, and designated fire assembly points.

The use of naked flames, smoke machines, fog or dry ice machines, lasers, or pyrotechnics is strictly prohibited. (See also: Items Not Permitted.)

Safeguarding

Events involving children under 18 or vulnerable adults must have an appropriate number of responsible adults present at all times.

Safeguarding is the sole responsibility of the hirer. Where appropriate, a copy of the organisation's Safeguarding Policy may be requested at the time of booking, along with the name of the designated safeguarding lead for events involving children or vulnerable adults.

Risk Assessment

Where applicable, a comprehensive risk assessment must be completed by the hirer and submitted with the booking form.

Dogs

Dogs are not permitted on Town Council premises, with the exception of registered assistance dogs.

6. Damage and Liability

The hirer is responsible for ensuring that no damage occurs to any Saltash Town Council property during the hire period. This includes the building itself, fixtures, fittings, furniture, equipment, and any other items belonging to the Town Council.

No alterations to any room are permitted, and nothing may be affixed to floors, walls, ceilings, or any part of the interior or exterior of the building using nails, screws, drawing pins, Blu Tack, glue, or any other method—unless prior written permission has been granted by the Town Council.

All users must wear appropriate footwear that will not damage the flooring. In particular, stiletto heels and pointed sticks are strictly prohibited to preserve the wooden floors of the Guildhall.

Any damage caused during the hire will be assessed by the Town Council. This assessment will be final and binding, and the hirer will be liable for the full cost of repair or replacement of any damaged property.

Saltash Town Council accepts no responsibility for personal injury, or damage to clothing or personal property, sustained during the hire of its premises.

7. Items Not Permitted

The following items and activities are strictly prohibited on Saltash Town Council premises:

- Pyrotechnics and any form of special effects.
- Candles or any item involving open flames.
- Hazardous materials or substances.
- Bouncy castles or inflatable structures.
- Electrical equipment without a valid Portable Appliance Testing (PAT) certificate, which must be provided at the time of booking.

Please note: When booking the Guildhall or Isambard House, exclusive access to kitchen and toilet facilities is not guaranteed. These areas may be required during the day by Town Council staff or service providers.

8. Use of Premises Licence

Hirers must indicate at the time of booking if they wish to use the Town Council's Premises Licence. Please note: the Premises Licence is only available for bookings at the Guildhall, Monday to Saturday, between 09:00 and 23:59.

9. Music Licensing

Organisers and performers are responsible for obtaining and managing any required licences, returns, and payments to the Performing Rights Society (PRS) and Phonographic Performance Ltd (PPL) for the public performance of music in any form. Where applicable, a copy of the licence must be submitted to the Town Council with the booking application.

10. Excluded Activities

The following activities are not permitted on Town Council premises:

- Commercial bingo sessions
- Performances involving acts of hypnotism
- Shows involving live animals or creatures

11. Equipment, Refreshments and Licensing

Sound Equipment

All disco or amplified sound equipment must comply with Environmental Health noise regulations.

Alcohol Licensing

If alcohol is to be sold or supplied at an event, the hirer is responsible for obtaining a Temporary Event Notice (TEN) licence. A copy of the licence must be provided to the Town Council prior to the event and displayed on-site during the function, along with the details of the licensee or bar operator.

No alcohol may be served or knowingly supplied to persons under the age of 18. Bringing alcohol onto the premises without prior written approval from the Town Council will result in immediate cancellation of the booking.

Late Night Refreshment

No hot food or hot drinks may be served on Town Council premises between 23:00 and 08:00.

Plastic-Free Commitment

Saltash Town Council supports plastic-free initiatives and kindly requests that single-use plastics are not used during events held on its premises, the Town Council encourage hirers to use local suppliers or sustainable materials where possible.

12. Compliance and Legal

Copyright Compliance

Any performance of copyrighted material must have the appropriate consent from the copyright holder. The hirer is solely responsible for any fees, penalties, or legal consequences resulting from copyright infringement.

Insurance and Liability

It is the hirer's responsibility to ensure that appropriate insurance cover is in place for their activities, including public liability and personal accident insurance where applicable. Proof of insurance must be provided to Saltash Town Council at the time of booking.

Saltash Town Council accepts no liability for personal injury, loss, or damage arising from or occurring during any event held on Town Council premises.

All bookings made by groups, businesses, or organisations must hold Public Liability Insurance with a minimum cover of £5,000,000. This requirement does not apply to individuals hiring the facilities for private functions; however, they do so at their own risk.

Misuse of Premises

If the premises are used for a purpose other than that stated at the time of booking, Saltash Town Council reserves the right to cancel the booking and/or terminate the event immediately.

Data Protection

The personal information provided during the booking process will be used solely for the purpose of managing your booking, including issuing invoices and receipts. Your data will not be shared with third parties.

To find out how the Town Council manages your data please find a copy of Saltash Town Council's Privacy Notice is available at the Guildhall or on the Town Council website.

13. Free use of Town Council premises

There is a cost involving public money to providing facilities for hire and Saltash Town Council normally charges external organisations for the use of Town Council premises.

This policy lays out the approach of the Town Council to request for free use of Town Council Premises by external organisations.

Eligibility

Saltash Town Council will consider applications for free use of Council Premises from groups which are underpinning the strategic priorities of Saltash Town Council, as laid out in their Business Plan, where no other body is able to pay for the facility. The policy is not intended to support normal meetings of Saltash based groups, although the Town Council acknowledge they carry out vital roles in our community.

Meetings should, where possible, be held during operational hours to avoid incurring additional staffing costs, and where they can be accommodated. Where there is an extra direct cost to the Town Council (e.g. staff required for attending facilities, heating and lighting costs out of normal operating hours) this may be charged.

Other community or voluntary groups, who do not qualify for free use, will be directed to the Library Hub where meetings can be held during operational opening hours, or to make use of the Community rates for room hire found in the fees and charges.

Applications

Applications for free use of council premises should be submitted in writing as early as possible, prior to the requested booking date. These will be assessed subject to availability. Applications should outline the reasons for the request for free use of a Town Council premises.

This should be submitted to enquiries@saltash.gov.uk or by post to The Town Clerk, The Guildhall, 12 Lower Fore Street, Saltash PL12 6JX.

General guidelines for free use

- Free use will not usually be offered on Saturday, Sunday or public holidays except in exceptional circumstances.
- A suitable room/venue will be allocated by the administration team subject to operational requirements and availability, whilst working with the hirer.
- Bookings will be for a maximum of 3 hours but may be limited by operational requirements.
- All requests approved must conform with the general conditions of hire, as detailed in the Town Council facilities for hire booking form.
- Refreshments are not included as part of free hire. If requested, they will usually be charged at normal rates (see Fees and Charges on the STC website).
- Free use will not be offered for charitable events, religious or party-political purposes.
- If a request for a paid booking is received by the Town Council for the same time as the authorised free booking, the free hirer may be asked to move the booking to an alternative Town Council venue or date, subject to the Town Clerks review and final decision.

Decisions

Delegated authority to decide on all requests for free bookings is given to the Town Clerk (or in their absence the Assistant Town Clerk) in conjunction with the Chairman of the Town Council, reporting back to the Policy and Finance Committee.

The decision of the Town Council is final.

Events

Town Council events

Tickets for events run by the Town Council will be offered for sale on a no refund basis, except in the case of cancellation or rescheduling of the event.

Cancellation

If a Town Council organised event is cancelled or rescheduled, a refund will be issued if required, ticket purchasers will be notified of the cancellation or reschedule.

Events run by third parties

The Town Council is not responsible for refunding tickets sold for events run by a third party and accept no liability for any loss.

Data

The Town Council will collect and retain personal data in order to contact you about any booking or purchase, in order to process refunds in the event of cancellation or reschedule (where applicable).

Please refer to the privacy notice on the Town Council website for how we use your data. Please visit the policy page of the Town Council website to view

<https://www.saltash.gov.uk/policies.php>

Appendix A



Hire of Town Council Premises Booking Form

Please return this form with any required documents via post - Saltash Town Council, The Guildhall, 12 Lower Fore Street, Saltash, Cornwall PL12 6JX or via email: enquiries@saltash.gov.uk

Payment is due within 7 days of receiving your invoice, unless agreed otherwise with the Town Clerk. Bookings are only confirmed once you receive confirmation from Saltash Town Council. Unpaid bookings may be cancelled.

Please read the conditions of hire carefully and complete all sections to help confirm your booking without delay.

Premises (including capacity)

Please confirm which Town Council premises you wish to book and approximately how many people will be attending:

Premises	Seated Capacity	Maximum Standing Capacity	Approx. Attendance
<input type="checkbox"/> Isambard House	82	200	
<input type="checkbox"/> Guildhall Council Chamber	37	100	
<input type="checkbox"/> Guildhall Long Room	110	200	
<input type="checkbox"/> Maurice Huggins Room	Information upon request	60	

Room capacity depends on the chosen layout — Town Council staff will advise you when you make your request.

Booking

Commercial

Community

Community rate charges are only applicable to Saltash based volunteer organisations, all other bookings will be charged at the commercial rate.

Hire fees can be found in the Town Councils fees and charges, by [clicking this hyperlink to view and download on the Town Council website](#) or by contacting the Guildhall. **For details about fees and payment terms, please see the Terms and Conditions of Hire.**

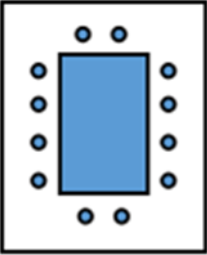

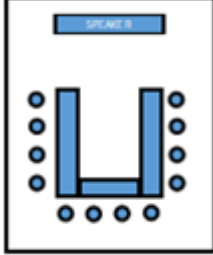
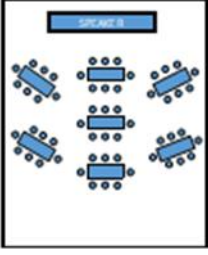
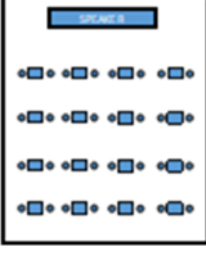
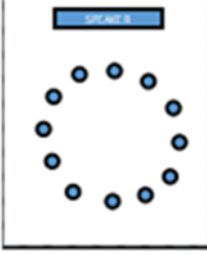
Please fill in all sections to help us confirm your booking without delay.

Contact Information	
Hirers Name Company / Group	
Name of appointed person	
Invoice to be F.A.O	
Invoice Address including postcode	
Contact Telephone Number	
Email Address	
For office use only: Purchase Order Number	

I understand that my booking is not confirmed until I receive written confirmation from Saltash Town Council.

Booking Information	
Purpose of Room Hire	
Date(s) of Function / Event	
Time of arrival and departure: Setup and cleanup time (including catering or bar services) must be included in your booking and will be charged.	
Total Booking Time Requested:	
Number of attendees	
Do you or any attendees have accessibility requirements? If yes, please specify	
Will there be a licensed bar?	
Is there use of external caterers?	
If you're using a licensed bar or an external caterer, have you included Public Liability Insurance certificates for those services?	
Do you require use of kitchen?	
Do you require tea / coffee or biscuits? If yes, please provide quantities	

Equipment Required	
Please place a tick next to any applicable equipment you require for your booking.	
Hearing Loop (Free of Charge)	
Flip Chart (Free of Charge)	
HDMI Lead (Free of Charge)	
Display Boards (Free of Charge)	
Smart TV (Available in the Guildhall Chamber and Isambard House free of Charge)	

Room Layout		
Room layouts vary in size across all premises and do not include the Maurice Huggins Room.		
<input type="checkbox"/> Boardroom 	<input type="checkbox"/> Theatre Style 	<input type="checkbox"/> U Shape 
<input type="checkbox"/> Cabaret 	<input type="checkbox"/> Classroom 	<input type="checkbox"/> Circle of Chairs 
<p>Other: If you're booking multiple rooms or days and require different layouts, please provide details.</p>		

Please place a tick next to any applicable document you're including as part of your application.

I enclose a copy of my risk assessment for this booking (Please refer to Page 7)	
I enclose a copy of my organisations Safeguarding Policy if working with children, young people or vulnerable adults (Please refer to page 11)	
I enclose copies of PAT testing certificates for any electrical equipment being brought onto the premises	
I enclose a copy of The Music Licence from PPL/PRS	
I enclose a copy of the TEN (temporary event notice) for display during the event	
I enclose a copy of Public Liability Insurance (Please refer to page 11)	

Please note: Where a function is licensed for the sale of intoxicating liquor, it is the responsibility of the hirer that no person under the age of 18 is to be served or knowingly supplied with alcohol. The hirer must inform the licensee of this fact and include how they will manage the sale of alcohol within their risk assessment.

When you apply to hire facilities from Saltash Town Council the information you provide will be processed and stored in order to contact you about the booking, send invoices and receipts. Your personal information will not be shared.

For further information please see the privacy notice available on request at the Guildhall or via [clicking on this link to view and download via the Town Council website](#).

Declaration	
I confirm that the named person attending on the booking date is suitably trained and experienced to manage the event on behalf of the organisation. By signing, I agree to follow the attached terms and conditions of hire.	
Signature (If providing digitally please provide a typed name as confirmation)	
Name (please print)	
Date	

Appendix B



Terms and Conditions of Hire

By submitting a booking form, you agree to comply with the following key terms and conditions.

Full details are available in the Saltash Town Council Hire of Town Council Premises and Events Policy, accessible via the Town Council website or upon request.

General Conditions

- Hirers must be aged 18 or over.
- Premises may only be used for lawful activities.
- Minimum hire period is 2 hours.
- Bookings are subject to approval and availability.
- Premises are available Monday–Saturday (08:00–23:59) and Sunday (08:00–22:00).

Payment and Charges

- Full payment is required within 7 days of invoice and prior to the booking date.
- Community rates apply only to Saltash-based volunteer groups.
- Regular bookings (min. 3 months) may qualify for a 20% discount.
- No refunds unless the Town Council cancels the booking.

Access and Supervision

- A responsible adult must be present throughout the hire.
- Admission arrangements vary depending on office hours.
- Premises must be vacated promptly at the agreed time.

Conduct and Safety

- Hirers are responsible for orderly conduct and managing attendees.
- Excessive noise, intoxication, or disorderly behaviour may result in termination.
- Smoking (including e-cigarettes) is prohibited.
- Hirers must clean and restore the premises after use.

Health & Safety

- Fire safety and safeguarding responsibilities rest with the hirer.
- Risk assessments may be required depending on the activity and risk involved.
- No open flames, hazardous materials, or untested electrical equipment allowed.

Liability and Insurance

- Hirers are liable for any damage caused.
- Public Liability Insurance (£5 million minimum) may be required depending on the activity and risk involved.
- The Town Council accepts no liability for personal injury or property loss.

Licensing and Permissions

- Alcohol sales require a Temporary Event Notice (TEN).
- Music licensing is the hirer's responsibility.
- Use of the Premises Licence is limited to Guildhall bookings (Mon–Sat only).

Prohibited Activities

- No commercial bingo, hypnotism acts, or live animal shows.
- No bouncy castles or inflatable structures.

Data Protection

- Personal data is used solely for booking management.
- See the Town Council Privacy Notice for full details.

For full terms and conditions, please refer to the Saltash Town Council Hire of Town Council Premises and Events Policy available at www.saltash.gov.uk or contact enquiries@saltash.gov.uk.