



Room Hire Agreement

Terms & Conditions of Use

Hirers are bound by the following terms and conditions and should read them carefully before booking.

1. Payment & Bookings

All bookings must start and end on the hour. The period of hire starts and finishes at the times agreed on the booking confirmation.

All bookings should be made through our booking system on Cliniko.

If the hire fees are not received by the required date, usually no later than 7 days prior to the booking date, the booking will be cancelled. senSI Limited will not be liable for any loss sustained by the hirer.

Ongoing bookings must have an agreement to hire for each quarter.

2. Cancellations

Please notify us of any cancellations at the earliest possible opportunity. In the event of cancellation, the following cancellation charges will be deducted from your hire fee:

- more than 14 days' notice: no cancellation charge
- less than 14 days' notice: 50% of hire charges

These charges may be reduced or waived, entirely at the discretion of senSI Limited if a replacement booking is made at the same time as your cancellation.

3. Overruns, Cleaning & Tidying

It is imperative that rooms are left clean and tidy. All rubbish must be taken away when you leave.

You must turn off all lighting and electrical equipment at the end of the hire period.

You must return equipment to its proper place unless you are physically unable to do so.

The room should be left as it was found and vacated on the hour, overrunning is not permitted.

4. Use of Premises

Use of the Premises (lawful use)

You shall not use the room for any purpose other than that described in your agreement for hire and you shall not sub-hire or allow the room to be used in any unlawful way or for any unlawful purpose. You shall not do or fail to do anything that may endanger senSI Limited or the persons within it or render invalid any insurance policies.

Limitation of Liability

senSI Limited will not accept liability for any loss (including any loss of revenue) or injury sustained by you or attendees unless and only if it is attributable to the trustees' (or their authorised representatives') gross negligence.



A senSI Limited authorised representative will unlock the room at the beginning of the hiring period and secure the room at the end of the hiring period. You shall ensure that the room is not unattended at any time during the hiring period or at the end of the hiring period until the senSI Limited authorised representative takes charge.

Statutory & Regulatory Requirements

You shall comply with all laws and any conditions, regulations or codes of practice made in respect of senSI Limited by the Fire Authority, Local Authority, etc.

Capacity

You shall ensure that the maximum capacity of each room of senSI Limited is not exceeded. Sensory room hire is limited to a maximum of 4 children/young people per booking. The adult to child/young person ratio is recommended to be 1:2.

Wireless Internet

senSI Limited provides wireless internet access (Wi-Fi) for the convenience of its hirers and customers. However, senSI Limited cannot guarantee that Wi-Fi access will be available at all times. By allowing anyone you are responsible for as a hirer to use the Wi-Fi during your booking you confirm that they are 18 years or over or have the permission of their parent or guardian to use the Wi-Fi. You agree that you will not use the Wi-Fi for, and that you will take all reasonable precautions to ensure that anyone you are responsible for as a hirer does not use the Wi-Fi for, any unlawful, fraudulent or malicious purpose.

Loss & Damage

By agreeing to hire the room you have agreed that any damage incurred by yourself or those attending, or loss of property will be your responsibility. You are required to report any damage occurring without delay. Additional charges may be imposed for any damage to the premises or equipment.

You will compensate senSI Limited for the cost of repair of any damage (however slight and whether malicious or accidental) done to any part of the room and any loss suffered by senSI Limited as a consequence of your activities as a hirer or the activities of anyone you are responsible for as the hirer or anyone that you allow access to the premises.

Noise

You must ensure that noise is kept to a minimum and members of your group leave the premises quietly so as not to cause annoyance to other tenants in the locality of senSI Limited.

Supervision & Equality

The person whose name appears on the booking form will be deemed to be responsible for the activity and will be expected to be in attendance throughout. You are responsible for the actions of those you admit to senSI Limited as part of your booking.

Children/young people should be properly supervised at all times. You shall be responsible for ensuring that any activities for children are carried out in accordance with all laws and child protection regulations and that only fit and proper persons have access to children while they are in senSI Limited.



senSI Limited is committed to equality and diversity – you must comply with the Equality Act 2010.

Alcohol

Alcohol is strictly prohibited.

Illegal drugs

You must not allow illegal drugs on the premises.

Animals

We regret that pets (including companion animals and guide dogs) are not permitted.

Smoking

Smoking is not permitted anywhere at senSI Limited.

Fire Safety

You must read and comply with the fire notices posted throughout the building. A copy of the standard notice will be supplied to you on request.

You should familiarise yourself with the fire alarm points, the location of extinguishers and the available escape routes.

You must not prop any fire doors open, obstruct any fire doors or escape routes, damage any fire safety equipment, cause any dangerous accumulations of combustible materials to occur, or do anything likely to cause a fire risk.

You should follow all audible emergency alarms, and you should not tamper with any device or system designed for use in an emergency.

You should inform all your participants of these procedures and take responsibility for the safe entry/exit of all participants in an emergency.

In the event of a fire, your primary responsibility is to ensure the rapid and safe evacuation of the members of your group in the building.

Please note that the Fire Assembly Point is on the gravel path, opposite the monument.

Emergencies

In the event of an emergencies, such as fire, police, or medical assistance, call 999 and provide the following location details:

senSI Limited, Ketteringham Hall, Church Road, Ketteringham, Wymondham, NR18 9RS

(State that senSI is in the courtyard off the gravel path)

Health & Safety

You must comply with health and safety legislation. We cannot be responsible for any injury to persons, or loss or damage to property during the hirer's use of the premises.

You have full responsibility for the behaviour, actions and consequences of such behaviour and actions of all persons involved in the use of the room during the booking period. You are



responsible for ensuring proper supervision of entry to/exit from the building during your period of hire and being mindful of the safety of people coming into the building and their security.

You must carry out your own risk assessment for your activity.

Illness & Non-Attendance

You must not attend the premises, and you must not permit any person attending as part of your booking to attend, if they are unwell with an infectious or contagious illness.

You must ensure that any person who:

- has a high temperature;
- has experienced vomiting or diarrhoea within the previous 48 hours;
- has a known infectious illness where exclusion is recommended (for example chickenpox prior to spots crusting over); or
- is otherwise too unwell to participate safely

does not attend senSI Limited.

In cases of vomiting and/or diarrhoea, individuals must not attend until 48 hours after the last episode, in line with UK public health guidance.

senSI Limited reserves the right to refuse entry to any person who appears unwell or where their attendance may pose a risk to others.

Non-attendance due to illness will be managed in accordance with the cancellation terms set out in Section 2 of this agreement unless otherwise agreed at the discretion of senSI Limited.

You (the hirer) remain responsible for ensuring that all persons attending during your period of hire are fit to attend and that appropriate health and safety measures are followed.

Accidents

All accidents or near-accidents must be recorded in the Accident Book. This is kept in the waiting room. There is a first aid kit in the room and in the waiting room.