

Sensory Room Hire Agreement

Terms and Conditions of Use

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

1. Payment and Bookings

- All bookings must start and end **on the hour**. The hire period starts and finishes at the times confirmed in your booking.
- All bookings must be made via our **online booking system**.
- Hire fees must be paid no later than **7 days before** the booking date. If fees are not received by this deadline, the booking will be cancelled. senSI Limited accepts no liability for any loss incurred by the hirer as a result.
- Ongoing bookings require a **quarterly hire agreement**.

2. Cancellations

- Please notify us of any cancellations as early as possible.
- Cancellation charges:
 - **More than 14 days' notice**: no charge
 - **Less than 14 days' notice**: 50% of hire charges
- Charges may be waived at senSI Limited's discretion if the slot is rebooked at the time of cancellation.

3. Overruns, Cleaning and Tidying

- Rooms must be left **clean and tidy**. All rubbish must be taken away.
- **Food and drinks are not permitted** in the sensory room under any circumstances. This is to maintain cleanliness, prevent damage to equipment, and ensure a safe, hygienic environment for all users.
- **All lights and electrical equipment must be turned off** after use.
- Equipment should be returned to its original place unless the hirer is physically unable to do so.
- **Overrunning is not permitted**; the room must be vacated promptly on the hour.

Use of Premises

4. Lawful Use

- The room may only be used for the purpose specified in the hire agreement.
- Sub-hiring or unlawful use is strictly prohibited.
- Activities must not compromise the safety of others or invalidate senSI Limited's insurance policies.

5. Limitation of Liability

- senSI Limited is not liable for any loss or injury unless caused by gross negligence by its authorised representatives.

6. Security

- A senSI Limited representative will unlock and lock the room.
- All attendees must sign in and out.
- The room must not be left unattended and must not be accessed outside the hiring period.
- Only the designated room may be used; all other rooms are off-limits.

7. Statutory & Regulatory Compliance

- The hirer must comply with all applicable laws, fire regulations, and local authority requirements.

8. Capacity

- Maximum of **4 children/young people** per booking.
- Recommended **adult-to-child ratio** is 1:2.

9. Wireless Internet

- Wi-Fi is provided but availability is not guaranteed.
- All users must be 18+ or have permission from a parent or guardian.
- The Wi-Fi must not be used for unlawful, fraudulent, or malicious activities.

10. Loss and Damage

- Hirers are responsible for **any damage or loss of property** caused by themselves or their attendees.
- Damage must be reported immediately.
- Repair and replacement costs will be charged to the hirer.

11. Noise

- Please keep noise to a minimum.
- Attendees should leave the premises quietly to avoid disturbing other clients and neighbours.

12. Supervision and Equality

- The person named on the booking form [hirer] is responsible for the session and must be present throughout.
- All children/young people must be **supervised at all times**.
- Activities must comply with **child protection laws** and only be led by appropriate adults.
- senSI Limited is committed to equality; hirers must comply with the **Equality Act 2010**.

13. Prohibited Items and Activities

- **Alcohol, illegal drugs, smoking, vaping, and pets** (excluding service animals) are not permitted on the premises.

14. Fire Safety

- The hirer must familiarise themselves with fire notices, alarm points, extinguishers, and escape routes.
- Fire doors must not be propped open or obstructed.
- In an emergency:
 - Evacuate the building safely.
 - Call **999** and provide this address:
senSI Limited
Ketteringham Hall
Church Road, Ketteringham
Wymondham, NR18 9RS
(Located in the courtyard off the gravel path)

15. Health and Safety

- The hirer is responsible for the health and safety of all attendees.
- The hirer must ensure proper supervision at all times, including entry and exit.
- senSI Limited is not liable for injury or loss during hire.

16. Accidents

- All accidents and near misses must be recorded in the **Accident Book**, located in the waiting room.
- **First Aid kits** are available in both the room and waiting area.

If you have any questions or require clarification on any of the above terms, please don't hesitate to get in touch.