

Terms and Conditions for Booking the Training Room at Uttlesford Community Hub and The Wellbeing Centre.

These terms and conditions ("Terms") govern the use of the training room ("Room") located within the Uttlesford Community Hub in Great Dunmow and The Wellbeing Centre, Harlow, operated by Mind In West Essex ("Mind"). By booking and using the Room, you ("Guest") agree to abide by these Terms.

Booking and Payment:

1.1. The Rooms are available for public bookings subject to availability. We reserve the right to refuse any booking, even if the room appears to be available, based on our sole discretion. This discretion extends to situations where we have experienced issues of abuse, theft, or any other unacceptable behaviour in the past. While we strive to accommodate all guests, ensuring the safety and well-being of our visitors and staff is our utmost priority. Therefore, we may exercise this right to refuse a booking if we believe it is necessary to maintain a safe and enjoyable environment for everyone involved.

1.2. Bookings can be made via the Mind In West Essex website (<https://www.mindinwestessex.org.uk/>) under the shop tab and by choosing either the Dunmow Training Room or Harlow Training Room. From there, you can select the date and time/s of the booking required. If you are unable to select a certain day or time/s, this booking has already been taken by another Guest and cannot be removed. The Guest must pay for the booking through the cart on the website before the booking is secure. All bookings must be confirmed by Mind. Once the Guest has received the confirmation of booking via email, the booking is secure.

1.3. Payment for the Room must be made in advance and is non-refundable unless otherwise agreed by Mind.

1.4. Mind reserves the right to cancel or reschedule bookings in exceptional circumstances. In such cases, a full refund or alternative booking arrangement will be offered.

Access and Parking:

2.1. Parking is not available on-site.

However, at the Uttlesford Community Hub, Dunmow, there will be parking available for evening/weekend bookings and blue badge holders.

Guests for the Uttlesford Community Hub, Dunmow, are advised to use the Chequers Lane Car Park, CM6 1EQ, which is a Pay and Display car park located a 2-minute walk away from the building.

Guests for The Wellbeing Centre, Harlow, are advised to use the Tilgate Road Car Park, CM18 6NQ, which is a Pay and Display car park located a 2-minute walk away from the building.

2.2. Blue badge holders may use the two designated disabled parking bays at the front of the Uttlesford Community Hub, Dunmow, if available.

2.3. Guests are responsible for arranging their own transportation and parking arrangements.

2.4. If a room booking has been made outside of the general working hours of the building, Mind will make contact with the guest prior to the date of booking to arrange an induction of the building. The guest booking the room will be responsible for opening and/or locking up the building at the agreed-upon times.

2.5. Keys will be provided if the booking is for outside general working hours, and it is the Guest's responsibility to return them promptly at the end of the booking period as discussed and agreed with Mind prior to the booking date. If the building keys are lost, the Guest will be liable to pay for the keys and a lock replacement. Any damage that occurs to the building should it be left unlocked by the Guest, will be chargeable back to the Guest. Additional key cutting of the key provided is strictly prohibited.

2.6. If a key to the building is a requirement of the booking, the Guest must respond to Mind within 48 hours of the booking date to make the key arrangements and avoid the booking being cancelled by Mind.

2.7. The Guest that books the Rooms is the sole entity authorised to use the Room. Sub-renting or lending the Room to a third party is strictly prohibited.

Conduct and Safety:

3.1. Guests must refrain from making excessive noise in the corridors and communal areas to maintain a peaceful environment for others.

3.2. Guests must not wedge open secure doors, ensuring the security of the premises and safety of the occupants.

3.3. Smoking and/or vaping is strictly prohibited on the premises, including within the building and parking areas.

3.4. Mind prohibits the use of alcohol on the premises in general, however, it will be acceptable in certain circumstances, but only with the agreement of Mind prior to the booking date. The Guest must contact Mind prior to the booking date for permission. Mind reserves the right to cancel bookings without a refund should the Guest bring alcohol onto the premises without the prior consent.

3.5. Guests must familiarise themselves with the fire safety procedures located on the back of all doors and follow them in case of an emergency.

3.6. In the event of a fire alarm, all Guests must promptly evacuate the building and proceed to the assembly point, as indicated in the fire procedure notices.

3.7. Mind provides first aid boxes in all our buildings, available for use in case of emergencies. Notices indicating the locations of the nearest first aid boxes are prominently displayed on the walls throughout the premises. Guests are

encouraged to familiarise themselves with the locations of these boxes to ensure easy access in the event of any medical need. These first aid boxes are designed for minor injuries only. In case of an emergency, call 999.

3.8. While Mind do not leave confidential information lying around in any rooms, we expect all Guests to respect the confidentiality of any sensitive information, discussions or otherwise they may come across during their stay.

Facility Usage:

4.1. The Room is to be left in the same condition as it was found. Guests are responsible for any damage caused to the Room or their contents during their booking period.

4.2. Guests may use the tea and coffee facilities provided. However, they are responsible for cleaning up and washing any mugs, plates, or cutlery used.

4.3. Guests must sign in on the tablet located near the interior secure door before entering the building. Similarly, guests must sign out on the same tablet when exiting the building. Signing in and out on the tablet is mandatory and helps maintain an accurate record of individuals present in the building in case of an emergency.

Guests with Disabilities:

5.1. Guests with disabilities must inform Mind In West Essex at least one week prior to their booking date, providing details of their disability. This information is necessary to ensure that a Personal Emergency Evacuation Plan (PEEP) is in place to ensure the safety of guests with disabilities during an emergency evacuation.

Liability:

6.1. Mind In West Essex accepts no liability for any loss, damage, or injury sustained by Guests or their property during their use of the Room or the premises, except in cases of proven negligence on the part of Mind.

6.2. Guests are responsible for their personal belongings and equipment brought onto the premises and are advised to take appropriate precautions for their security.