

**COMBERTON VILLAGE INSTITUTE TRUST**  
**Charitable Incorporated Organisation 1189495**

**Deduction from Deposits**

Cleaning costs

The village hall employs a cleaner to carry out routine tasks round the hall. The annual cost amounts to almost one-third of the running costs of the hall. We know that hirers are impressed by the low hire charges and to continue with these low charges we need to keep on top of hall cleaning. We do this by asking **hall users to clean up at the end of the hire so as to leave the hall as they found it.** Often one hire of the hall follows on closely after another and we need to ensure that the hall is fit for the following user so that they do not have to cancel their function with the inevitable disruption, embarrassment and loss of revenue this would cause.

We ask for a deposit from hirers to cover those fairly rare occasions when the hall is not left in a satisfactory condition. The deposit may also be used to cover the cost of any repairs or replacements required as a result of breakage or damage, or other expenses like the cost of hiring scaffolding to remove helium balloon strings wrapped round the ceiling fan motors, use of the hall outside of the agreed times of a hire period and the use of rooms which were not booked. The deposit is payable at the time of booking and we would ask that where possible payment is made via BACS as there are additional costs and an increased workload incurred when banking cheques. It is the hirer's responsibility to ensure that their bank account contains enough funds to cover the deposit and/or any additional penalty fees should the need arise.

It is also the hirer's responsibility to check the hall on entry and to notify the Duty Caretaker (see notice board) or Emergency Contacts (see front door) of any problems at the start of the let. The hirer should also check all areas of the hall before leaving at the end of the let and note any problems in the comments book in the kitchen.

Procedure

If paid by cheque, the deposit will be paid into our bank account on receipt along with the hire fee. If the booking is made within one month of the hire date then payment of the deposit and hire fee must be made in cash or paid directly into the Trust's bank account.

If, after a let, there are **no reports of extra cleaning** being required or damage or breakages etc, and hirers have not exceeded their hire time or used rooms which were not booked, then deposits will be refunded in full by BACS to the account from which the deposit was paid or on which the deposit cheque was drawn, within ten working days of the hire.

In the event that after a let there are **reports of extra cleaning** being required or of **damage or breakages** etc, or the electronic key fob records show that hirers have accessed the hall before the time of their let or have left later or have used rooms which they had not booked, the Chairman (or Vice-Chairman) together with another official of the Trust will decide what deduction will be made from the deposit money. The hirer will be informed within 48 hours of notification of an issue by the caretaker that the deduction will be made. Cleaning will be charged at staff hours actually worked, at a rate of £20 per hour. Use of the hall outside of the agreed booking times will be charged at **double** the standard hourly rate and use of rooms which had not been booked will incur a **double** standard rate charge for the session. Other expenses, including any loss of revenue resulting from cancellation of the following function, replacement/reinstatement of items or repairs required, will be charged at cost. The balance of the deposit, if any, will be repaid by BACS to the account from which it was made or on which the deposit cheque was drawn, within ten working days of the hire. If the charge for cleaning/damage/excess hire time/additional room use etc exceeds the amount of the deposit then the hirer will be invoiced for the outstanding amount. If the charge is not settled satisfactorily, then, at the Trustees' discretion, the hirer may be banned from the hall forthwith and further action may be taken to recover the monies owed.

If the hirer wishes to **appeal** against the cost of the charge then he/she can appeal to the Trustees for the charge to be reduced or deleted, giving reasons for this. The appeal should be lodged within five working days of the hire with the Secretary or the Treasurer of the Trust and will be heard at the first Trustees' meeting to take place after the appeal is received. There will be no further appeal possible. Appeal against the number of staff hours worked and the pay rate will not be considered.