Brightspace

Terms & Conditions of Room Hire

Updated: November 2026

Brightspace is owned and run by Community Action Suffolk

Community Action Suffolk is a registered charity – Reg. Charity Number 1150501

Company number: 08318345

GENERAL

Brightspace is operated under an equal opportunities code of conduct and a code of behaviour, which is as follows:

All people will be treated with respect and dignity at all times.

People's feelings will be valued and respected. Language or humour that people find offensive will not be tolerated.

No-one will be harassed, abused or intimidated on any grounds. Incidents of harassment will be treated seriously and the person / persons causing the offence will be asked to leave Brightpace.

Brightspace management expects a high level of good conduct from the users of the premises. Brightspace users / Hirers therefore are required to refrain from offensive language and loud / unruly behaviour. Brightspace users / Hirers will respect the premises, avoiding damage to property and unnecessary mess.

Serious breach of the above conditions will result in the offenders being asked to leave the premises.

The user will be responsible for the proper use of facilities and must take all reasonable precautions to ensure that there is no damage to the fabric of the Building, furniture, fittings and equipment. The user shall be responsible for making good any damage to the premises and property.

The user must use only that part of the building hired and must observe any instructions given by the manager concerning the area available.

The user shall be responsible for ensuring that good order is kept on the premises and its surroundings immediately before, during and after the agreed period of use.

Community Action Suffolk reserves the right to:

Have a representative present at any function.

Inspect the proceedings at any time.

Put a stop to any entertainment or meeting not properly conducted.

APPLICATION TO USE BRIGHTSPACE

Application for Brightspace rooms shall be made to the Brightspace reception team. A booking can be made by telephone but must be confirmed via email or in writing.

The right to refuse any application for the use of Brightspace facilities is reserved to Brightspace management and owners.

Brightspace management reserves the right to cancel bookings when the premises are considered unfit for the intended use.

All requirements of use shall be declared to Brightspace reception prior to the event by telephone or email. Brightspace management reserves the right to levy additional charges for any services or facilities provided at an event which have not been specified when booking or on the confirmation form.

Brightspace management reserves the right to move bookings within the centre to alternative rooms if required and when appropriate.

Brightspace management reserves the right to change the booking price and any services if a booking is made more than 1 month in advance.

BOOKING CONDITIONS

a) Cancellations received seven days or less before the event date will be charged at 100% of the total room hire cost. Any **refreshments*** ordered will be refunded in full except for catering (see item below).

b) Cancellations received eight days or more before the event date will receive a 100% refund of the total room hire cost, including additional costs for **refreshments***, including catering.

c) Catering for lunch/buffets require minimum two business days for order, and one business day to cancel. Cancellation with less than twenty-four hours notice will result in forfeiting the relevant refund.

d) An invoice will be issued upon booking once the booking form has been completed by you and returned to us. This invoice will include all additional charges chosen by you, such as **refreshments*** and catering. You will be charged for the requested number of items on your booking form - pricing may be adjusted if the expected number of guests fail to attend, at the discretion of the Reception team only and upon application.

e) The invoice must be paid prior to the event taking place.

f) If the hire is rebooked and confirmed at the time of cancellation and the hire is within 3 months of the original booking the cancellation fee will be waived (only applies for initial booking).

g) **Refreshments*** are at an additional cost and include:

- Tea
- Coffee
- Juices
- Biscuits

Catering for lunches/buffets is at an additional cost and supplied externally.

h) Standard timing blocks for room hire are:

Full day - 8 hours

Half day - 4 hours

i) The Hirer will be held responsible for any damage caused during the period of hire to any part of The Centre, site or property both internal and external. Any damage caused by the Hirer or the Hirer's guest must be paid upon receipt by the Hirer of the total cost of repairs or replacements.

j) The Hirer shall not sub-let or use the premises for any unlawful purpose or in any unlawful way, do anything or bring on to the premises anything which may endanger the premises, their users, or any insurance policies relating thereto.

CARE OF PROPERTY

a) No nails, spikes, screws or tacks shall be driven into any part of the property.

b) Furniture and other moveable items are not to be moved without prior permission from Brightspace Management.

c) No structure of any kind may be erected in any part of the hired premises except with the consent of, and under the supervision of Brightspace Management.

d) All furniture and fittings belonging to or leased by the Hirer shall be removed from Brightspace at the time of cessation of hire unless a prior agreement has been made.

CLEANING

At the conclusion of a letting it is the responsibility of the user to leave the premises in a clean and tidy condition including replacing any furniture which may have been moved. Where premises are not left in such condition any expenditure incurred by Community Action Suffolk to bring the premises up to a reasonable standard of cleanliness will be charged to the hirer.

In particular, where a hirer has chosen to provide their own refreshments, the kitchen area must be left in a neat and tidy order and all crockery put in the dishwasher.

FIRE PRECAUTIONS

Users should acquaint themselves with Brightspace's fire drill/regulations particularly the location of the fire alarms, extinguishers and emergency exits. In the event of the fire siren sounding during the course of the meeting, hirers are responsible for ensuring participants evacuate the building in an orderly fashion following the instructions of the fire wardens. A copy of the fire evacuation procedures for visitors is displayed around the premises.

No smoking is allowed throughout Brightspace, this includes E-Cigarettes. Please ask reception for details of where smoking is allowed.

No exits may be blocked, or chairs or obstructions placed in the corridors.

Fire appliances must not be tampered with or removed other than for fire fighting purposes.

The booking maybe cancelled or postponed at any time on the advice of the County Fire Officer.

The user will be responsible for the proper use of facilities and must take all reasonable precautions to ensure that there is no damage to the fabric of the building, furniture and fittings or any equipment caused by fire. If a

fire is discovered then the hirer must sound the fire alarm immediately to ensure the safe evacuation of the building.

Under no circumstances are hirers to put themselves or participants at risk.

LOSS OF PROPERTY

Neither Brightspace nor Brightspace management can accept responsibility for damage to or the loss or theft of user's property and effects.

FIRST AID

Community Action Suffolk has first aiders on site and Hirers are required to call a first aider immediately in the event of a participant having an accident or being taken ill. Hirers are also asked to inform the First Aider of

anything appropriate that may impact on the treatment provided to participants that they are aware of to protect the safety of the participant and the first aider.

LICENCES

The user is responsible for ensuring that any necessary licences required for a particular event have been obtained and conditions of the licence are adhered to.

Alcoholic drinks shall only be brought on the premises if they are directly provided by the user or provided by the holder of an occasional licence granted by the Justices for the function for which approval has been given. A copy of the licence must be provided to the Centre.

Permission from Brightspace management must be received before any alcohol is brought into the premises, Brightspace does not hold an alcohol licence, alcohol cannot be sold on site unless an occasional licence has been obtained by the hirer.

Unconsumed liquor, bottles, glasses, etc. must be removed from the premises immediately a function has ended.

Betting, gaming and lotteries

Nothing shall be done on or in relation to the premises in contravention of the law relating to betting, gaming and lotteries and the person or organisation responsible for functions held in Brightspace premises shall ensure that the requirements of the relevant legislation are strictly observed.

CAR PARKING

There are parking facilities for visitors to Brightspace, if no available space is available in the Carpark to the front of the building there is ample parking available in the overflow area. When delivering or picking up equipment, cars/ vans shall not be parked so as to cause an obstruction at the entrance to, or exits from Brightspace or the neighbouring buildings. The Brightspace Management cannot accept responsibility for any damage caused to vehicles whilst parked on site.

OTHER CONDITIONS OF USE

All notices and placards advertising the event must bear the name and contact point of the Hirer and, if applicable, the organisation which the Hirer represents.

Adequate staff must be provided by the Hirer for the supervision of the event to ensure public safety.

Any broadcasting, filming etc requires prior consent from Brightspace management and may be subject to restrictions.

It will be the responsibility of the Hirer to ensure that everyone connected with their event is aware of which parts of the building they have hired. All other areas of the building will be out of bounds.

All electrical equipment bought into the building shall comply with the electricity At Work Regulations 1989. Brightspace management disclaims all responsibility for all claims and costs arising out of any such equipment that does not comply.