

Booking of the rooms specified on the booking form are accepted on the understanding that the Hirer, as named on the booking form, accepts these terms and conditions.

Bookings and Cancellations

1. All bookings must be made in writing using the booking form. Verbal bookings will only be classed as provisional until a completed booking form is received and any variation to a booking must be agreed and confirmed by both parties.
2. Provisional bookings will only be held for a period of two weeks. If not confirmed by booking form at the end of this period, the date may be released.
3. Upon receipt of the booking form, the details will be passed to our Accounts Department who will invoice the Hirer directly and after the event.

Charges

4. Hire charges are shown on the booking form and may be increased in line with the annual Poole Harbour Commissioners (PHC) commercial rate review.
5. Invoices must be paid within 30 days of receipt. Failure to do so will incur a 10% late payment charge.
6. Cancellation charges prior to the booked event will be applied as follows:
 - 14 days or more - No charge
 - 7 to 13 days - 50% of the total cost will be charged
 - Less than 7 days - 100% of the total cost will be charged
7. PHC reserves the right to cancel a booking if the holding of the event is prevented by circumstances beyond the control of PHC. This will include using rooms for live emergency response. PHC will not charge for the event booking. PHC do not accept any liability for losses incurred due to the cancellation of an event.
8. The Hirer will be held responsible for any damages or loss of furniture, equipment or crockery. The Hirer shall pay to PHC, on demand, the amount required to make good or remedy any such damage.

Catering

9. Unit 4 (all rooms) - self-service kitchen with tea, coffee and water dispenser is included in the hire charge. North Lounge - coffee and tea at extra charge, by prior arrangement. Boardroom – self-service tea and coffee facility included in the charge. Catering and refreshments can be provided by the Hirer. Catering can be provided by PHC at an additional cost which will be included on the invoice. If this is required, please complete the relevant section on the booking form.
10. PHC accepts no liability for catering and refreshments provided by the Hirer.

Room Facilities

11. Equipment may be brought into the building subject to discussion and agreement with PHC Safety Manager. Any electrical equipment must have a valid Portable Appliance Test Certificate.
12. Equipment is included in the hire charge but must be advised on the booking form. Hirers will be trained in the use of the equipment prior to the event. The Hirer will be held liable for any damage to any equipment caused during the event.
13. Nothing is to be stuck, nailed, screwed, stapled or fixed in any way to the walls, doors or any other furniture.

Health and Safety

14. The maximum capacity of each room is as follows:
 - **North Lounge:** 372 is the maximum occupancy level permitted in its current layout
 - **Unit 4:**
 - **Training Suite (upstairs)** – a maximum of 30 can be accommodated
 - **Room 1** – maximum 12 people
 - **Room 2** – maximum 6 people
 - **Boardroom** (Harbour Office): maximum 25
15. Fire exits and extinguishers are to be kept clear and visible at all times.
16. In accordance with legislation, no smoking is permitted anywhere within the premises.
17. The Hirer will be the responsible person for all Health and Safety matters relating to an event and must be present at the event to deal with any Health and Safety matters that may occur. This responsibility may be delegated to another person who must attend the event. The name of the responsible person must be advised on booking if this is different from the Hirer.
18. Parking is in the public car park on the Terminal and charges are clearly marked at the entrance to the car park. No parking is permitted in the areas directly outside the Brittany and Condor ferries offices. There are 2 dedicated spaces outside Unit 4, the supplied parking permits must be clearly displayed.
19. The Hirer is responsible for holding a list of all attendees in case of emergency evacuation.
20. The Hirer is responsible for ensuring that people attending an event are aware of the fire evacuation procedures (see below), including the location of the fire exits.
21. The Hirer is responsible for the conduct and behaviour of all people attending the event. PHC reserves the right to terminate the event, without any refund of costs, if the conduct and behaviour is deemed to be unacceptable.
22. The Hirer must maintain an insurance policy against any loss, liability, claim or proceeding incurred by or which may be brought against PHC or themselves in respect of any injury or damage whatsoever to any person or property, arising out of the use and occupation of the property for the sum of £5,000,000 (five million pounds) for Public and Product Liability and for the sum of £10,000,000 (ten million pounds) for Employer's Liability (where applicable) per any one claim, the number of claims being unlimited.

Opening and closing the Function Room

23. The hired room will be opened and closed by a member of PHC staff. Please ensure that your staff or guests are aware of the hire period and that they will not be able to enter before or leave after the agreed hire period.

Contact details:

- Ellen Reynolds, Moorings Administrator
- Tel: 01202 440200
- email moorings@phc.co.uk

Security

24. PHC accepts no responsibility for the property of persons attending or organising an event. Vehicles and their contents are parked in PHC's car parks at their owners' risk. PHC accepts no responsibility for any loss or damage incurred thereto. Any property brought on to the premises or left in the car parks is done so entirely at the owner's risk.

End of Hire

25. The Hirer shall be responsible for leaving the premises and surrounding area in a clean and tidy condition and any contents temporarily removed from their usual positions properly replaced, otherwise PHC will be at liberty to make an additional charge. Hirers will be expected to vacate their guests and equipment within 30 minutes of the end of their hired period.

Disclaimer

26. Every effort has been made to ensure the accuracy of all information provided. PHC does not accept liability for any errors or omissions and reserves the right to amend any information at any time.

FIRE PROCEDURE INSTRUCTIONS

A. Be sure that you know:

1. The location of the fire alarms
2. The location of fire extinguishers
3. The fire evacuation route
4. The assembly point for the building, as follows:
 - **North Lounge** - outside the Passenger Terminal opposite the coach park
 - **Unit 4** - outside the building to the left in the carpark
 - **Boardroom** – in the carpark outside the building

B. Housekeeping

1. Ensure all people using the room are aware of the No Smoking and No Vaping regulations, the location of the fire alarms, exit routes and location of the fire assembly point.
2. Be sure that all electrical equipment in use is connected properly to the power supply and that the plug and wiring is not damaged in any way. If you suspect a problem, do NOT use the equipment. All electrical equipment brought into the room must have a valid Portable Appliance Test Certificate.
3. Never allow a build-up of rubbish in any part of the premises. Store things properly and ensure that rubbish is placed in the appropriate bins. The stairwells are to be kept clear at all times.
4. Never obstruct, or allow to be obstructed, fire evacuation routes in the function room area.
5. When disabled persons are present, ensure that special arrangements are in place in the event of an evacuation.
6. Ensure that, in your absence, there is someone responsible for these procedures.

C. If you find or suspect a fire

1. RAISE THE ALARM IMMEDIATELY or ensure that someone else does (Dial 999 and ask the emergency services to come to RVP No.2 (Roundabout near car park)). Fire alarms are located at various locations and are break glass alarm points.
2. Inform main gate security 01202 440200 ext 126.
3. Only attempt to tackle the fire if you are trained and feel confident to do so if in any doubt evacuate and close all doors behind you if possible IF IN DOUBT LEAVE IT.
4. Evacuate the building and ensure that all persons are accounted for. Ensure that all fire doors are closed.
5. Having checked the area go to the Assembly Point and await the arrival of the Fire Brigade.
6. Report to the Fire Brigade immediately they arrive if you think there is anyone left in the building.
7. Do not re-enter the building until told it is safe do so by Poole Harbour Commissioners Harbour Engineer.