



Deposit, Security Bond and Cancellation policy.

Deposits and Hire Fees:

A 20% deposit non-refundable is required for all lettings at the time of booking.

Regular users do not pay a deposit.

Full payment of the hire fee is required four weeks beforehand or at time of booking if less than four weeks ahead.

Security Bond:

Some events including large parties will require a security bond of £250 that must be paid before the keys are handed over. This will be used to offset any damage, additional cleaning requirements, or any other identified costs and will be returned when the hall and surroundings are returned in satisfactory condition, all rubbish is cleared and there are no outstanding complaints from neighbours. Payment of a security bond does not absolve the hirer of legal responsibility should any damage or additional costs incurred exceed that amount.

Cancellations:

Cancellations of bookings should be made as soon as possible to the lettings officer. Monies paid, other than the security bond, will only be returned in full or part under exceptional circumstances and at the discretion of the Lettings Officer, the Treasurer or the Chair.

Disputes:

Should a refund be refused, the hirer can request that the matter be escalated to the committee officers (Chair, Treasurer and Secretary). If still not resolved to the hirer's satisfaction, the matter will be put to the Full Committee¹, and if they wish, the hirer is able to attend the meeting to put their case. Full Committee decisions are final and will be logged in the minutes of the next scheduled committee meeting.

¹ Any quorate committee meeting (5 members or more) of the Offton and Willisham Village Hall Management Committee either in person or remotely.