***(NAME OF ORGANISATION)* Room Booking Procedure: Guidance for Staff and Volunteers**

**1. Reviewing and accepting booking requests**

* Initial room booking requests may be made by phone ***(add detail)*** or email ***(add detail)***.
* Staff must respond within 1 working day to initial requests by checking whether hiring space requested is available at the time and date requested and sending a copy of the **Room Hire Booking Form** for completion**. The Room Hire Booking Form** can also be completedover the phone.
* On receipt of the completed Room Booking Hire Form, the room can be **provisionally** booked. It must be made clear to the individual booking the space that the booking is not confirmed until all paperwork has been completed and a deposit has been received.
* The provisional booking must be recorded ***(add location, for example shared outlook calendar)*** with the following information:
  + Name of individual hiring the space
  + Name of activity to take place
  + Telephone number of individual booking the space
* The **room booking form** should be saved here: ***(add location, for example shared online folder)***

**2. Paperwork signed & completed**

To confirm the booking, the following paperwork must be completed:

* Room Hire Agreement and Cleaning Requirements
* Copies of relevant insurance provided (e.g., Public Liability Insurance)

**3. Receiving the deposit**

You must receive the deposit within **7** days after the booking request **(*add detail for your organisation – this should match the terms and conditions in your Room Hire Agreement*)**

* If the deposit has not be received, you must call or email the individual booking the space on day 7 to let them know their booking will be cancelled. You can hold the booking for an additional 2 days if needed. If the deposit hasn’t be received by day 9, the booking is automatically cancelled.
* After the deposit is received, you must provide the hirer with a receipt of payment and time frame for paying the full hiring fee.
* You must record the date, time and total deposit received to your organisation’s record system ***(add detail here).***

**4. Receiving the hiring fee**

* The full hiring fee must be received at least three weeks before the date of the booking ***(add detail for your organisation - this should match the terms and conditions in your Room Hire Agreement*).**
* We accept payment in ***(add details - cash/ debit card)***
* You must record receipt of the hire fee in ***(add detail of where this information should be logged and what information should be captured).***
* Provide the hirer with a receipt for the hiring fee with information including time, date and total received ***(add detail of process around receipts – is this a word template for example, and where is it saved on your system)***.

**5. Day of booking**

* There should be a staff or volunteer (keyholder) present to let the hirer inside and at the agreed end of the event to lock up and review the conditions of the room.
* The hirer should be made aware of the fire evacuation points and health and safety procedures (They should also have been made aware of these in the Room Hire Agreement).
* Following the booking, an appropriate member of staff should review the condition of the room.

**6. Return of deposit**

* Upon confirmation that the hirer has left the property undamaged the deposit will be returned with a prompt time period and receipt signed to them to confirm the return of their deposit.
* You must log that the deposit has been returned: ***(add details of where this information should be logged and what information should be captured).***
* If damage has been caused, or cleaning deemed insufficient, **xxx (add details of member of staff)** will decide on the amount to be charged and a partial/ no deposit will be returned to the hirer.

*You may find it helpful to provide staff with a checklist to ensure all steps are followed:*

|  |  |
| --- | --- |
| **Room Booking Checklist** | **Done** |
| **1. Booking Enquiry** | |
| All sections of the **Room Booking Hire Form** been completed |  |
| Capacity of the room is suitable for the proposed event or activity |  |
| Room is free at the date and time requested and provisionally booking has been logged |  |
| **Room Hire Agreement and Cleaning Requirements** has been sent to the hirer |  |
| Hirer advised of date by which deposit must be received |  |
| Hirer advised of date by which full fee must be received |  |
| **2. Relevant Paperwork returned and signed:** | |
| **Room Hire Agreement and Cleaning Requirements** has been signed and returned |  |
| Copies of relevant insurance (E.g., Public Liability) have been provided |  |
| **3. Deposit** | |
| Deposit received |  |
| Receipt for deposit provided, with date, time and amount received |  |
| Deposit has been recorded on internal system |  |
| If no deposit received, booking has been cancelled and hirer notified |  |
| **4. Hiring Fee** | |
| Hiring fee received |  |
| Receipt for hiring fee provided, with date, time and amount received |  |
| Receipt for hiring fee recorded on internal systems |  |
| **5**. **Day of Booking** | |
| Key holder is arranged to meet with the hirer to let them into the venue |  |
| Key holder is arranged to meet with the hirer at the end time of the booking so they can lock up |  |
| Room has been checked and cleaning checklist completed |  |
| **6. Return of Deposit** | |
| Full/partial deposit has been returned to hirer |  |
| Hirer has signed to confirm return of deposit |  |
| Return of deposit has been logged on internal systems |  |