

Pembroke Community Rooms Hire Agreement



Pembroke Community Rooms can be hired for meetings, training courses and social functions on a regular or one-off basis.

All bookings are subject to the hire charges, booking and cancellation policy and consent to the terms and conditions contained within this hire agreement.

Current rates (per room) are as follows:

- Pembroke Street Residents: £12 per hour including VAT
- Residents & Not for Profit Groups: £16 per hour including VAT
- Commercial Organisations: £22 per hour including VAT

A discretionary 15% discount may be applied when both rooms are booked.

This agreement sets out the responsibilities, terms and conditions associated with the hire of

Pembroke Community Rooms, 102 Pembroke Street, Devonport, Plymouth, PL1 4JT

between

Pembroke EMB Ltd, 102 Pembroke Street, Devonport, Plymouth, PL1 4JT (01752 607277)

And

The Hirer (name) _____

Address _____

Contact Number _____

Contact Email _____

Which rooms do you require? (please tick) Unit 1 ☐ Unit 2 ☐

Purpose of hire _____

Date(s) of hire _____ between _____ and _____

Please include details if this is a recurring booking _____

The agreed hire fee is £_____ per hour incl. VAT, payable ___ weeks in advance / by invoice following the hire (delete as applicable). Pembroke EMB accepts payment by credit/debit card, cash or bank transfer.

A refundable deposit of £100 is required at least one week in advance and will be refunded after the hire period following confirmation that the building does not require additional cleaning or repairs. A one-off payment to be made by credit/debit card cash or BACS using 'DEPOSIT' as the payment reference.

(Bank account number 40113817 sort code 560063).

Booking Policy

- The purpose of the function must be stated when booking. Pembroke EMB has the right to refuse a booking if the purpose of the hire or the hirer does not reflect the values of Pembroke EMB.
- All charges for hiring Pembroke Community Rooms are as per agreed fee including VAT.
- Rooms can be booked during usual office opening hours of Monday to Friday 8am – 4pm on an hourly rate or for a full day. Rooms to be left in the same condition as they are found on arrival. Any cleaning or repair due to misuse or damage of the room or equipment will be chargeable.
- Pembroke EMB reserve the right to charge a key holder fee for any hire period outside of normal office hours.
- Regular users have priority over one-off and private bookings.

Cancellation Policy

- For bookings lasting one day or less, one weeks' notice is required.
- For bookings lasting more than one day or for repeated/ongoing bookings four weeks' notice is required.
- To cancel a booking please email office@pembrokestreet.co.uk.
- Pembroke EMB reserves the right not to refund bookings where the required notice period has not been followed.

Particulars of the Hire Agreement

01. The person named as The Hirer in this agreement must be on the premises at all times during the period of hire, and is responsible for the wellbeing and safety of each individual during the period of hire and agrees to indemnify Pembroke EMB for any loss, damage or personal injury arising from the activities undertaken during the period of hire.

02. The Hirer shall, during the period of hiring, be responsible for supervision of the premises, protection of the fabric and contents from any damage, internally and externally, and the appropriate behaviour and conduct of all persons and subsequently be held liable for any damage to the aforementioned areas, fabric and contents of the premises incurred during the period of hire. Any damage should be duly reported to Pembroke EMB. Children must be supervised at all times. All attendees must be supervised at all times. The premises must be kept secure.

03. Pembroke EMB shall not be responsible for any loss or damage to any property or injury to any person arising out of the hiring, except for any defects associated with the building that PEMB could reasonably have been expected to have foreseen.

04. The Hirer shall be responsible for ensuring that any licences, fees or special permission required in connection with the activity for the booking, other than those already held by Pembroke EMB, are secured.

05. The Hirer is NOT allowed to store items and resources at Pembroke Community Rooms without prior permission of Pembroke EMB.

6. Without written permission the premises must not be used for:

- Fireworks
- Inflatables
- Hazardous activities
- Martial arts
- Climbing activities
- Political meetings
- Activist events
- Commercial trading

07. The Hirer shall ensure that the building is left secure at the end of the individual hire sessions, with all water, heating and lighting being switched off.

08. The Hirer agrees to leave the building in a clean and tidy condition, which includes disposing of any rubbish, returning furniture to its original position and ensuring any litter outside the building is disposed of. The Hirer shall also ensure that the kitchen and toilet facilities are left in a clean and hygienic condition.

09. The Hirer shall ensure that any noise will be kept to an appropriate level during the period of hire and will also ensure that noise disturbance is kept to a minimum when users leave the building.

10. The Hirer shall ensure that the facilities are not used for a period longer than that declared on the booking form. When booking, hirers should allow time for preparation of the activity and clearing away after the activity, as further charges may be incurred for delays. Excessive use of services, i.e. water and electricity will attract an additional charge.

11. The Hirer is responsible for ensuring exits are kept clear of any obstructions to enable exit in the event that the building must be evacuated in an emergency.

12. The consumption of alcohol is not allowed.

13. The Hirer shall ensure that the Hirers invitees, comply with the prohibition of smoking in public places. In addition to being a no-smoking facility, the use of electronic cigarettes is also prohibited. Smoking is to take place outside of the main entry gates to Pembroke Street.

14. The Hirer shall ensure that nothing is done on or in relation to the premises in contravention of the law relating to gaming, betting and lotteries.

15. The Hirer shall ensure that any electrical appliances brought by them onto the premises and used there shall be safe, in good working order, and used in a safe manner. No additional lights or extensions from the existing electric light fittings shall be used without the prior consent of Pembroke EMB.

16. Accident reporting. Immediate reporting is required in case of the following incidents:

- Injuries
- Accidents
- Near misses
- Fire Alarm activations
- Damage

Any accident, injury, near miss or fire alarm activation must be reported to PEMB immediately.

17. Some higher-risk or commercial activities are excluded from PEMBS's insurance and may require separate insurance. PEMB reserves the right to request evidence of insurance.

18. The Hirer should notify PEMB if certain activities will take place. The Hirer is required to advise PEMB if the following applies:

- Large numbers are expected
- Food prepared
- Music played
- Children attending
- Vulnerable adults attending
- Commercial activity

18.a Checklist:

Large numbers are expected	Y / N	Number of people: _____
Food preparation	Y / N	Type of food: _____
Music / amplified music	Y / N	_____
Vulnerable children attending	Y / N	Number of children: _____
Vulnerable adults attending	Y / N	Number of adults: _____
Commercial activity	Y / N	Which activity: _____

19. **PEMB will retain the following records:**

- Booking form
- Hire Agreement
- Risk Assessment (where required)
- Payment and deposit record
- Incident reports
- Inspection records

As the person named as the Hirer, I agree to the terms and conditions set out in this hire agreement.

Signed _____ Print Name _____

Date _____

.....

OFFICE USE ONLY

Total payment received £_____ Cash / Credit/Debit Card / Bank Transfer
(delete as applicable)

Staff member signature:_____ Print name: _____ Date:_____

Pembroke EMB to retain original copy and issue a photocopy to Hirer if required.

Important Information

Access

- You will be given a fob or code which will provide access into the courtyard via an access panel. Tap the fob on the keypad panel to gain access. The key for each building is located in a wall mounted key box. You will be given the code to unlock the box. Please return the key to the key box after the hire period unless otherwise agreed.

Parking

- There are no allocated parking facilities for the meeting rooms. Street parking is available.

Heating

- The heating in the meeting rooms is pre-set to keep you warm during your hire. Should you need to boost the temperature please speak to a member of the Pembroke EMB team. Should you wish to reduce the temperature, please open some windows or turn the heater off using the power switch on the side of each heater.

Lights

- Switches are located inside the entrance doors and on the external wall of the toilet.

Decorations

- Nothing is to be attached to the walls without prior notification to Pembroke EMB. No blu-tack, pins or Sellotape.

Windows

- All windows are to be unlocked when the room is in use. This is to comply with fire regulations. The windows must remain unlocked during occupation and closed afterwards.

Floor

- The floor in the meeting room should not be made unduly wet when cleaning up after use. It should however, be swept and any stains or spills mopped up with a damp cloth if necessary. A mop is provided for this purpose. It is requested that the wearing of stiletto heels is avoided to preserve the floor surface.

Food Hygiene

- The instructions also require food hygiene, safe storage and disposal of food waste.

Music

- The Hirer needs to ensure that noise and particularly amplified music is kept to a level not to annoy local residents.

Rubbish

- All rubbish is to be taken away and disposed of by the Hirers. There are bulk bins opposite the courtyard gates, adjacent to the timer cabin building.

Fire Safety

- Please do not bring any flammable liquids into the buildings.
- Naked flames should never be used.
- Please make sure exits are kept clear at all times.
- The maximum occupancy of each room must not be exceeded.
- It is not permitted to smoke or vape inside the buildings.
- For the safety and comfort of other building users, please smoke away from the buildings in the street outside the main estate entrance gates.

Fire Evacuation

- In the event of a fire, there is a push button panel next to the exit door which can be used to trigger the alarms. In addition, a visual warning beacon in the toilet will flash to alert anyone who may have a hearing impairment. The presence of any smoke will also automatically trigger the alarms.
- Fire exits are clearly marked. In the event of a power failure, the exit lights will remain illuminated to assist everyone in making a safe exit.
- In the event of the fire alarms being triggered, the automatic lock on the final exit door will automatically release.
- The fire assembly point is outside the EMB estate office. There is a sign displaying the meeting point.

General safety and welfare

- For your safety, CCTV is in operation inside and outside the buildings. Recordings are stored securely for 28 days before being deleted.
- For your safety, the main entrance doors are controlled using an access fob with a push button exit facility. If you need to temporarily switch off the automatic door lock mechanism, there is a manual key over-ride facility. Please ask a member of EMB staff for more details.
- Sharp knives are not permitted to be kept in the building. If you need to bring a sharp knife into the building for a particular purpose, please notify the EMB office in advance and make sure the knife is kept out of the reach of children.
- Please clean up any spills immediately. There is a mop and bucket available. Further instructions can be found in the drawers in the kitchen area.
- If you need to replenish handwash or toilet rolls, please contact the EMB estate office.
- A reminder that it is the responsibility of the person named on the booking hire form to ensure that there is appropriate insurance cover in place for the planned activity. The insurer's requirements are as follows:
 - Claims procedure
 - No admission of liability
 - Immediate reporting of accidents
 - Excluding activities
 - When separate insurance is required
- The Hirer must not admit liability, offer compensation or settle any claim arising from the hire. Any correspondence relating to a claim must be forwarded to Pembroke EMB immediately.

Food and Drink

- Please do not use the oven for anything other than reheating food. If you need to use the oven to cook raw food, please speak to a member of EMB staff beforehand.
- The oven can be used as a microwave or conventional cooker. Please ask if you need any help. When used as a microwave, all metal trays and shelves need to be removed prior to use. Further instructions can be found in the drawer in the kitchen area.
- Please wipe inside the oven door and cavity with a damp, clean cloth after each use.
- There is a fridge available for your use during the period of the booking, but please remember to remove any stored items at the end of the session.
- Tea, coffee, sugar and milk are available on request. A small charge will apply which can be paid for by cash, card or added to your invoice (by prior arrangement).
- There is also a coffee pod machine available. The machine is easy to use. A member of EMB staff will be able to show you how to operate it. Please ask. Further instructions can be found in the drawer in the kitchen area.
- Coffee pod capsules can be supplied by the EMB office staff on request. A small charge will apply to cover the cost of replenishing the capsules. These can be paid for by cash, card, or added to your invoice (by prior arrangement).
- There is also a milk frother available to use. Further instructions can be found in the drawers in the kitchen area.
- Please stack dirty mugs and plates in the dishwasher. Further instructions can be found in the drawer in the kitchen area.
- If you notice any defects with the appliances or if any items of kitchen equipment including crockery are broken or damaged, please inform the EMB office staff as soon as possible.
- Please wipe down surfaces after use and clean up any spills straight away.

Before you leave

- Please return tables and chairs to the agreed location. If you are unsure, please contact a member of EMB staff to confirm. Please do not drag tables and chairs across the floor. Transport trolleys are available.
- Please spray and wipe down surfaces using the cleaning kit provided.
- Please check the toilets to make sure they are left clean and taps are turned off.
- Please remember to take any items you have stored in the fridge with you.
- Please sweep up any mess on the floor using the brush and pan provided.
- Please make sure the oven is switched off and lights are turned off.
- Please lock the door and return the key to the key box and make sure the key box is left secure.
- Key fobs should be posted through the EMB letterbox.

Wifi

Wifi Network Name: PEMB

Guest

Wifi Password: Canterbury!

Pembroke Community Rooms

Thanks for visiting today. It would really help if you could answer a few questions to help us monitor and improve our services. You don't need to provide any personal details, but you can choose to provide your email address if you want to stay in touch.

1. What was the name or the group or the type of activity you took part in today?

2. What did you gain from attending? (Circle all that apply)

SOCIALISE **LEARNED NEW SKILL** **BE CREATIVE** **IMPROVED CONFIDENCE**

GAINED KNOWLEDGE **OTHER:** _____

3. Did the room and facilities meet your expectations? (please circle)

YES

NO

4. Would you recommend the Community Rooms to others?

YES

NO

5. If you have any other comments about your visit, please add them here:

Optional Additional Information

- What is your Postcode? _____
- What is your age? (please circle) **0-10** **11-19** **20-29** **30-39**
40 – 49 **50 – 59** **60 – 69** **70 – 79** **80+**
- If you'd like to keep up to date with upcoming events, please provide your email address below.

_____ @ _____ .

Please see the privacy policy on our website www.pembrokestreet.co.uk

**Please hand your completed form to the session organiser or to a member of
Pembroke EMB staff. Many thanks 😊**

Version Control:

Date	Notes	Staff Name
01.07.2026	Inserted the version control table and the correct filepath	Gianna Schorno
02.07.2026	Updated “Particulars of the hire agreement” and “Important information” sections with more information of accident reporting, safeguarding, max. occupancy, claims procedure, prohibited activities, food hygiene and windows. A checklist table is also added in section 18.a.	Gianna Schorno