

## VALENTINES MANSION – TERMS AND CONDITIONS OF HIRE 2010

### AVAILABILITY

1. Valentines Mansion offers the following rooms for hire:

Room name	Room location	Dimensions	Maximum capacity
The Drawing Room	1 <sup>st</sup> floor	12.1m (W) x 6.2m (L)	22 boardroom 20-25 classroom 48 cabaret 52 banquet 70 theatre
The Holcombe Room	Ground Floor	5m (W) x 6.3m (L)	12 boardroom/ conference
The Gallery	Ground floor	7.4m (W) x 6m (L)	17 boardroom 18 classroom 24 cabaret 28 banquet 40 theatre
The Bird Room	Ground floor	3.1m (W) x 6.3m (L)	12 banquet/ boardroom
Hire of all rooms	Ground & first floor		Total capacity: 100

2. Valentines Mansion may also be hired in its entirety, providing exclusive use of all the rooms listed above, along with the restrooms and kitchen facilities. The maximum capacity at a single event is 100 people. Free but not exclusive access to the walled gardens is also included in the hire of Valentines Mansion.
3. Valentines Mansion and its rooms may be hired for the following activities:
- Local community group meetings & events
  - Weddings and private functions
  - Civil partnerships
  - Business meetings, conferences, seminars and training events
  - Paranormal investigations
4. Local community groups are defined as charitable/not for profit organisations & societies operating and based within the London Borough of Redbridge. Any community groups not operating and based within the London Borough of Redbridge will be charged at the commercial hire rates. Please note that staff will request documentary proof of community group or not-for profit organization status.
5. Valentines Mansion rooms are generally available for hire at the times detailed in the Private Hire information document, subject to the blocking out of certain days each year to allow for special events forming part of the Valentines annual programme.
6. The start time includes time required for set up and the hirer and their guests/ suppliers/ caterers must clear and vacate the property by the end time agreed.

## **CHARGES**

7. Valentines Mansion hire charges for 2010 are detailed in the Private Hire information document. Charges may change from April 1<sup>st</sup> 2011.
8. Further to the hire charge, a security deposit of £500 is required a minimum of 14 days prior to the hire date. This will be banked and refunded after a function provided there has been no overruns, no damage has been caused and terms and conditions of hire have been adhered to. A reduced security deposit fee of £200 will be applied to paranormal groups, 1 hour wedding ceremonies with numbers exceeding 20, 2 hour wedding ceremony and drink receptions, as well as community hire. Depending on the mode of payment, the security deposit (less any sum deducted) will be returned to the Hirer within 28 days of the conclusion of the hire.
9. If any damage has been caused to the building or equipment by the hirer, or if any articles owned by Valentines Mansion are lost or missing as a consequence of the hire, these expenses shall be met by the Hirer. The amount of any deduction from the security deposit shall be at the discretion of the Council, and any further costs may be recovered as a debt at the option of the London Borough of Redbridge.
10. As Valentines Mansion & Gardens are run by a local authority we are able to hire rooms without a charge for VAT.
11. The hire of Valentines Mansion does not provide exclusive access to the car park. Please note that the hire charge does not include payment for parking in the car park. It will be the hirer's responsibility to ensure they inform all attendees that they are responsible for paying for parking and ensuring they have paid the correct fee.

## **BOOKINGS**

13. Provisional bookings may be made by phone, email or by completion of the on-line form at [www.valentinesmansion.com](http://www.valentinesmansion.com). Mansion staff will confirm the availability of the date requested. Once the availability of the date has been confirmed, the provisional booking will be held for a period of two weeks, to allow time for the prospective Hirer to view the Mansion, discuss their requirements and return a booking form. If a booking form with deposit is not returned within 14 days of the provisional booking, the reservation will lapse. A visit is mandatory in order to discuss health and safety requirements. The hirer will also need to complete an additional form to acknowledge they understand their obligations relating to health and safety.
14. All applications for hire shall be made on the approved application form which must be completed in full, and signed by an adult over the age of 18 years. The applicant who signs the declaration on the application form will be deemed to be the responsible Hirer, to whom all correspondence and accounts will be sent. The Council shall have absolute discretion as to the letting of the premises. If the Council considers that injury/damage may be occasioned to its employees and/or premises, it will refuse to accept a booking and/or cancel future bookings.
15. The use of Valentines Mansion shall not be for any purpose other than that specified in the booking proposal form, or otherwise approved in writing by the London Borough of Redbridge.

## **DEPOSIT**

16. A non-refundable deposit of 20% of the full hire fee for each booking is payable at the time of booking. Should you need to cancel your booking this sum is non refundable in any circumstance.

### **CONFIRMATION & PAYMENTS**

17. Once a booking form and deposit is received, we will send out a confirmation letter and invoice. This will set out the details of the hire, total charges (including any catering charges), the remaining balance, and when this is due. We will treat the booking as being cancelled if payment is not received accordingly.
18. The balance of the hire charge is due 3 months prior to the hire. Full payment is required at the time of booking if the hire is less than 3 months from time of booking.

### **AMENDMENTS**

19. Any amendment to a booking must be made in writing and will be confirmed and acknowledged in writing. If a Hirer wishes to amend his/her confirmed booking a charge of £30 will be made, where either no additional income results from the change or the additional income is less than £30. An amendment is classed as a change of times or other alteration such as adding additional rooms. A change of date does not fall within the amendment fee and will be classed as a cancellation and a re-book.

### **CANCELLATIONS**

20. Valentines Mansion may cancel or terminate any hiring if there is any omission or mis-statement in the application form or if the premises are to be used for any purposes which have not been approved.
21. If a hire is cancelled more than three months before the due date of the hire the deposit and any balance paid shall be forfeited but no other sum shall be due. No refund shall be made in the event of cancellation less than three months prior to the due date of hire.

### **FURNITURE & EQUIPMENT**

22. The use of tables and chairs is included within the hire charges and will be set up according to the Hirers request as agreed with Mansion staff. The layout must be agreed at least 14 days before the hire date. No alterations may be made to any of the fittings, furnishings or equipment upon the premises, which may be used only for their proper purpose and in a reasonable manner.
23. The use of any other equipment, for example data projectors, flip charts, lectern must be confirmed and booked at least 14 days prior to the hire date. Charges apply.
24. The London Borough of Redbridge shall not be liable to the Hirer for any loss, damage or failure of the heating, lighting or other equipment or service at Valentines Mansion.
25. Hirers are required to clear the proposed use of any electrical equipment they will be supplying and using with the House Manager prior to the event. Equipment will need to comply with health and safety requirements.
26. Banners/displays outside the hire rooms or Mansion are not permitted. No attachments may be made to the walls within the Mansion.
27. Any decorative screens or equipment need to be discussed and agreed with Mansion staff in advance. Equipment and decorations must be carried by two persons at all times and Mansion staff may oversee set up and take down. Equipment will need to comply with health and safety requirements.

### **LOSS, DAMAGE, INJURY & PERSONAL POSSESSIONS**

28. The London Borough of Redbridge will not tolerate any discriminatory or offensive behaviour by organisations or individuals. The London Borough of Redbridge shall, at its absolute discretion, cancel or terminate any hire if the Hirer, their guests or contractors breach this condition.
29. The London Borough of Redbridge will not (other than for damage, death or injury to an individual or to his personal possessions caused by the negligence of the London Borough of Redbridge, its officers or servants) be responsible for any loss, damage or injury to the Hirer or any person on the premises in connection with the hire. Any items that are brought on to the premises are done so at the Hirer's own risk.
30. The property of Hirers using the meeting rooms for a series of meetings cannot be stored on the premises outside the hire period.
31. If there is any damage to the building or equipment, or any articles owned by the Council are lost or missing as a consequence of any letting, these expenses shall be met by the Hirer.

### **INSURANCE**

32. The London Borough of Redbridge maintains buildings insurance in respect of the Premises, and the hire charge includes a fee for insurance during the period of hire. In the event that the London Borough of Redbridge's insurance is invalidated by an act of the Hirer or by one of their guests, the Hirer shall be liable for the full sum of any costs incurred.
33. Paranormal Groups wishing to hire Valentines Mansion must show proof of public liability insurance.

### **CATERING**

34. Valentines Mansion is available to arrange catering for daytime hire. Please enquire for details.
35. The Hirer may arrange their own catering. All external caterers must visit the Mansion prior to the event. The security deposit paid for by the hirer will also cover any damages caused by the caterer, so hirers must ensure that the caterers can provide proof of public liability and employers' insurance. The security deposit (less any sum deducted for damage) will be returned to the hirer within the agreed period (please see point 8)
36. If any damage has been caused to the building or equipment by the caterer, if the kitchens and serving areas are not returned to the condition they were in at the commencement of the hire, or if any articles owned by Valentines Mansion are lost or missing as a consequence of the catering, these expenses shall be met by the hirer. The amount of any deduction from the security deposit shall be at the discretion of the Council, and any further costs may be recovered as a debt at the option of the London Borough of Redbridge
37. Please note that a levy of 10% will be added to the cost of hire for use of kitchen facilities within the Mansion. Hire of a single room does not provide exclusive use of the kitchen facilities available, which may be shared with other hirers. Exclusive use of the Mansion's kitchens is only provided when the whole Mansion has been hired.
38. The serving of food and drinks must be made from a table in an adequate area. Spillages and stains should be cleaned immediately as they may create a hazard or damage the flooring indelibly. The consumption of food and drinks should only occur in previously agreed areas.
39. The hirer should oversee delivery of food for their event to the premises and escort caterers to the kitchen areas. The hirer is responsible for the removal of all refuse from the Mansion

and gardens and for placing it in the designated refuse bins. These will be pointed out to the hirer during the site visit.

40. The London Borough of Redbridge and Valentines Mansion & Gardens will not be responsible for external caterers and the food or drink they supply as arranged by the hirer.

#### **OVERRUNS**

41. Should the Hirer over run his/her confirmed time, over runs are charged at double the applicable rate, rounded up to the hour. Overrun fines are deducted from the security deposit.

#### **RIGHT OF ENTRY**

42. The Council reserves the right for any of its members, authorised officers or agents to enter any of the rooms at all times. The Hirer's right of entry extends only between the times for which the room has been booked and is detailed on the confirmation letter.

#### **INDEMNITY**

43. The Hirer hereby indemnifies the Council against all actions, proceedings, costs, claims and demands whatsoever which may arise as a result of the hire.

#### **MUSIC AND DANCING**

44. Valentines Mansion is licensed for the performance of live music, for the playing of recorded music, and for dance during the following times:

Monday-Thursday	09.00-22.00
Friday & Saturday	09.00-22.30
Sunday	11.00-22.00

An extension to the above times may be available. Charges apply.

45. Dancing is permitted in the ground floor rooms only.
46. The playing of audio recordings is subject to Phonographic Performance License/Performing Rights Society licences. The Hirer shall complete, where appropriate, the information requested in relation to these licences.

#### **ALCOHOL**

47. Valentines Mansion is licensed for the supply of alcohol during the following times:

Monday-Thursday	12.00-21.30
Friday & Saturday	12.00-22.30
Sunday	12.00-21.30

An extension to the above times may be available. Charges apply.

48. Alcohol is not permitted to anyone under the age of 18 year olds. The only exceptions when alcohol (beer, cider or wine) may be served to persons over the age of 16 years old and under the age of 18 years old are: if it is accompanied by a substantial table meal (not a snack); there is an adult with them; the alcohol is paid for by an adult; the meal is consumed in an area of the premises away from any actual bar, table or other fitting/furniture used to supply alcohol.

Hirers are responsible for enforcing the above terms. Any infringements of these terms will result in the immediate termination of the hire.

### **ACCOMMODATION**

49. The maximum number of people permitted in the rooms is listed on the charges sheet and cannot be exceeded under any circumstance. The maximum capacity for any single event is 100 people. The letting of a room does not include foyers, common entrance areas or stairs which, in accordance with Health & Safety and Fire Regulations should be kept clear at all times. The layout of the room must also conform to Health & Safety and Fire Regulations.

### **WEDDING AND CIVIL PARTNERSHIP CEREMONIES**

50. Valentines Mansion is approved for the solemnisation of marriages and the registration of civil partnerships. Hirers wishing to host marriage or civil partnership ceremonies at Valentines Mansion are advised to contact Redbridge Register Office to confirm the availability of a registrar as soon as they have made a provisional booking for hire of the Mansion. Contact info: 020 8708 7123. Email: [register.office@redbridge.gov.uk](mailto:register.office@redbridge.gov.uk).

### **MISCELLANEOUS**

51. Confetti, rose petals, rice or other such materials are not permitted inside or outside Valentines Mansion.
52. Flowers - if you are providing flowers, please note the following:  
Unsuitable flowers:
- Lilies - unless all stamens are removed before installation (pollen stains indelibly)
  - Geraniums and Peonies (petals indelibly stain stone)
  - Flowers that could 'weep' or scratch historic fabric
  - Foliage that has been spray-painted or has some other form of loosely adhering decorative finish, eg glitter or gold spray paint, as both could become irreversibly attached to the fabric of the building or objects on display.
- Set-up:
- Vases should only contain damp oasis, no standing water should be in the display.
  - The bases of vases are to be wide enough to guarantee stability from tipping and table and mantle decorations are to be less than 75cm high.
  - Decorations must not be physically attached to any part of the property or its contents.
  - Waterproof soft material is required under all containers of flowers placed on floors, hearths or mantles during a function and when temporarily stored on site at the end of a function. Potted plants will require water troughs.
  - Plants are not to be watered, misted or sprayed on site.
  - All removal of decorations is to be carried out at the end of a function, unless alternative arrangements have been made.
53. Dogs (except Guide and Hearing Dogs) are not permitted inside Valentines Mansion.
54. Although every attempt will be made to advise of activities within the Park, Valentines Mansion will not be held liable for any external activities which may affect the hire events within the Mansion.
55. Children must be supervised at all times.
56. Stiletto heels are not permitted within Valentines Mansion. Hirers are responsible for conveying this to their guests. Refusal to comply may result in a fine.
57. Valentines Park is a controlled drinking zone so alcohol may only be consumed in the immediate vicinity of the Mansion, ie under the porte cochère or the terraced area.

58. Smoking is prohibited within Valentines Mansion, as is the use of naked flames. Smokers should use the north (main entrance) side of the house and extinguish cigarettes using the receptacle provided.
59. To keep noise disturbance at a minimum, all Mansion windows and doors must be kept closed from 9pm except for entry and exit. Music must not exceed maximum noise levels, as advised by and agreed with Mansion staff. House staff will enforce this. Failure to comply may result in exclusion from the premises.
60. Entertainment is to be held inside the Mansion only. No music or speakers shall be provided to external areas of the premises.
61. The hirer must ensure that any lighting used does not cause a nuisance to nearby properties. Shutters must be closed if flashing lights are in use.
62. The use of fireworks is not permitted at Valentines Mansion & Gardens.
63. Valentines Mansion & Gardens are located in a residential area. Please leave quietly.
64. Should you require a space for prayer, an additional room will need to be booked in advance. Please bring your own prayer mats.
65. Cleaning devices will be made available to the hirer. This will include a broom and dustpan, mop and bucket, sponges and multi surface cleanser. Bin liners must be provided by the hirer.

#### **GUESTS**

66. Valentines Mansion is a historic site of national significance and has a special fabric which needs preserving and looking after. Hirers are asked to duly consider this when using the Mansion. The hirer is responsible for conveying all the above information to their guests and for ensuring they have sufficient capacity to ensure the smooth and safe running of their event. Damage caused by the hirer's guests will be at the hirer's cost. Prior to an event, a full list of attendees must also be provided by the hirer. The hirer should ensure a team of 'stewards' greet guests upon arrival and ensure the maximum number of guests corresponds to the one previously agreed to with house staff. Should the maximum number of guests be exceeded this will constitute a breach of these terms and result in a fine. Mansion staff also reserve the right to refuse entry to guests should their number or behaviour cause a hazard.

#### **COMPLAINTS**

67. All complaints must be made in writing, to the House Manager, within 72 hours of an incident.

#### **COMPLIANCE WITH CONDITIONS**

68. Should the Hirer refuse, or omit to comply with these conditions and regulations or with any instruction conveyed to them by any of the Council's authorised officers, (s)he and their guests may be excluded until (s)he complies with the same, but without relieving them of their obligations under these conditions.

**If you have any questions about these terms and conditions,  
please e-mail [hiringvalentines@redbridge.gov.uk](mailto:hiringvalentines@redbridge.gov.uk) or call 020 8708 8100.**