

NFRS Room Hire Terms & Conditions

Effective from Monday 3rd February 2025

1. The terms and conditions detailed here are effective from Monday 3rd February 2025 and supersede all previous terms and conditions.
2. Access to the premises will not be permitted before 08:45. The building must be vacated by 16:45 (16:15 on Friday's). All visitors must sign in/out at reception.
3. Rooms are only available for the hours booked. All rooms must be vacated by the booking end time.
4. Only the room booked by the client may be used. The use of the canteen, reception, other communal areas or rooms not booked by the client is not permitted.
5. All bookings and dates offered are provisional until written confirmation has been provided by Northumberland Fire & Rescue Service (NFRS). Provisional bookings are valid for 2 working days from the date of the enquiry. If a completed booking form has not been received by NFRS within 2 working days, the provisional booking will be void.
6. Bookings made more than 6 months prior to the event should be confirmed by the client in writing no later than 1 month prior to the event.
7. The final number of attendees must be confirmed by the customer not less than 5 working days in advance of the booking.
8. On receipt of a completed booking form, the terms and conditions will be deemed to be accepted and agreed to by the client.
9. A nominated responsible person must be named on the booking form. They will be deemed to be responsible for the room booking and any associated visitors to the premises. As such, they must be on the premises for the duration of the booking.

10. Any facilities used should be left in the condition in which they were found. Please ensure that rubbish is in the bins provided, **whiteboards are cleaned, projectors are switched off, windows are closed, and furniture is returned to its original position.** If Northumberland Fire & Rescue Service feels that any facilities have not been left in a satisfactory state, an additional charge may be added to the hire charge.
11. Northumberland Fire & Rescue Service (NFRS) reserves the right to refuse hire of facilities / cancel bookings for any reason that they deem to be reasonable.
12. In the event that the facilities are required to support an incident or exercise, any bookings will be cancelled with immediate effect. All visitors must vacate the premises immediately.
13. Northumberland Fire & Rescue Service (NFRS) reserves the right to cancel any booking with immediate effect if terms and conditions are not adhered to. All visitors must vacate the premises immediately and no refund will be issued.
14. All charges will be invoiced in the month following the date of the room booking. Payments must be made within 30 days of the invoice date.
15. Any bookings which are cancelled up to 5 working days of the booked date will incur a £15 admin fee. Any cancellations within 5 working days of the booked date will be charged at full cost.
16. Clients must not fix items to the walls, floor, or ceiling (including using blu-tack). The cost of any repairs resulting from customers fixing items to the walls, floors or ceilings will be billed to the customer.
17. The client will be liable for all, and any damage caused to any room, facilities, furniture, or equipment caused by their acts or omissions or those of their delegates, staff or visitors. The client will be charged for any loss or damage to any NFRS equipment or facilities.
18. The actions of the client or those of their delegates, staff or visitors do not disturb other building users.
19. Any requests for catering must be made a minimum of 5 working days before the date of the room booking.

20. No wines, spirits or beverages may be brought into the premises by or on behalf of the client, its delegates, staff, or visitors for consumption on the premises.
21. Food and beverages must not be brought onto the premises. Only food and beverages provided by Northumberland Fire & Rescue may be consumed.
22. Northumberland Fire & Rescue Service will not provide additional IT equipment or staff to provide IT support.
23. Delegates, staff, and visitors of the client are required to comply with all health, safety, fire, security, and general instructions issued. For further information, please see the building user guide provided in each meeting room.
24. Visitors are not permitted to smoke / vape on NFRS premises, including outdoor areas.
25. Vehicles and their contents are left on NFRS premises at the owner's risk.
26. Visitors must ensure that vehicles are parked in designated areas only and do not obstruct roads, footpaths, or other areas which NFRS personnel / vehicles may require access to. Any vehicles that NFRS believe to be causing an obstruction must be moved immediately.
27. NFRS will accept no responsibility or liability for the loss or damage to personal effects belonging to the client or its delegates, staff, or visitors.
28. The client, its delegates, staff, and visitors must be at least 16 years of age.
29. Northumberland Fire & Rescue Service (NFRS) reserves the right to refuse / revoke access to the premises to any individual or group that they feel may compromise security, cause damage, pose a threat to staff and visitors, or negatively impact the reputation of NFRS.
30. Northumberland Fire & Rescue Service (NFRS) facilities may not be used by political parties for party activities, including meetings, fund raising, campaigning or any other party activities.
31. Northumberland Fire & Rescue Service (NFRS) facilities may not be used for the sale of goods or services to the general public.

32. Any exceptions to the terms and conditions will only be permitted with the express permission of the Northumberland Fire & Rescue Service (NFRS) Estates Manager or a representative of the NFRS Estates Manager. Any permitted exceptions will be confirmed in writing.