

# WESTSIDE RESOURCE CENTRE

## Booking Information and Conditions

### **Introduction:**

Westside Resource Centre provides high quality, community based, offices, meeting rooms and activity spaces to those working to enhance the wellbeing of the Community. The Centre is managed by a professional staff team who, together with a voluntary Board of Directors, seek to ensure that the Centre operates as a sustainable social enterprise and a valuable community resource. This document is intended to inform you, as a potential client, about Westside Resource Centre and the procedures in place for the hire of rooms at the Centre. We take your booking as confirmation of your having read and accepted the contents of this document. The enclosed information should also be read and understood by all persons responsible for your event at the Centre.

### **Booking a room:**

Enquires about the room hire should, in the first instance, be referred to:

Contact:       New bookings:       Francis Byrne (Centre Manager)  
[manager@westsideresourcecentre.ie](mailto:manager@westsideresourcecentre.ie)

Return bookings:       Una Casburn (Receptionist)  
[info@westsideresourcecentre.ie](mailto:info@westsideresourcecentre.ie)  
Telephone:       091 528325

Bookings will be accepted from persons over 18 years of age. Where a person is making a booking on behalf of a group or organisation they should be fully satisfied that they have proper authority to act in that capacity.

Westside Resource Centre reserves the right to refuse any application for the use of the building or to cancel a booking.

### **Use of meeting rooms / facilities:**

Westside Resource Centre is primarily geared towards accommodating community and voluntary groups and organisations that serve to enhance the local community and its members. Room hire may, where capacity exists, be offered to individuals or groups serving a wider remit and/or to those engaged in commercial activity.

## **Availability:**

We have a number of meeting rooms / activity spaces which are available for letting on a daily, half daily or hourly basis.

### **These include:**

Board Room – Located on the first floor the Boardroom is light and airy and particularly well suited to an all-day meeting or activity. It has capacity for about 28 people seated in rows. Fewer people can be accommodated in other layouts. Complimentary tea, coffee and snacks are available in the room.

Function Room – The function room is located on the ground floor. It is a multifunctional room ideal for meetings, craft groups and other purposes. Equipped with a full kitchen the room has been well suited to use by cooking groups and for cooking demonstrations. This room accommodates 20 people in rows and fewer in other room layouts. Complimentary tea, coffee and snacks are available in the kitchen area.

Room One – This room is on the first floor. It is ideal for meetings, group-work and craft groups. This room accommodates eighteen people in classroom layout, fewer in other layouts. Complimentary tea, coffee and snacks are available in the room.

Room Seven – Located on the first floor this room is well suited for meetings, group-work, and training events. It accommodates eighteen people in rows. With a sink area and coffee dock the room is also well suited to arts and crafts activities.

All first floor rooms are accessible by stairs or lift.

Equipment available by pre booking includes: Laptops, Projectors, Flip Chart Stands, Cable protectors, and some kitchen equipment for groups using the Function Room.

Wireless Broadband access is available in all rooms.

## **Our Normal Opening Hours:**

Our normal opening hours are:

- Monday to Thursdays      8.30am to 9pm.
- Friday                              8.30am to 6pm.

Bookings outside normal opening hours may be accepted subject to operational considerations. Please feel free to ask the Manager.

## **Cost:**

A standard rate of €15 per hour is charged for all rooms during normal opening hours. This rate includes complimentary tea, coffee and biscuits. A premium rate applies to periods

outside normal opening hours. The Centre is always pleased to support community groups and initiatives. Please contact us to discuss your needs.

Payment is due on or before the event unless otherwise agreed with Westside Resource Centre. We will accept your payment by cash, cheque, or electronic funds transfer. We presently are unable to receive card payments. Receipts are always provided.

## **Making a Booking:**

When making a booking we will record the information you provide on a Booking Application Form.

You will be asked to provide the following information:

Your name and contact details.

1. The name and contact details for the organisation enquiring about booking a room.
2. The date and time of the event.
3. Nature / Purpose of the proposed event.
4. Number of expected attendees. Where this is not known in advance limits should be set and procedures agreed as to how to handle excessive numbers on the day.
5. Set up of the room (theatre, classroom, etc.) It is helpful to consider room setup at this time as varying layouts affect the capacity of the room.
6. Equipment requirements (equipment needs to be pre-booked in order to ensure availability).
7. The email/contact details of the person responsible for your event at WRC on the day of the event (speaker/trainer/facilitator).
8. Purchase Order Number and contact details of person responsible for payment of our invoice.

This information will be retained in accordance with our Privacy Policy.

We will try to respond to your booking enquiry as soon as possible. On some occasions we may need to revert to you after we have considered suitability, availability and any other operational concerns.

Prior to confirmation of your booking you may be required to present evidence that you/ your group has appropriate insurance cover in place. Where your group/event is working with children or vulnerable adults you will also be required to provide written confirmation that your group has proper safeguarding procedures in place. It will be your responsibility to ensure that your policies and procedures are adhered to. You should also make clear to such participants that you, and not Westside Resource Centre, are organisers of the event and responsible for attending to any issues or concerns as may arise relating to your event.

Westside Resource Centre will make every effort to meet your needs. In the event that we have no availability on your required dates we will happily work with you to try secure an alternate date that meets your needs.

To assist with the planning of your activity you may wish to visit the centre (by appointment) to acquaint yourself with available rooms and make an informed decision about suitability for your purpose.

### **Confirmation by Westside Resource Centre:**

All bookings are considered provisional until the booking is confirmed to you. You are advised not to advertise an event until such time as your booking has been confirmed.

Following confirmation of your booking you will be expected to confirm final set up, times, numbers, and special requirements to us at least two days prior to the event.

If your organisation holds charitable status or your event is free of charge to the public we may, at your request, be able to assist in promoting it in the centre, on our promotional material, or through social media.

### **Amendments or Cancellation by the Client:**

In the unfortunate circumstance that you have to cancel, postpone or amend your confirmed booking please ensure you give at least one week's notice in writing. If less than one week's notice of cancellation is given the full charge of the booking may be incurred. When notice is received we can usually make the room available to other groups thereby avoiding the need to charge a cancellation fee.

Cancellation of Block Bookings:

The cancellation of block bookings is problematic for us as numerous alternate bookings may have been declined to facilitate your block booking. A cancellation fee of €25 will be applied where block bookings are cancelled without notice of at least two weeks. In such instances future bookings may only be accepted on foot of payment of a deposit of 30% of the combined booking fee involved.

### **Amendments or cancellation by WRC:**

WRC reserves the right to amend your booking or offer an alternative room appropriate to your needs in exceptional or unforeseen circumstances. If such action is required we will give you as much notice as possible.

We may cancel the booking:

1. If for operational or Health and Safety reasons the room is not available.
2. If the proposed event is other than as described at the time of booking.
3. If the client is found to be in arrears of previous payments.
4. If the client has failed to adhere to the terms and conditions outlined in this document.

Westside Resource Centre does not permit clients to sublet rooms booked at the Centre.

## **On The Day of Your Event:**

Our ability to remain flexible and responsive to a broad range of groups and activities contributes to our overall success. For this reason we expect and appreciate the co-operation of all centre users in respecting the needs of other users whilst using the centre.

We are always keen to support your event proceeding smoothly. We will have set up the room in the manner discussed with you at the time of booking. We will be happy to assist with any reasonable last minute adjustments.

Your room will be available for the times that you have booked. You are encouraged to ensure you have provided for any set up /tidy up time that you may need at the time of booking.

Participants arriving for your event will normally be asked to wait in reception area until you arrive or specifically ask that they be shown to the room. If your event involves children and vulnerable adults you will be responsible for ensuring that appropriate supervision is in place throughout your activity and their visit to the centre.

It is your responsibility to ensure that your event is at all times adequately supervised and that the event is run in good order. Westside Resource Centre's Health and Safety policy must be adhered to at all times.

You are asked to note that Westside Resource Centre is not in a position to provide storage for your group's materials. All your materials and equipment should be removed by you from the room/premises at the end of each booked session.

At the end of your booked session we will expect you to vacate the room promptly. This allows us setup for subsequent bookings and we are then able to meet our commitments to other users of the centre. You will appreciate that it would be unfair and possibly very disruptive for one group to keep others waiting for a room that they have booked in advance. We prefer not to be placed in the position of having to insist on your group vacating the room.

Should you feel your activity would benefit from additional time please discuss this with us in advance. We can extend your booking only if this is operationally possible for us. Booked time and any additional time will be charged for.

Alcohol, Smoking (and vaping) are not allowed on the premises.

Westside Resource Centre reserves the right to refuse admission to the centre or to remove any person from the premises.

## **Health and Safety:**

All trainers or facilitators should:

- Familiarise themselves with the Fire and Evacuation procedures in the Centre.
- Understand their role in the event of a call to evacuate the building.
- Direct their participants to leave the centre as outlined in the evacuation procedures.

- At the Assembly Point advise the Fire Warden as to whether all members of their group are present and accounted for.

Evacuation procedures are posted on the wall beside the door in each room. The LIFT should not be used during an emergency evacuation.

Staff are available to help or explain the Health and Safety procedures on request.

#### A few house rules:

In the interests of health and safety users are asked not to move furniture. If you need help or assistance with any room changes please do not hesitate to ask.

To avoid the risk of trips or falls you are asked to ensure any trailing electrical cables are protected. Please ask at reception if protective covers are needed.

Childproof catches on windows should not be released if/ when children are in the room.

Refreshments may be provided in your room - you are asked to be particularly careful in making & handling hot drinks.

Drinks and snacks are not to be consumed in the vicinity of computers.

Should you identify a Health and Safety hazard you are asked to bring this to our attention immediately.

#### **Access:**

The Centre is accessible to persons with disabilities. Rooms on the first floor are accessible by lift. Please note that the lift should not be used in emergency situations.

#### **Car parking:**

Off street car parking is available in the plaza area beside the centre. Further roadside spaces are available to the back of the library.

#### **Feedback:**

We aim to provide a high standard of service. We value the views of Centre users as this gives us further opportunity to improve our service. Your feedback can be forwarded to the manager by email to: [manager@westsideresourcecentre.ie](mailto:manager@westsideresourcecentre.ie)

#### **Other:**

Disclaimer: Westside Resource Centre cannot accept any responsibility for loss or damage to equipment or personal property while on our premises. Be aware that for the purpose of safety and security the Centre is monitored by CCTV systems inside and outside the building.