

The Hanging Gardens

Terms of hire

The hirer must agree to terms of use of The Hanging Gardens before using the venue. The agreed price should be paid in advance of use (unless agreed otherwise). The individual hiring the venue must meet with a member of The Hanging Gardens before using the venue.

Cost £40 for a morning (9AM – 1PM)/afternoon (2PM – 6PM)/evening 6PM – 10PM)

or: £10 per hour with a 2 hour minimum booking.

£20 for a part session

Discounted fee may be available for non-profit groups (subject to decision by The Hanging Gardens).

If booking the venue for a small group during café opening hours, there is no charge (subject to review in July 2022).

Booking

Email Joseph@thehanginggardens.org for booking details

Once your booking has been approved you will receive a welcome pack with instructions for entry into The Hanging Gardens.

Payment

Once the booking is confirmed an invoice will be issued, for one-off use please pay the invoice within 7 days to secure your booking and within one calendar month for recurring bookings. If your booking covers more than one month, you may either pay the whole balance or in monthly instalments, please state the preferred option when booking so the invoice(s) can be adjusted appropriately. Payment should be made by direct bank transfer to the Wilderness Trust account, please quote the invoice number and the name of your activity when making payment to ensure ease of allocation.

Outstanding Balances

In the event of any outstanding balances two reminder notifications will be issued. If the balance subsequently remains unpaid this will result in withdrawal of access to the building and cancellation of any future bookings.

Rolling Bookings

The centre is a resource for the use of everyone in Llanidloes. The Hanging Gardens continuously reviews long running existing bookings alongside the waiting list and it may be necessary from time to time to refuse the renewal of a recurring booking to allow use by a group on the waiting list.

Cancellation

If the cancellation is more than 14 days before the booked date a full refund will be given, or the amount credited to a future booking. If the cancellation is 14 or fewer days before the booked date, the hire is chargeable in full.

Cancellation by The Hanging Gardens

From time to time the Hanging Gardens may need to cancel a booking that has already been accepted and paid for. This is normally to accommodate a community event and is rare. If we do

have to cancel a booking we will give as much notice as we can and the booking fee for that session will be refunded or credited towards a replacement booking.

* Any time you need to set up and clear down must be included in the period of your booking. The rooms you use must be entirely vacated and ready for the next hirer immediately at the end of your hire period. There is a 30 minute gap between bookings to allow for social distancing, all rooms must be empty during this time. Please ensure you leave the building promptly after your booked time. Please bear in mind when considering the amount of time you need. Hirers are responsible for admitting their attendees and ensuring the front door is secure.

Venue The Hanging Gardens is an evolving venue. Whilst the café area is complete, other parts of the project are undergoing building work. Users of the venue **MUST NOT** enter into any part of the venue which is not included in the café or the loos.

Café **UNDER NO CIRCUMSTANCES** should the café kitchen be used by groups hiring the venue.

Facilities

Loos – can be used by all visitors to The Hanging Gardens. Please leave the loos in a clean condition before leaving the venue.

Tea corner – for groups hiring the venue outside of café operating hours, there is a kettle, fridge and tea and coffee at your disposal. For groups using the venue for free we ask that donations are made to the honesty box. If the Café is open we ask users of the venue not to use the café corner, and to support the community café when possible.

Electricity – plug sockets can be located around the venue. We ask that anybody using these plug sockets take care where their leads trail as we have plants growing which are sensitive to damage. All electrical appliances must be up-to-date with PAT tests. No amplified electrical instruments can be used in the café area.

Heating – The Hanging Gardens has underfloor heating. Please do not fiddle with the thermostat, the heating system is managed to heat the space at a sustainable level.

Chairs and tables – there are folding chairs and trestle tables which can be used at the discretion of the users. These **MUST** be returned to their storage place after use.

Accessibility – The front door into the Hanging Gardens is wheelchair accessible. The door to the community gardens has a small step down.

Windows – can be opened to ventilate the venue. Upon leaving the venue please ensure that all windows are securely closed.

Policies

Noise – Please give extra consideration for our local residents when leaving the centre in the evening by keeping noise to a minimum. Continued complaints from our neighbouring residents with regards to your booking may result in bookings being cancelled.

The individual hiring the venue is responsible for the wellbeing of the members of their group. Following the terms of hire will ensure that users will be safe.

Dogs

All dogs must be kept on leads whilst in The Hanging Gardens. If your dog, or a dog in your group makes a mess inside the café it is the responsibility of the hiring group to clean up the mess. If this is not followed your group's bookings may be cancelled with no refund offered.

Cleaning

We ask that all users of the venue leave the place in the same condition that they found it in. Please ensure that all tables are wiped down after use, chairs and trestle tables are returned to their correct storage location. Loos should be checked to ensure they are not left in a bad state.

Fire safety

In the event of a fire, raise the alarm, ensure that everybody in the building is made aware and leaves the building. If it is safe to do so extinguish the fire with a fire extinguisher or fire blanket. Call the emergency services. The fire assembly point is opposite the entrance to The Hanging Gardens. The venue is fitted with fire detection system, if the alarm goes off, even if you are not aware of a fire, you must still leave the building.

Failure to follow these rules will result in future bookings being voided and no refund offered.