



Lettings Policy during COVID-19

Date	Version	Comment
January 2016	0.1	Approved by Business Committee
November 2020	0.2	Full refresh including COVID-19 guidance

Signed:

Date:

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George Green's School is a Rights Respecting School

The United Nations Convention on the Rights of the Child (UNCRC) Article 3 (best interests of the child):

The best interests of the child must be a top priority in all decisions and actions that affect children.

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1. Statement of Intent and Scope

At George Green's School, we recognise the importance of providing a safe environment for our students, staff and community alike. This policy and terms and conditions outline the school's approach to letting the school premises.

All hirers should have due regard to the procedures outlined within this document.

This version of our policy applies while COVID-19 remains a risk.

2. Aims

We aim to:

- Make sure the school's premises and facilities can be used, where appropriate, to support community or commercial organisations
- Allow the hiring of the premises without using the school's delegated budget to subsidise this
- Charge for the use of the premises to cover the costs of hire and, where appropriate, raise additional funds for the school
- Not let any hiring out of the premises interfere with the school's primary purpose of providing education to its pupils
- Hire out facilities in a way that is safe, within current legislation and following government guidelines

3. Parties

Parties involved in hire agreements will be as follows:

- George Green's School (the school) (George Green's Community Bookings)
- The hirer

The main point of contact for the school is Mokbul Hussain, Sales & Lettings Manager

4. Areas available for hire



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4.1 Available areas

The school will permit the hire of the following areas:

- Café Vert
- Gym space
- Hydropool
- Meeting spaces
- Music and Dance Studios
- Outdoor pitches/MUGA
- Sports hall
- Theatre

The type of activities allowed in these areas will depend on latest national and local government guidance on COVID-19, including on protective measures and social distancing.

No areas shall be sectioned off without prior consent from the Sales & Lettings Manager

4.2 Capacity and charging rates

All capacity numbers below will be subject to the latest government guidance and local guidance on COVID-19, including protective measures and social distancing for the activity that is taking place.

The maximum capacity and rates for hiring each area are available on our website.

We will use our reasonable efforts to ensure that each booked session starts on time but times shall be estimates only and shall not be of the essence for the provision of the service.

4.3 Parking

We encourage hirers and those attending the school site to walk or use public transport safely.

Limited parking is available on the school site after normal school hours, at the discretion of the Sales & Lettings Manager. Limited permit parking is available outside of residential permitted hours on the roads surrounding the school.

5. Charging rates and principles

5.1 Rates

The rates for hiring out different areas are listed in the table in [section 4.2](#) above. We may decide that certain organisations or activities can use the premises for a reduced rate, or free of charge, if it supports the core aims of the school.

We may decide to impose an additional cleaning fee on top of the hiring rates.

5.2 Fair usage

To allow fair access to the Facilities to the local community you may hold no more than 2 slots per week.

Local team and clubs are permitted the following: 4 adult slots or 6 junior bookings slots with us per week.



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Additional slots can be booked via the website, however concessions and discounts will not be applicable.

5.3 Outdoor pitches community usage times

Local youth teams can apply to use the outdoor pitches facility at 5-6pm weekdays at 80% discount to the set off-peak rate. This will be limited to one slot per week, per club and can be used for training or friendly matches.

There will be a total of 7 community slots made available across both pitches

Monday	5-6pm	MUGA
Tuesday	5-6pm	MUGA or 3G
Wednesday	5-6pm	MUGA
Thursday	5-6pm	MUGA
Fridays	5-6pm	MUGA or 3G

Unused slots will be released at normal bookable rates.

5.4 Indoor areas community usage

Local youth groups, clubs and charities can apply to use the indoor facilities at a community rate.

5.5 Payment

Unless otherwise agreed, payments will be made in full within 30 days of receiving an invoice from the school.

Failure to pay the invoice on time will result in the hirer being unable to use the facilities. In such cases the deposit will not be refunded to the hirer.

Payments using our online booking portal will be via our online payment provider, Worldpay.

5.6 Cancellations

We reserve the right to cancel any agreed hiring if we are unable to honour the booking due to circumstances beyond our control or in any case with a minimum of 3 days' notice.

The school will amend its cancellation policy to ensure both the school and any hirers are fairly treated in the case of a cancellation due to coronavirus.

A full refund will be issued if we do cancel a hire. The school shall not be liable for any indirect or consequential losses, including (without limitation) any loss of profits, loss of business or the loss of any revenue arising out of the cancellation of any hire.

The hirer of the premises can cancel any hire subject to notice periods.

To cancel a booking, please go to your online account or by calling the George Green's Community Bookings telephone number during opening hours.

For cancellation charges and our refund policy please visit the cancellation and refund sections in [Appendix 1](#) – General Terms & Conditions of Hire

The school reserves the right to assess each situation on a case by case basis.



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5.7 Review

The revenue raised from hiring out will be reviewed by the Head of Finance and Operations and will be fed into the school's financial reporting, to ensure best value is being achieved.

6. Application process

Those wishing to hire the premises should complete the hire request form or complete the booking form via the George Green's School website. The hire request form can be found in [appendix 3](#) of this policy. To read the terms and conditions of hire please see [section 7](#).

The hirer should complete all relevant information and submit it via email on bookings@georgegreens.com or to the George Green's Community Bookings reception team during their operating hours. Approval of the request will be determined by the Sales & Lettings Manager.

If the request is approved, we will contact the hirer with details of how to submit payment and make arrangements for the date and time in question. We will also send on details of the emergency evacuation procedures and other relevant health and safety documents. The hirer will also need to provide proof of their public liability insurance.

Bookings will only be accepted for hirers over the age of 18. Bookings for activities to be undertaken by children can only be made by the parent or legal guardian of those children. By submitting the application, you warrant that you are aged 18 or over and that you are booking an activity for a child of whom you are the parent or legal guardian.

We reserve the right to decline any applications at our absolute discretion, in particular where the organisation does not uphold the values of the school, reputational damage may occur, or the activity does not adhere to the latest government safety advice.

7. Terms and conditions of hire

The following terms and conditions must be adhered to in the hiring of the school premises. Any breach of these terms will result in cancellation of future hires without refund.

[Appendix 1 – General terms and conditions of hire](#)

[Appendix 2 – Specific COVID-19 measures](#)

[Appendix 2 – Hydropool rules](#)

8. Safeguarding

The school is dedicated to ensuring the safeguarding of its students.

It is the responsibility of the hirers to ensure that safeguarding measures are in place while hiring out the space.

If there is a chance that those hiring the premises will come into contact with pupils, for example if the hire occurs during school hours, or when pupils may be present in the school (during after school clubs

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or extra-curricular activities), we will ask for confirmation that the hirers have had the appropriate level of DBS check.

Information provided regarding safeguarding will be kept in accordance with the school's Child Protection and Safeguarding policy and the data protection and data retention policies.

Any safeguarding concerns observed or highlighted by the hirer(s) must be reported immediately to the senior member of GGCB staff onsite at the time.

9. Complaints

All complaints arising from this lettings policy and associated hiring arrangements will be dealt with in accordance with the school's Complaints Procedure. Copies of this policy are available on the school's website.

If there is any problem with a booking the hirer should let the school know as soon as reasonably possible and give a reasonable time to respond in order to take any required corrective action.

10. Monitoring arrangements

We will review and update this policy when the guidance on which it is based changes or when this version of the policy otherwise stops being applicable, such as where COVID-19 is no longer a risk.

Any updates to this policy will be shared with the full governing board.

11. Links to other documents and policies

- Charging and remissions policy
- Child Protection and Safeguarding policy
- Complaint Procedure
- Data Protection policy
- DfE (2015) 'Advice on standards for school premises'
- DfE (2020) 'Keeping Children Safe in Education'
- First aid policy
- Fire evacuation procedures
- Health and safety policy



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Appendix 1: General Terms and Conditions of Hire

The following terms and conditions must be adhered to in the hiring of the school premises. Any breach of these terms will result in cancellation of future hires without refund.

General

- a) "Hirer" means the person or entity identified in the relevant hire request form or online booking form.
- b) The hirer shall pay the full amount as stipulated by the school, and shall not be entitled to set off any amount owing to the school against any liability, whether past or future, of the school to the licensee.
- c) The hirer shall occupy the part(s) of the premises agreed upon as a non-exclusive licensee and no relationship of landlord and tenant is created between the hirer and the school by this licence.
- d) The hirer shall not sub-licence any of the premises under the licence.
- e) The hirer shall not use the premises for any purpose other than that agreed upon in the licence, as set out in the hire request form.
- f) Any additional uses of the premises not agreed in writing by the school will result in the immediate termination of the licence.
- g) The school shall retain control, possession and management of the premises and the hirer has no right to exclude the school from the premises.
- h) The hirer shall be responsible for all matters relating to health and safety and shall be responsible for those in attendance during the specified time. This includes implementing COVID-19 protective measures in line with the latest government guidance.
- i) The hirer must ensure that they are aware of the location of first aid kits, the defibrillator and fire exists, and be in possession of emergency contact details for the site.
- j) It is the responsibility of people participating in activities on the school site to take all reasonable steps necessary to ensure that their physical health enables them to participate.
- k) The school holds its own public liability insurance. However, the hirer must take out its own public liability insurance with a reputable insurer approved by the school and, where requested by the school, shall provide a copy of the relevant insurance certificate no less than 10 days before the start date of the licence.
- l) The hirer shall not conduct, nor permit or suffer any other person to conduct, any illegal or immoral act on the premises, nor any act that may invalidate any insurance policy taken out by the school in relation to the premises.
- m) No items of a flammable, dangerous or noxious character may be brought onto the site, including fireworks, confetti or gas.
- n) The hirer shall indemnify and keep indemnified the school from and against:
 - i. any damage to the premises or school equipment;
 - ii. any claim by any third party against the school; and

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- iii. all losses, claims, demands, fines, expenses, costs (including legal costs) and liabilities, arising directly or indirectly out of any breach by the hirer of the licence or any act or omission of the hirer or any person allowed by the hirer to enter the premises
- o) Save that nothing in the licence shall exclude or limit either party's liability for personal injury or death arising from the negligence of either party or any other liability that cannot be excluded by law, the school shall not be responsible for any losses of a direct or indirect nature, and its maximum liability to the hirer shall not exceed the total fees paid or to be paid to the school by the hirer under the licence.
- p) Hirers and individuals bring their property on to the school premises at their own risk. The school will not take any responsibility for any lost, damaged or stolen goods.
- q) All damage must be reported to the Sales & Lettings Manager or deputy immediately.
- r) The hirer will read the emergency evacuation procedures and be ready to follow them in the event of a fire or other similar emergency.
- s) The hirer will leave the premises in the condition it was found in, leaving the area clean and tidy and not leaving any of their own equipment behind. Any such equipment may be disposed.
- t) The hirer will be responsible for ensuring that any equipment provided by the school for any event is returned in an acceptable state of cleanliness in cessation of the event. Returned equipment should be in a similar condition as it was at the commencement of the booking. The school reserves the right to charge for any additional cleaning or to withhold any portions of or entire deposits for such.
- u) The hirer shall not display any advertisement, signage, banners, posters or other such notices on the premises without the prior written agreement from the school
- v) If the hirer breaches any of the terms and conditions the school reserves the right to terminate the licence and retain any fees already paid to the school, without affecting any other right or remedy available to the school under the licence or otherwise.
- w) The hirer shall observe the maximum capacity rules of the part(s) of the premises being hired and not allow this to be breached.
- x) Without seeking the permission of the [title], you are not permitted to bring or use photographic or recording devices anywhere in our school, nor are you permitted to use mobile telephones in the taking of photographs, video footage or sound recordings. Photographs for professional use and for publication shall not be taken without prior consent of the Sales & Lettings Manager.
- y) All non-registered users attending a session or participating in activities with a registered user must adhere to these Terms and Conditions.
- z) Smoking is not permitted anywhere on the school premises, in the outdoor areas within the school site or in their immediate vicinity.
- aa) The consumption of alcohol is not permitted anywhere on the school premises, in the outdoor areas within the school site or in the immediate vicinity unless the appropriate additional licences have been obtained.
- bb) The hirer will acquire all appropriate additional licences for any activities they are running, including those required for use of any third party intellectual property.



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- cc) The hirer is responsible for carrying out any risk assessments of the premises relating to the activities they are running. This includes a risk assessment for COVID-19.
- dd) The hirer shall comply with all applicable laws and regulations relating to its use of the premises.
- ee) The hirer and the individuals participating are responsible for adhering to the latest government guidelines on COVID-19 and social distancing at all times.
- ff) The school's premises hire policy, the relevant hire request form submitted by the hirer and the relevant hire confirmation letter issued by the school shall apply to and are incorporated in the licence.
- gg) This licence shall be governed, construed and interpreted in accordance with the laws of England and Wales.
- hh) The school and the hirer irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising from this licence.

Cancellations

To cancel a booking, we recommend that you go online to our website. If you are unable to cancel online, you may alternatively cancel your booking in person or by calling 020 70019441 during opening hours. Cancellations via telephone may be accepted at the Sales & Lettings Manager's discretion.

- ii) The following cancellation fees will be charged as below
 - Early Cancellation within 180 days = 5% of Booking Fee retained
 - Cancellation within 14 days (336 hours) = 15% of Booking Fee retained
 - No Cancellation within 5 days (120 hours) = 100% of Booking Fee is retained
- jj) Any late cancellation and failures to attend will be noted on Your Booking records and Your ability to use Our facilities or make further bookings may be blocked if a pattern develops.
- kk) To defer a booking the following conditions apply:
 - ll) You must give us 7 days' notice (168 hours) to defer a booking
 - mm) A booking (slot) can only be deferred once
 - nn) Please send an email to bookings@georgegreens.com referencing the booking number
 - oo) Deferral of a Booking with less than 7 days' (168 hours)

Refunds

- pp) Refunds are only given for the following reasons:
 - If you cancel a booking with more than 5 working days' notice (Partial Refund)
 - If we are unable to honour the Booking due to circumstance beyond our control e.g. power failure at the premises. (full refund or deferred booking)
- qq) If you require a refund please email booking@georgegreens.com informing us of the following:
 - Booking number / order number and reason for cancellation
- rr) Refunds will be made by the following methods:

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- Payments made to us via WorldPay will be refunded within 10 working days
- Payments made to us via other methods will be refunded within 21 working days

Data Protection

The school will process the data collected from hirers and visitors in accordance with the GDPR and Data Protection Act 2018. For further information about how the school will process your data, please see our Privacy Notice for Visitors, which can be accessed on the school website.

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Appendix 2: Specific COVID-19 measures

- Only activities allowed per latest government guidelines at the time of the booked activity will be permitted.
- Hirers and users must not enter the facility if they have any COVID-19 symptoms
- All hirers and users will enter and exit via the main reception
- Sanitise hands upon entering the building
- There will be no access to changing rooms and showers
- There will be toilets made available on site. These toilets are not to be used as changing rooms, please arrive appropriately dressed for your activity
- The school will not be hiring out any balls/bibs or extra equipment
- Face coverings are mandatory whilst walking through the building
- Remain in designated area outside of room/pitch, do not enter for any reason whilst another session is ongoing
- Do not enter the room/pitch until allocated time
- Practice social distancing whenever possible if you encounter other customers in the facility
- Only participants will be permitted entry, please do not invite spectators to your sessions
- Our staff can provide emergency first aid if needed, this is at their personal discretion based on the circumstances surrounding the injury and the assistance required. The staff will wear gloves and a mask if first aid is to be administered.

NHS Test & Trace

- The group leader is responsible for emailing in Full Names and Telephone Numbers for all of their groups attendees to aid NHS Test and Trace. Please ensure this is done prior to arrival at the facility.
- If the group members vary on a weekly basis or a temporary member is invited for an individual session, please update the staff via email prior to the session commencing.
- Please submit the email into bookings@georgegreens.com
- Our staff cannot collect this information from you at the front desk. We will be
- The information received will be kept for a maximum of 4 weeks and will not be used for any purpose other than to alert users of the facility if it becomes necessary to do so. Data is handled in accordance with GDPR and data protection regulations.
- If you are coaching a children's or vulnerable adults' session, different rules apply, please contact us
- If you or anyone in your group is diagnosed with COVID-19 please alert us straight away

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Staggered session timings

- Your session may start up to 10 minutes earlier or later than usual.
- To minimise group crossovers, customers will only be allowed onsite 10 minutes before their session start, this will allow customers to sanitise their hands and make way to the designated wait zones outside of the activity space.
- If you arrive earlier, you will be asked to remain outside the building.³ During the soft opening period, each booking slot will be reduced to 55 minutes (usually 1 hour). If your booking consists of 2 (or more) consecutive hours, your group can remain in the activity area and do not need to exit/re-enter every 55 minutes.
- A member of staff will be present to alert you of the session end time and to help facilitate the changeovers, once your session ends please vacate the facility promptly.



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Appendix 3: Hydropool Rules

The school has enforced, and expects the hirer and their party to adhere to, the following rules:

- The capacity of the hydropool is 20 people – this is not exceeded at any time
- No jumping, diving, wrestling, “cannonballs”, “bombing” or challenging behaviour is accepted around the pool
- No running around the pool
- No pushing or throwing people into the pool
- Swimming floats and buoyancy aids are used to aid swimming only
- All babies wear swimming nappies
- No animals are allowed in the pool area unless permitted, e.g. if a member of the hirer’s party requires a service animal
- No glass is allowed in the pool area
- Individuals will not be allowed to swim if they complain, or have complained, that they have felt ill in the 48 hours before the swimming session starts
- No food and drink is taken or consumed in the pool area
- Shoes cannot be worn in the changing room areas or around pool side. Shoe covers must be used.
- Breaking these rules may result in the swimming session being terminated or the hirer being barred from hiring the swimming pool again.

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Appendix 3: Hire request form

Before filling out a request form, please familiarise yourself with our rates of hire and terms and conditions for the hire of our premises, which you can find in sections [5](#) and [appendix 1](#) of this policy. If you have any questions, please contact Mokbul Hussain via bookings@georgegreens.com.

Name of applicant/organisation and company number (where applicable)	
Applicant contact details	Address: Phone no: Email address:
Preferred method of contact	
Purpose/activity of organisation	
Part of the premises requesting to be hired	
Date and time of first hire	
Is this a recurring request, or one off? If recurring, indicate the frequency and number of occurrences (e.g. weekly, 10 weeks)	
Number of expected participants in the activity Please note: these numbers must adhere to latest government guidance on social distancing	
Additional equipment you will require from the school (please note we may not always be able to provide this but will inform you where this is/is not possible)	
Additional equipment you will be providing yourself	

By signing below, I agree to the terms and conditions set out in the George Green's School lettings policy.

Name _____ Date _____

Signature _____

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- Please return this form via email to bookings@georgegreens.com. We will be in touch to inform you if your application is successful, and if so, details of the full cost and documents that will need to be shared.

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Appendix 4: Confirmation of licence template letter

You may want to delete this section when you publish a version of this policy on your website. This is for the benefit of the person who will administer the policy.

Dear [contact name]

Thank you for submitting your hire request form to us.

We are pleased to say the area you have requested is free on the date(s) and time(s) of your request and we would be happy to grant a non-exclusive licence to you to use the area for the purpose set out in your request form, subject to the [enclosed terms and conditions/terms and conditions already provided to you].

Based on the length of time and area requested, the full amount for the hire will be [insert amount, and where relevant, explain that this includes an additional cleaning fee]. You can pay us by [insert payment method(s) and details here]. We request full payment of the fee by [insert date]. We will also require you to submit to us proof of your public liability insurance.

If there is any other paperwork you require to see when someone hires the premises, add it to the above paragraph.

We have provided with this confirmation details of emergency evacuation procedures in the event of a fire/similar emergency. Please make sure you are familiar with these before the date of hire.

If there are any other documents you want to submit and make sure the hirer is familiar with, add them to the above paragraph.

You can contact [named contact and details] with any questions about hiring the premises.

You may wish to have an additional 'out of hours' contact/contact details for when the hire is happening if the person is hiring the premises outside of school hours, unless you plan to have a member of staff on site to support with any issues.

Yours sincerely,

[staff member]