

# Didsbury Neighbourhood Centre (DNC)

## Venue Hire — Terms & Conditions

Effective April 2026

### 1. Party Bookings

---

#### Availability & Slots

- Party bookings are available on Saturdays and Sundays, 9:00am–4:00pm (later bookings may be available on request).
- Two slots are available each day: 9:30am–12:30pm and 1:30pm – 4:30pm (April – September) and 1:00pm–4:00pm. (October – March)
- The first and last 30 minutes of your slot are allocated for set-up and clear-up. You will only be charged for 2 hours of hire time.

#### Charges

- **Hire rate:** £60 per hour (£120 per session), plus a booking fee.
- All invoices for venue hire and the cleaning deposit must be paid by the date specified on the invoice.

#### Facilities

- A weekend party booking gives you exclusive use of both Activity Rooms for the duration of your slot.
- Indoor and outdoor tables and chairs are included in the hire.
- Catering options are available via our Community Café. See Section 5 for details.

#### Access

- On arrival, go to The Pavilion Café. A member of café staff will activate the automatic door entry restriction and unlock the side gate to prevent members of the public from accessing toilet facilities during your hire period (see photo 8).

#### Rubbish & Cleaning

- All rubbish must be bagged and deposited in the outdoor bins provided.
- **Green-lid bin:** cardboard only. Red-lid bin: general waste (see photo 7).
- You are responsible for returning the room to the condition in which you found it. Cleaning utensils are available at the cleaning station (see photo 7).

### 2. Party Bookings — Terms & Conditions

---

#### Payment

- All weekend party venue hire fees must be paid at least 21 days before the event.
- Payment confirms your acceptance of these Terms & Conditions.
- A 2.5% booking fee applies to all payments.
- Payment methods: in person by card or cash; via Zettle (PayPal/email/SMS); or via the donate page at [www.didsburygoodneighbours.org.uk](http://www.didsburygoodneighbours.org.uk). Ask a member of staff for details.

#### Cancellation & Refunds

- Full refund if cancellation is made with at least 14 days' notice.
- If less than 14 days' notice is given, a maximum of 50% of the hire fee may be refunded, at DNC's discretion, due to loss of revenue.

- No refund will be issued if no cancellation notice is given.
- In exceptional circumstances, DNC may, at its discretion, offer a venue usage credit note in lieu of a refund.

### **Cleaning Deposit**

- £30 refundable cleaning deposit is required in addition to the venue hire fee and must be paid to secure the booking.
- The deposit will be refunded in full provided: (a) the room is left in an acceptable condition; and (b) you contact DNC within 72 hours of the hire to request the refund.
- If DNC does not receive a refund request within 72 hours, the deposit will be retained by DNC. It will not be treated as a charitable donation unless you expressly elect to donate it.

### **Use of the Venue**

- You are only permitted to use areas marked YELLOW (internal) and GREEN (external) on the site plan.
- You must leave the centre in the same condition as you found it.
- Do not affix anything to paintwork, windows, or ceiling tiles using sellotape, blu-tac, or similar adhesives.
- Do not use the white walls. Use woodwork and metal frames only and remove all items after use.
- Smoking and vaping are strictly prohibited anywhere on DNC grounds.

*Failure to adhere to above could result in you're cleaning deposit being withheld.*

### **Fire Safety**

- Please familiarise yourself with the fire evacuation procedures displayed on the site map. By proceeding with your booking you confirm you have read and understood the fire evacuation plan.

### **Issues on the Day**

- If any issues arise during your hire, report them immediately to café staff at The Pavilion Café.
- DNC is unable to address any matters raised retrospectively after the hire period has ended.

### **External Service Providers**

- If you engage any external service providers (e.g. entertainers, caterers), they must provide evidence of valid public liability insurance prior to the event.

## **3. Meeting Room Bookings**

---

- Please contact a member of the team for pricing and availability.
- All Terms & Conditions in Section 2 apply to meeting room bookings.
- All room hire fees must be paid at least 21 days before the event.

## **4. Full Day Bookings (Weddings & Special Events)**

---

### **Availability**

- Full day bookings are available on Saturdays and Sundays, 9:30am–9:30pm (outdoor areas until 8:30pm).

### **Charges**

- Exclusive use of the DNC: £600, plus a refundable £100 cleaning deposit.
- Full payment must be made at least 6 weeks before the event.
- Subject to availability, access may be granted the evening before or up to 1 hour before the booking start time to assist with set-up.

## Terms & Conditions

- All Terms & Conditions in Section 2 apply to **full day bookings** except where varied below.
- In the event of cancellation, a refund will only be issued if at least 28 days' notice is given before the event start time.

## 5. Catering

---

- Catering is available from our Community Café from £7 per person.
- For catering queries, contact: [didsburypavilioncafe@outlook.com](mailto:didsburypavilioncafe@outlook.com) (FAO: Jo – Café Manager).

## 6. Optional Extras

---

- Soft Play: £40 (see photo for details).
- Digital/Entertainment Package (streaming, projector, soundbar): £30.
- Function Room Set-up (full day bookings only): £50.

## 7. How to Book

---

To book, email: [bookings@didsburygoodneighbours.org.uk](mailto:bookings@didsburygoodneighbours.org.uk) with the following information:

- Full name
- Contact number
- Email address
- Home address
- Date(s) required
- Times required
- The occasion
- Catering requirements
- Any special or dietary requirements

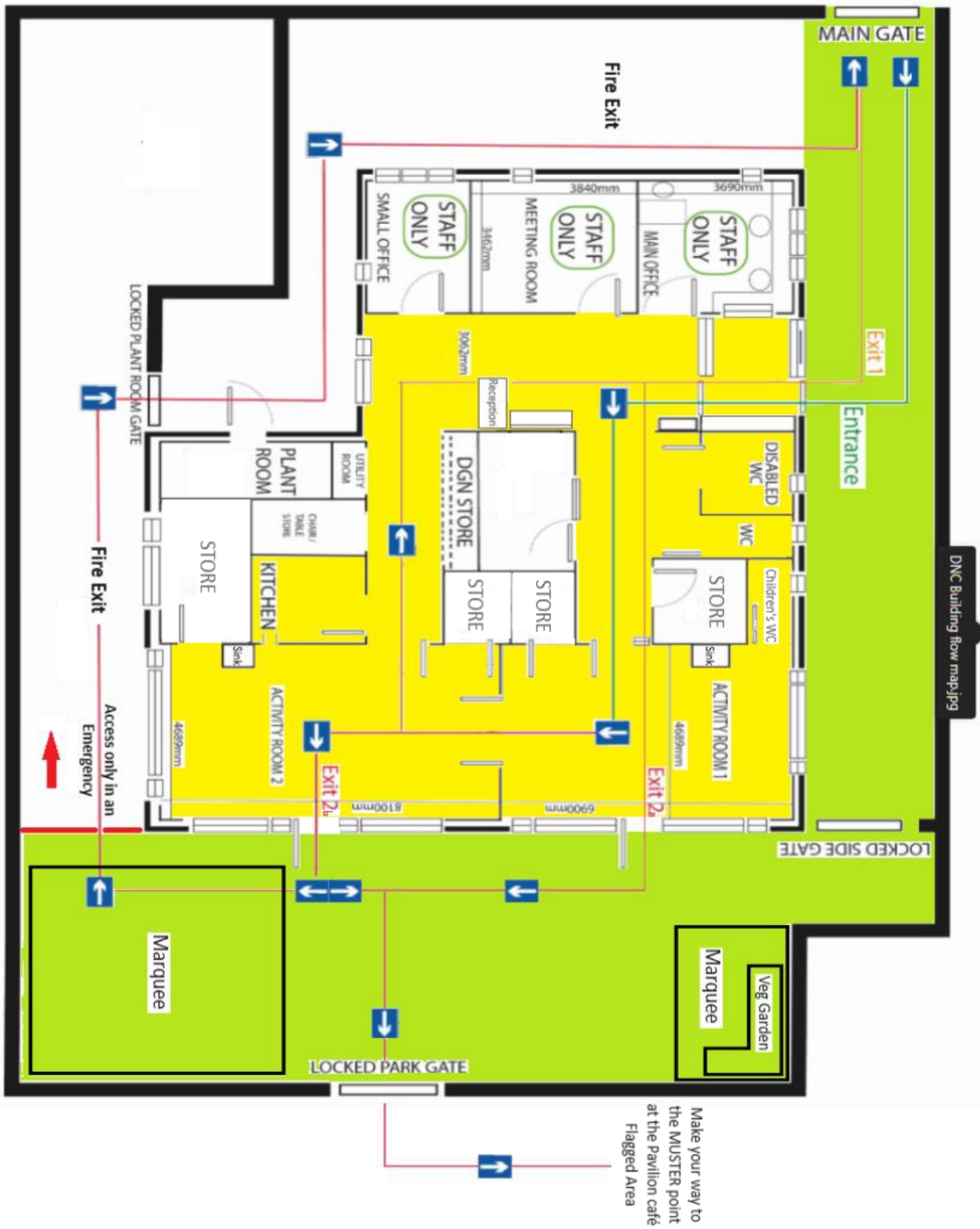
## 8. Right to refuse and cancel a booking

---









We reserve the right to refuse a potential booking. We reserve the right to cancel a confirmed booking if misleading information has been provided.

Both of these are at our discretion and this decision is final.

# 9. Site Map and Evacuation Routes



## 7. Venue Photographs

 <p>1.</p>	 <p>2.</p>
<p><b>Activity Room 1</b>            Children's W/C            Soft Play (Optional Extra)            Entertainment Package (Optional Extra)            Room Set-up (Optional Extra)            Access To Enclosed Outside Area</p>	<p><b>Activity Room 2</b>            Soft Play (Optional Extra)            Entertainment Package (Optional Extra)            Room Set-up (Optional Extra)            Access To Enclosed Outside Area</p>
 <p>3.</p>	 <p>4.</p>
<p><b>Activity Room 1 &amp; 2</b>            Interconnecting Doors Making Larger Room            Access To Enclosed Outside Area</p>	<p><b>Outside Area with Large Marquee</b>            Covered Secure Area            Space For Bouncy Castle</p>
 <p>5.</p>	 <p>6.</p>
<p><b>Meeting Room</b>            Meeting Area – Up To 10 persons            Projector Available            Tea &amp; Coffee Facilities (Optional Extra)</p>	<p><b>Soft Play</b>            Booked as an optional extra            Must be requested upon booking</p>
 <p>7.</p>	 <p>8.</p>
<p><b>Cleaning Station</b>            Bag contains spray/blue roll/bin bags</p>	<p><b>Centre Safety for Venue Hire</b>            See member of cafe team to open gate and lock centre</p>