

ARKENSTALL BOOKINGS POLICY

1. The Centre is available for booking 364 days a year (only Xmas day excepted).
2. Anyone can make bookings at any time for a period of up to 18 months into the future from the date at which the booking is made.
3. Bookings will be taken on a “first come, first served” basis. It is the responsibility of regular bookers to make their bookings in good time. We cannot decline definite bookings on the off chance that there *might* be a booking in the future.
4. No booking will be accepted without a written request – website booking request; e-mail; completed booking form - to ensure an audit trail. Any booking taken without written confirmation remains “provisional” for 7 days, after which it is automatically cancelled.
5. Bookings should include all time required, including setup time. Hirers will be charged for all time that rooms are unavailable to other hirers. However, two days or less prior to a booking hirers may request additional setup time at 30% of the usual rate, provided the room is still available.
6. Bookers are advised that cancellations and amendments should also be confirmed in writing, both by the hirers in terms of the requirements and the Arkenstall in terms of confirming that the changes have been implemented. Changes not implemented, but where no audit trail of amendment or cancellation can be found will be liable for payment.
7. Bookers **must** provide all of the following:
 - Contact Name;
 - Organisation Name (if appropriate);
 - Contact Address (for postal correspondence if no email is provided);
 - Telephone No;
 - E-mail address (if possible, for e-mail correspondence and paperless booking confirmation & invoicing)
8. All booking requests should be responded to by the Arkenstall within 2 working days with a written confirmation of the booking, either via e-mail or post.
9. Regular bookers and member groups may pay via subsequent invoice after the event. Other bookers will be required to pay all hire charges and deposits in advance of their event.
10. Deposits are required for all occasional / ad hoc hires at the rates specified in the current booking form.