



These Standard Conditions apply to all hiring of DHI venues. If the Hirer is in any doubt as to the meaning or implications of the following conditions, the **Booking Clerk** must be consulted immediately.

1. Hall Decoration

The following conditions **must** be adhered to when decorating the venue for any event:

- **No notices** may be affixed to any doors (internal or external).
- The use of **Sellotape, pins, nails, screws, staples, Blu-Tack, or any adhesives** on **walls, woodwork, light fittings, existing decorations, or curtains** is strictly prohibited.
- **Brass hooks** are provided for hanging decorations. Only these may be used.
- No decorations are to be installed near **light fittings or heaters**.
- All decorations **must be removed carefully** at the end of the hire period.
- **No naked flames** are allowed in the Hall. Only **birthday cake candles** are permitted.
- **Fireworks are strictly prohibited** both inside the building and outside, including the attached grounds or adjacent fields.
- Hall notices are present for legal and safety purposes and **must not be removed** under any circumstances.
- **Confetti, confetti cannons, or balloons** are not permitted **anywhere on the premises or surrounding grounds** unless:
 - **Written permission is granted** by DHI.

- A **£100 cleaning fee** is paid **in advance** (due to the necessity of hiring an external firm for high-level cleaning, which cannot be done by in-house staff for health and safety reasons).
- **Snow machines** may be permitted **only with DHI approval** and must use **water-only (non-chemical)** solutions. A **£100 cleaning/salting charge** is required **in advance**.
- Any form of **balloons** used during the hire **must be taken down and disposed of** in the outdoor refuse bins.
 - Failure to do so will result in a **£50 deduction** from the deposit during post-event inspection.
- **Runway mats must not be stuck down** with any adhesives. Any such damage will result in:
 - A charge for **full repair, replacement, or additional cleaning**, potentially exceeding the deposit amount.
- The use of **staples, screws, or nails** will result in **immediate fines** and deductions from the deposit.

2. Age

- The Hirer must be **18 years of age or older** and accepts full responsibility for being present and in charge of the premises at all times when the public are in attendance. This includes ensuring full compliance with all terms outlined in this agreement relating to the management and supervision of the premises.

Please note: DHI does not accept bookings for birthday parties for individuals aged 16 to 21.

3. Supervision

- The Hirer is responsible for the **supervision of the premises** during the entire hire period, including:
- The safety and care of the premises, fabric, and contents.
- Preventing any damage, however slight, or unauthorised changes.
- The behaviour of all persons attending the event.
- Proper supervision of **parking arrangements** to avoid **obstruction of the highway**.
- As directed by the Booking Clerk, the Hirer will be required to **make good or pay for any damage** (accidental or otherwise) to the building, its fixtures, fittings, or contents, including **loss of items**.

4. Use of Premises

- The premises may **only be used for the purpose stated in the Hiring Agreement**. The Hirer may not:
 - Sub-let the venue.
 - Use it for any **unlawful activities**.
 - Bring any item or perform any act that may **endanger the building**, its users, or **invalidate insurance coverage**.
 - The **consumption of alcohol** is **not permitted** unless written permission has been granted in advance. The Hirer must ensure **compliance with all laws** relating to **gaming, betting, and lotteries**.
-

5. Licences

- The Hirer must ensure that **all required licences** are in place **at least 28 days prior** to the hire date. This includes but is not limited to:
 - A **Premises Licence** if regulated entertainment or licensable activities will take place (e.g. plays, films, indoor sports, live/recorded music, dancing).
 - **PRS (Performing Rights Society)** and **PPL (Phonographic Performance Ltd)** licences if copyright music will be used (e.g. CDs, radio, performances).
 - **Temporary Event Notice (TEN)** for the **sale of alcohol**, where applicable.
 - Proof of the relevant licence(s) must be provided to DHI upon request.
-

6. Public Safety Compliance

- The Hirer must comply with all **Local Authority regulations**, the **Licensing Authority**, and DHI's own **Fire Risk Assessment** and **General Risk Assessment**, especially for events involving regulated entertainment, children, or alcohol.
- **The Hirer confirms they have been instructed on:**
- The **Brent Hub and surrounding grounds are NON-SMOKING** areas.

- The correct **action in case of fire**, including calling 999 and evacuating.
- The location and use of **fire extinguishers**.
- Keeping all **emergency exits and escape routes clear**.
- Operation of **emergency door fastenings**.
- The importance of **closing fire doors** in the event of fire.
- Not working at height (e.g., on ladders) unless secured and with another person present.
- **Children are not allowed in the kitchen** unless under close supervision. Overcrowding and running in the kitchen are strictly prohibited.
- Use of **appropriate protective clothing** when handling cleaning or toxic materials.
- **Before any event or performance, the Hirer must:**
 - Confirm **all fire exits are unlocked** and functional.
 - Ensure escape routes are **free of obstruction**.
 - Verify **fire doors are not wedged open**.
 - Ensure all **exit signs are illuminated**.
 - Confirm **no obvious fire hazards** are present.
 - Ensure **all attendees are informed of the fire exits and evacuation procedures**.
 - Know that **misuse of fire equipment** will result in **loss of deposit + cost of replacement**.
 - For seating in rows, **drop link chair connectors** must be used to secure chairs for safe evacuation.

Additional Conditions:

- Parties for **ages between 21–25 years** must have **security** present.
- The Hirer is responsible for all **parking arrangements**, including:

- Preventing **double parking** or **blocking other vehicles**.
- Ensuring guests **do not park in residential bays** or hinder traffic flow.
- **Fines will be issued** and DHI reserves the right to call the **police or council** if a vehicle is obstructing and remains after **10 minutes**.
- Any parking violations may result in **loss of deposit**.

7. Means of Escape

- a) All exits from the premises **must be kept free from obstruction** and immediately available for **instant, unimpeded public exit** at all times.
 - b) The **emergency lighting** illuminating all exit signs and escape routes must remain **visible and functional** for the entire duration of occupancy. These are supported by **automatic mains-failure backup systems** in the event of a power outage.
-

8. Outbreaks of Fire

- In the event of any fire outbreak, **no matter how minor**, the Hirer is responsible for:
 - Ensuring the **complete evacuation** of the premises.
 - **Immediately calling the Fire Brigade** (dial 999).
 - **Informing the Booking Clerk** of the incident and providing full details as soon as possible.
-

9. Health and Hygiene

- If the Hirer is preparing, serving, or selling food on the premises, they must:
 - **Observe all food safety and hygiene laws**, including the Food Hygiene (England) Regulations and the Food Temperature Regulations.
 - Ensure that all dairy, meat, and perishable items are **stored in the refrigerator**, which is equipped with a thermometer.
-

10. Electrical Appliance Safety

- The Hirer shall:
 - Ensure all electrical appliances brought onto the premises are **safe, PAT-tested where necessary**, and in good working order.
 - Operate all equipment **in accordance with the Electricity at Work Regulations 1989**.
 - **Not use any damaged or faulty equipment** and report such issues to the Booking Clerk immediately.
 - **Never leave electrical appliances unattended** while switched on.
-

11. Insurance and Indemnity

- *(DHI holds Public Liability Insurance of £5,000,000)*
 - a) The Hirer shall be liable for:
 - i. **Repair costs** for any damage (including accidental or malicious) to the premises or its contents.
 - ii. **All claims, losses, damages, or costs** arising from injury, damage, or loss of property resulting from the use of the premises.
 - iii. **Any nuisance** or disturbance caused to third parties as a result of the Hirer's use of the venue.
 - The Hirer agrees to **indemnify** DHI, Brent Hub, and their employees, agents, or volunteers against all such liabilities.
 - b) **Non-Profit/Private Hirers:**
DHI is insured through **Ansvar Insurance**, which provides Hirers Indemnity Cover up to **£5,000,000**, extending cover to non-profit/private hirers. A full copy of the certificate and policy wording is available on request.
 - c) **Compliance with Ansvar Guidelines:**
To be covered under DHI's Public Liability policy, the Hirer agrees to comply with **Ansvar's Special Events Guidelines**, available on the DHI website or from the Booking Clerk.
 - d) **Commercial/Profit-Making Hirers:**
Such Hirers **must arrange their own insurance** covering themselves, their team, and invitees. Proof of insurance must be provided before the event. Failure to do so may void the hire and allow DHI to re-let the space.
DHI is insured against claims arising **only from its own negligence**.
-

12. Accidents and Dangerous Occurrences

- All **accidents or injuries** must be reported to the Booking Clerk **immediately** and recorded in the **accident book** (kept at Reception).
 - Any equipment failure (DHI's or the Hirer's) must also be reported.
 - Certain incidents must be reported under **RIDDOR 2013**. The DHI Clerk will assist with any required forms.
 - All **COSHH assessments**, product data sheets, and **first aid instructions** are stored in the Reception cupboards.
 - A **First Aid Kit** is located **above the kitchen sink**.
-

13. Explosives and Flammable Substances

- The Hirer must ensure:
 - A. **No highly flammable substances** are brought onto or used on the premises.
 - B. No internal decorations made of **combustible materials** (e.g., cotton wool, polystyrene) are used without prior approval.
 - C. **NO Blu-Tack, Sellotape, pins, nails, or staples** to be used on walls, woodwork, glass, or doors. Brass hooks are provided for safe decoration hanging.
 - D. No decorations should be near **light fittings or heaters**.
 - E. **No naked flames** allowed, other than **birthday cake candles**.
 - F. **No fireworks** are allowed inside, on the grounds, or in the surrounding areas.
-

14. Heating and Lighting

- The heating will be programmed by the **Booking Clerk/Caretaker**.
- The **thermostat controller** is located at the kitchen entrance next to the light switch. Pressing the top button activates heating/AC in the Main Hall.
- **External doors must not be propped open**, as this disrupts the heating/AC system. A charge may be deducted from your deposit if this is reported.
- **No unauthorised heating appliances** may be used. **LPG heaters are strictly prohibited**.

- The **lighting system** in the Main Hall offers several effects and is controlled via switches in the entrance area. Follow the provided instructions to select your settings.
 - Do **not adjust** heating/lighting control panels in Destiny Main Hall; return all switches to their **original settings** at the end of your hire.
-

15. Drunk and Disorderly Behaviour / Illegal Substances

- The Hirer shall ensure that:
- **Excessive alcohol consumption is avoided** to prevent disturbance or criminal behaviour.
- **No drunk or disorderly conduct** is permitted on or near the premises.
- **Alcohol must not be served to anyone** suspected of being drunk or under 18.
- Anyone under the influence of **drugs, drunk, or behaving violently** will be asked to leave the premises.
- **Illegal drugs are strictly prohibited** on the premises.
- No items are to be **disposed of over the rear fence** into neighbouring areas or properties.
- **No alcohol may be consumed outside** the Main Hall.
- **Smoking Policy:**
- **Smoking is prohibited** inside the building and **at the rear or sides** of the building.
- Smoking is **only permitted at the front** of the building, in the designated area.
- If any guests are caught **rolling cigarettes or other substances inside the building**, a **£50 fine will be deducted** from the deposit on each occasion.

16. Animals

- The Hirer shall ensure that no animals (including birds) are brought into the premises, **except for registered assistance dogs**, unless prior written permission has been obtained from DHI. Under no circumstances are animals permitted in the kitchen area.
-

17. Compliance with the Children Act 1989

- The Hirer shall ensure that any activities involving children under the age of 8 comply fully with the provisions of the **Children Act 1989**, and that **only fit and proper persons** with up-to-date **Disclosure and Barring Service (DBS)** checks supervise such activities. These requirements may also apply where children over the age of 8 or vulnerable adults are involved. DHI may request a copy of the Hirer's DBS certificates and Child Protection Policy at any time.
-

18. Compliance with the Equality Act 2010

- The Hirer shall comply with the **Equality Act 2010** and follow all relevant laws, ensuring inclusivity and non-discrimination at all times. The Hirer agrees to adhere to the hall's Equal Opportunities Policy, a copy of which is available on the hall noticeboard and on the DHI website.
-

19. Fly Posting

- The Hirer shall not engage in or permit **fly posting** or any other unauthorised advertising in connection with their event. The Hirer agrees to indemnify DHI against any legal action, claims or fines arising from a breach of this condition.
-

20. Sale of Goods

- If selling goods on the premises (excluding auctions), the Hirer shall comply with all **Fair Trading Laws** and relevant codes of practice. Prices of goods and services must be clearly displayed, alongside the organiser's name and address. Any advertised discounts must be based solely on the manufacturer's recommended retail price.
-

21. Film Shows

- The Hirer shall restrict access to age-restricted films in accordance with the **British Board of Film Classification (BBFC)** guidelines. The Hirer must also ensure they hold the appropriate **copyright licences** to screen films publicly.
-

22. Cancellation

- If the Hirer wishes to cancel their booking, they must do so in writing. Refunds are granted at DHI's discretion and may be subject to an **administration fee**.
 - **Main Hall cancellations** must be made at least **14 working days** before the event.
 - **Room hire cancellations** must be made at least **7 days** in advance.
 - DHI reserves the right to cancel a booking by written notice to the Hirer in the event of:
 - A. The premises being required for use as a **Polling Station**
 - B. Reasonable belief by DHI that:
 - i. The hire may result in a breach of these terms, licensing laws, or other statutory requirements
 - ii. Unlawful or unsuitable activities may take place
 - C. The premises becoming **unfit for use**
 - D. An **emergency** requiring the premises to be used as a shelter (e.g. for victims of flood, fire, snowstorm, etc.)
 - In these instances, a full refund will be given, but **DHI is not liable** for any other loss or damages incurred by the Hirer.
-

23. End of Hire

- The Hirer is responsible for leaving the premises and surrounding areas **clean, tidy, and secure**. All contents temporarily moved must be returned to their proper locations.
- Requirements for the Main Hall:
 - 80 stackable chairs; 30–40 fixed bench seats along side walls (2-high stacks only)
 - All folding tables to be returned to the Main Hall storage area, following posted instructions
 - Curtains to be operated using cord pulleys only
 - Chairs must be moved using the trolley provided and stacked neatly and safely on the designated racks

Waste and rubbish:

- The Hirer is responsible for **all rubbish** generated from their event, including that left in surrounding streets.

- If DHI bins are full, **rubbish must be taken away** — it may not be placed in bins belonging to neighbouring flats.
- No more than **10 rubbish bin liner bags** may be generated; excess will result in a fine.
- **Overstaying the booking period:**
- First 30 minutes: **£100**
- 31–60 minutes: **£150**
- 61 minutes and over: **£300**
- If additional areas (including the foyer) are used or opened, **the Hirer is responsible for cleaning them**, including any **cigarette butts outside the venue**. Failure to do so will result in charges being deducted from the deposit.

24. Noise

- The Hirer shall ensure that minimal noise is made on arrival and departure, particularly late at night and early in the morning. Excessive noise must be avoided after 10pm, and all music or amplified sound must cease by 11pm in compliance with licensing conditions.

25. Stored Equipment

- DHI accepts no responsibility for any stored equipment or other property brought onto or left at the premises. The Hirer is liable for any loss or damage.
- All equipment and property (other than approved stored equipment) must be removed at the end of each hire period, or additional charges will apply at the hire rate per day or part day until removal.
- DHI may exercise discretion in the following cases:
 - A.** Failure to pay storage fees or remove stored equipment within 7 days after the agreed storage period ends.
 - B.** Failure to remove any other property within 7 days after hiring. DHI may dispose of such items by sale or otherwise and charge the Hirer any associated costs.

26. No Alterations

- No alterations, additions, fixtures, or attachments (including placards or decorations) may be made to the premises without prior written approval from DHI. Any approved alteration or fixture may remain at the discretion of DHI after the hire period and will become DHI property unless removed by the Hirer, who must make good any damage caused by such removal.
-

27. No Rights

- This Hiring Agreement grants the Hirer permission only to use the premises and does not confer tenancy or any other right of occupation.
-

28. Dangerous and Unsuitable Performances

- Performances involving danger to the public or of a sexually explicit nature are prohibited.
-

29. Deposit, Administration Fee and Hire Payment

Booking requires payment of:

- The hire fee
- A deposit of £200 or £300 depending on the hall/room
- An administration fee of £50
- All payments must be made by cheque or bank transfer in advance. If the hire is within 14 days of booking, the deposit must be paid by bank transfer. All cheques will be cashed prior to the hire date.
- The deposit will be refunded within 21 days after the hire, subject to:
- No damage or loss to premises or contents
- No complaints regarding noise or disturbance
- Any deductions will be communicated. If costs exceed the deposit, the Hirer will be invoiced for the balance. The administration fee is non-refundable and non-transferable.

30. Car Parking

- DHI does not provide dedicated parking facilities. Vehicles parked on or near the premises do so entirely at the **owner's risk**.
- **The Hirer is fully responsible** for all parking arrangements related to their event and must ensure:
- Guests do not **double park or block in** other vehicles.
- **Traffic is not hindered in any way.**
- Vehicles do not park in **residential permit bays or restricted areas**.

Failure to comply will result in penalties, including but not limited to:

- Immediate loss of deposit
- Issuing of a fine

DHI reserves the right to contact the police or local council if a vehicle causing obstruction is not moved within 10 minutes.

31. Key Collection

- Keys must be collected from and returned to the Caretaker as instructed by the Booking Clerk, typically during the week prior to the hire date.
-

32. Facilities Included in Standard Hire

The following are included in the standard hire fee:

- **Main Hall:** 80 padded chairs, 14 round tables (approx. 5ft/145cm, seats 8), 6 rectangular tables (180cm x 75cm, seats 6).
 - **Kitchen:** 2 domestic kettles, stove/oven, 2 fridges, trays, 2 microwaves.
 - Additional tables or chairs are subject to a charge of £5 each and must be arranged prior to booking as these items are kept locked.
-

33. Facilities NOT Included in Standard Hire

- Projector (additional hire cost £30–£70 per booking)
- Glasses (to be supplied by the Hirer)
- Tea towels and rubbish bags
- Small jugs, glass water jugs, mugs, tumblers
- 6 urns
- Any other facilities not listed in Section 32
- All bookings require a meeting with a DHI representative at the premises to review facilities and seating options before confirmation.

Failure to comply with these conditions may result in forfeiture of your deposit.

- **Layout Recommendations for Main Hall Seating Capacity:**
- **Round Tables:**
8 x 5ft round tables seating 64 people, plus 2 x 2ft tables for 8 additional seats (max 80 comfortably).
- **Rectangular Tables:**
6 x 6ft and 2 x 2ft tables arranged in a horseshoe shape (2 at top, 3 down each side) seating up to 42 people.
- **Maximum Capacity Layout:**
Rectangular tables alongside benches with chairs outside; round tables in the hall centre.
- **6ft Rectangular Tables Herringbone Layout:**
10 tables seating up to 80 people (8 per table max, but more comfortably 6 per table for 60 total). Two additional tables can be used in the balcony or foyer, e.g., for buffet setup.

DHI – Brent Hub Hiring Agreement

FIRE SAFETY CHECKLIST

In the interest of fire safety, the following items must be checked and complied with by all hirers **prior to the start of the event**.

A layout plan of the Hall is available on the notice board between the two double doors at the building entrance or can be requested from the Booking Clerk.

Inside the Building

- All exits must be unlocked; bolts and keys removed.
- All exit doors must be tested to ensure they open freely. On double doors, both sides must be operable.
- Check that all illuminated fire exit signs are functioning.
- Identify locations of fire alarm break-glass call points and fire extinguishers, ensuring these are not blocked.
- Familiarise yourself with the fire safety routine.
- Layout of chairs and tables must not obstruct exit routes and should comply with the approved layout plan.
- Do not wedge open doors with self-closing mechanisms.
- Identify the nearest telephone or ensure a working mobile phone is available for emergency use.

Outside the Building

- Check that external lighting is working properly.
- Ensure all external escape routes are free from obstruction.
- Do not block exit doors from the outside.

After the Event

- Remove all rubbish and take it away with you.

- Switch off and unplug all electrical appliances where applicable.
- Secure all doors and windows before leaving.
- **All defects must be reported via the hall comments book or by email to: enquiries@brenthub.co.uk**

FIRE PROCEDURE

- The **Hirer is deemed the Responsible Person** and is in charge of the premises for the duration of the hire.
- In the event of a fire, instruct all persons to **evacuate immediately via the nearest emergency exits** and **muster** on the green area near Farwood Children's Centre (follow Hilltop Avenue beside Brent Hub). Conduct a roll call.
- **Call 999 immediately**, no matter how small the fire.
Address to give:
Brent Hub Community Enterprise Centre, 6 Hillside, Stonebridge, London NW10 8BN
- Do **not allow anyone to re-enter** the premises under any circumstances.
- On arrival of the fire brigade, report to the Officer in Charge and confirm the roll call or notify them of any missing persons and their last known location.
- Use of fire extinguishers is at your own risk and **only if it is safe to do so** – DO NOT take unnecessary risks.
- After taking the above steps, if safe to do so, **inform the Centre Manager at 020 3904 1994/ 07949 738 614**.
- All incidents, however minor, must be recorded in the hall comments book or reported to DHI.
- **Assembly Point Location:**
35 Farwood Avenue, Stonebridge, London NW10 8DX

COMPLAINTS PROCEDURE

DHI Brent Hub – Standard Conditions of Hire BH (Brent Hub) | DHI (Destiny House International CIO) Updated: July 2025

- All complaints must be submitted **in writing** (email or letter) to the Booking Clerk, including the complainant's full name and address. Complaints will be acknowledged in writing and presented to the DHI Committee at their next scheduled meeting. If the matter is urgent, the Chair may convene an emergency meeting.
 - A written response outlining the Committee's decision will be issued within **7 days** following the meeting. DHI may, at its discretion, invite the complainant to attend the meeting to present their case in person.
-

▪ **END OF HIRE – REQUIREMENTS**

- **In Hirer's Cupboard (Cleaning Equipment Provided):**
 - Broom
 - Dustpan and Brush
 - Hoover
 - **Yellow Mop** – For cleaning clinical areas ONLY (do not use otherwise)
-

• **KITCHEN**

- Empty bin and **remove all rubbish** (take it away with you)
 - Clean oven, hob, microwave, and wipe all surfaces
 - Switch off oven switches and electric sockets
 - Report any breakages in the hall comments book
-

• **MAIN HALL**

- Return **80 grey foldable chairs** to designated area (max. 5 per stack)
- Return **16 cleaned fold-up tables** to the Main Hall storage area (safely stacked)

- Sweep the floor
 - Close all windows and doors; use cord pulleys to close curtains
 - Switch off all lights
 - Report breakages or issues in the hall comments book
 - Lock/secure all entrances as instructed
-

- **ALL AREAS**
 - **All rubbish must be removed by the hirer** – rubbish left behind will incur a disposal fee
 - Rubbish may only be placed in designated bins or taken off-site – overfilling or use of residents' bins is not allowed
 - **Return keys as instructed at end of hire**
 - Deposits will be returned within **21 days** of your hire, provided all conditions are met.
-