

Regular Bookings and our Conditions of Letting

We have, and will continue to allow, our customers to make advanced repeat bookings in order that, within reason, they can publish their events to occur on the same day and time with little or no interruption to their planned schedules.

This provision varies the basic interpretation of our Conditions of letting shown below:

An account for the total hiring charge will be sent to the Hirer as confirmation of the booking.

This account should be paid within seven days prior to the date of the function.

The hirer will be liable to pay the total hire charge if the booking is cancelled by him/her, except that if the cancellation occurs more than twenty-eight days prior to the date of the function the liability of the hirer will be limited to 50% of the total cost.

For customers who make regular block bookings we understand and allow changes to be made to bookings that may have been made 'in advance'.

Over time we have accepted customer requests for a variety of different invoice periods - however the guiding principle is still that, as with any other customer, payment should be made before the hire.

To help make our administration as efficient as possible and reduce the time spent checking on changes and payments we invoice all customers Monthly in advance for each month's bookings.

So, even if you book a year ahead, to guarantee your regular 'slots', we will present you with one invoice for each month.

Invoices will be raised and sent out ~28 days in advance to provide you with sufficient time to check your previously booked dates and times.

As per the conditions of letting the invoice should be paid 7 days prior to the first date shown on your monthly invoice.

Each customer should make their own arrangements to cover their bookings in the event of problems - with cancellation as a last resort.

Please ensure that whoever deputises, or provides cover in your absence is aware of your and their responsibilities under the 'conditions of letting' which includes being aware of the fire and safety procedures.

We can only continue to offer this level of support to customers who accept and follow these procedures - included in the documentation and links we provide with each Booking Acknowledgement and Proforma Invoice.

Please can you ensure that you fill in the Booking Acceptance Form each time we send your acknowledgement.

The Booking Acceptance needs to be completed once for each Proforma document, (not for each date or set of dates on the document), to confirm your intention to honour these dates. It becomes the 'contract' covering your dates with us.

For cancellations and changes please use the published **Booking-Admin@Meetings-CAVH.org.uk or telephone 01246-912464** to ensure we can deal with your request in a proper manner.

Should it become necessary for you to change or cancel a booking *¹that is shown on an invoice that has already been raised, or, that you may have already paid for, (i.e. within the current month), then a Credit Note will be raised that can be used in full or part payment of a future invoice.*

¹ The wording on this paragraphs was superseded on the 12th November 2024 to cover our Credit Note process:

- i. Should it become necessary for you to change or cancel a booking you have already paid for, (i.e. within the current month), then a credit will be included on your next invoice.

Should this happen in your last invoice month, (i.e. your current set of bookings is ending and no more are to follow), then we will raise a credit for the amount involved.

Our Conditions of Letting do not imply any rights to make changes to or cancel all or part of any advanced bookings. The committee is aware of the benefits to the Village Hall and its hirers to have these long term arrangements in place and would only consider invoking the cancellation clause if it felt the arrangement was being abused.

Unreasonable cancellations cost all parties the income from the unused booking.

If in doubt please discuss this with us.