

# Martlesham Heath Pavilion

## Hiring Fees Payment Policy

### 1. Introduction

This policy sets out how the different booking fees are levied for hiring Martlesham Heath Pavilion, what deposits are required and invoicing periods for regular hirers. The purpose of the policy is to ensure orderly payments are made on time with as little inconvenience to hirers as possible, whilst mitigating the time and costs associated with collecting hiring fees when problems arise.

### 2. Regular and Casual Hirers

There are two classes of hirer:

- Casual hirers are those who wish to hire the Pavilion on an ad hoc basis, perhaps for a single or a small number of events.
- Regular hirers are those who wish to book multiple dates for sessions of the same duration and typically on the same times and days of the week. These hirers may need the Pavilion on a weekly, fortnightly or monthly basis or some other frequency, but there is a consistency to their bookings and they are expected to remain as regular hirers throughout the year if their venture is successful.

Payment of hiring fees varies for each type of user as set out below.

### 3. Casual hirers

Casual hirers are required to pay the booking fees in advance when they book their date(s). They are also required to pay a £50 deposit (cheque preferred) in case of damage to the premises or any need for additional cleaning.

One week after the booking date, if no problems have been reported to the Booking Secretary, the deposit cheque will be destroyed. Alternatively the cheque may be returned to the hirer if previously requested and on payment of a £1 admin fee, which must have been paid with the hiring fee. Hirers will be contacted, if there has been a problem with the premises during their hire, before their deposit or part of it is withheld.

### 4. Regular hirers

Regular hirers have all their dates pre-booked in the bookings calendar for a number of months, up to one year ahead. The Booking Secretary then invoices them at regular intervals.

All payments may be made by bank transfer (preferred) or cheque. Invoices must be paid within 14 calendar days of issue of the invoice unless an extension is agreed with the Booking Secretary (e.g. if a club's treasurer is on holiday).

# Martlesham Heath Pavilion

## Hiring Fees Payment Policy

Invoices will normally be issued quarterly, in arrears. However, for new hirers, where their quarterly bill would normally exceed £100, they will initially be invoiced monthly. If payments during the first six months are made promptly, the period will be extended to quarterly invoicing.

If any hirers are persistently late in their payments without prior agreement, requiring the Booking Secretary and others to need to chase up their payments, an administrative fee of £25 will be levied and the hirer may be asked to make monthly payments until their payments become more reliable.

### **5. Hiring Rates**

Details of the criteria for determining which hiring rates apply are set out in the Pavilion's Hiring Rates Criteria Policy. The hiring rates which currently apply can be found on the Pavilion's website or by contacting the Booking Secretary.