



GLASTONBURY TOWN COUNCIL

Town Hall  
Magdalene Street  
Glastonbury  
Somerset  
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[www.glastonbury.gov.uk](http://www.glastonbury.gov.uk)

## Venue Hire Policy

22 July 2026

1. This policy sets out the procedure and terms & conditions for the hire of premises belonging to Glastonbury Town Council with the aim of providing a fair and transparent process for hirers.
2. Glastonbury Town Council does not permit its premises to be used for illegal or immoral purposes.
3. Glastonbury Town Council has the right to refuse or cancel any booking at any time without stating a reason, but will in all cases act reasonably.
4. All bookings will be subject to availability and confirmation from Town Council officers, in line with the terms and conditions as agreed by the Property and Assets Committee.
5. Dates for bookings of all kinds are held in the calendar for 7 days. After 7 days have passed the booking shall be confirmed and invoiced, or the date removed from the calendar.
6. If a booking is to take place within 7 days of the enquiry, the booking is to be confirmed and invoiced on the day of the enquiry.
7. All hirers shall pay the hire charge or deposit upon receipt of their invoice.
8. Hire charges for each year commencing 1 April will be set by the Property and Assets Committee of Glastonbury Town Council and will be payable by all events on or after 1 April.
9. Councillors may use the premises free of charge for meetings, consultations, surgeries, *etc.* during the working week (09:00 to 17:00 Monday to Friday) where the use is solely connected with their role as a Glastonbury Town Councillor.

## **TERMS AND CONDITIONS OF HIRE**

The Agreement with the Council for the hire of the room is subject to the Hire Conditions.

### **1. UNDERTAKING OF THE HIRER**

The hirer undertakes and confirms that they have read and understood the Hire Conditions.

### **2. THE HIRER**

The hirer shall be aged 18 years or older.

### **3. DEPOSIT**

If the date of the booking is in a future financial year, 25% of the event value quoted as per the most up to date scale of charges will be paid by the hirer upon receipt of an invoice, as a deposit.

Upon receipt of the outstanding balance via an invoice when the new scale of charges is known, the balance shall be paid before the date of the booking.

### **4. PAYMENT**

In advance of the date of the booking, on receipt of an invoice, the full fee for the hire in accordance with the scale of charges must be paid.

### **5. CANCELLATION**

Will be subject to the following:

- >30 days notice of cancellation, the hire fee will be refunded LESS a £25 admin fee. For bookings that are less than £25, 75% of your booking amount will be refunded.
- 30 days < 15 days or more notice of cancellation, 75% of the hire fee will be refunded;
- 14 days < 8 days notice of cancellation, 25% of the hire fee will be refunded;
- 7 days or less notice, no refund will be offered.

The Council may cancel the hiring at any time without stating a reason and, if so, the Council shall refund to the hirer all monies paid by them to the Council.

The hirer agrees that the Council will not be liable for any other expenditure incurred, or loss sustained directly or indirectly by the hirer arising from the cancellation.

## **6. SUPERVISION BY THE HIRER**

The hirer undertakes to be present, or to arrange for sufficient adult representation to be present throughout the period of hire to ensure compliance with the Hire Conditions. The Town Council's officers, may at their discretion following an assessment of the risks associated with the event, insist that the hirer provide qualified Security through a firm approved by the Town Council.

## **7. RESPONSIBILITY OF THE HIRER**

The hirer shall throughout the period of hire be responsible for:

- The supervision of the use of the room and the care of its fabric and contents.
- Ensuring that the room (including the kitchen, kitchen appliances, crockery and toilets, as appropriate) is left clean and tidy with rubbish taken away by the hirer at the end of the hire period.
- The Town Hall and Tribunal are dog-friendly venues, providing that all dogs are kept on leads. No other animals are to be brought on to the premises without prior consent of the Town Council's officers.

## **8. RISK ASSESSMENT**

The hirer shall prior to commencement of the event for which the room has been hired complete a Risk Assessment and shall, upon request, provide this to the Town Council's officers. The hirer shall be solely responsible for ensuring that a full and adequate Risk Assessment is carried out.

## **9. FIRE REGULATIONS**

The hirer shall:

- Prior to the start of an event, indicate to the attendees the fire exits and the Assembly Point. The Assembly Point for the Town Hall and St Dunstan's House is in the Town Hall car park by the telegraph pole. The Assembly Point for the Tribunal is at the Market Cross.
- At all times ensure that the 'Emergency Exit' Signs (if any) are kept illuminated and are not covered.
- Ensure that all access routes, fire extinguishers and firefighting apparatus are kept clear of obstructions.
- Ensure that no highly flammable substances are brought into the room.
- Upon any outbreak of fire, however slight:
  - Sound the alarm
  - Call the Fire Brigade
  - Evacuate the room by the shortest practical route, closing all doors when the room is cleared

## **10. USE OF THE VENUE(S)**

### **The hirer shall not:**

- Use the venue for any purpose other than that stated in the Booking Form.
- Sub-hire the venue, save for charging stall holders a fee.
- Use or allow the venue to be used for any unlawful purpose.
- Do anything or bring in to the venue anything which might endanger the room or the building or any user of the room or the building or render invalid any insurance policy effected by the Council.
- Permit or allow any illegal drugs to be brought into the venue.
- Permit or allow smoking or vaping in the room, in the building, or within the curtilage of the building.
- Permit the use of any naked lights or flames in any part of the room or the building, save for those contained in a suitable lantern for which the hirer has sought permission in advance of the event from the Town Council's officers.
- Make any alterations to the venue and ensure that no fixtures or other articles are to be attached in any way to any part of the room or interfere with any wifi, electrics, or other equipment and infrastructure on the premises.
- Use any type of adhesive such as tape, tac, or glue on the walls or furniture
- Use smoke machines, fireworks, pyrotechnics, or any such similar equipment.

### **The hirer shall:**

- Ensure that any area not directly hired such as entrance ways and/or stairwells are kept clear at all times.
- Make any and all arrangements in regard to catering with a private contractor.
- Ensure that in the event of a licensed bar being provided that this closes not less than 30 minutes before the end of the event.
- Gain consent of the Town Council's officers for any filming on, or broadcasting of, any event on the premises.
- Give free access to the Town Council's officers, all areas during the period of hire for any reasonable purpose whatsoever.
- Ensure that their event has concluded and all equipment has been removed by the final time on the application to hire / booking form.
- Follow any and all supplementary directions given by the Town Council's officers in respect of the room(s) that have been hired.

## **11. SAFEGUARDING OF CHILDREN AND VULNERABLE ADULTS**

The hirer must ensure that any activities for children and vulnerable adults comply with the current legislation in that regard and that only fit and proper persons have access to children or vulnerable adults.

Safeguarding policies and the implementation thereof are the responsibility of the hirer and copies of relevant policies, procedures, and risk assessments are to be provided to the Town Council's officers.

## **12. INSURANCE**

The Council does not provide any insurance for events at our venues, hirers must source their own insurances and provide proof of this insurance to the Town Council's officers.

## **13. INDEMNITY**

The hirer shall indemnify and keep indemnified:

- The Council for any damage (including accidental or malicious damage) done during the hire period to the room including any part of the curtilage or the building or its contents. The cost of such damage shall be certified by the Town Clerk whose decision shall be final.
- All claims, losses, damages and costs made against or incurred by the Council, its employees, agents or invitees in respect of damage or loss of property or injury to persons arising out of the hirers use of the room or of any equipment of whatever nature provided by the Council for the hirers use.
- The use of any equipment provided by the Council is at the risk of the hirer and the Council will accept no liability or responsibility for it unless any damage to it is caused solely by the negligence of the Council or its employees.

## **14. LEGISLATION**

The hirer shall comply and observe with the terms, conditions and requirements of any Act of Parliament, Statutory, Instrument or Regulation under which the room may be used and shall not do or permit to be done, or permitted in or about the room any sort of thing which would be a breach of any such Act of Parliament, Statutory Instrument or Regulation.

## **15. SERVICES PROVIDED BY THE COUNCIL**

The Council will:

- Throughout the hire period provide toilet facilities, normal heating and normal lighting of the room (but not further or otherwise) hot and cold water but shall not be responsible for any failure thereof or defect to the heating and/or lighting or for anything which prevents the supply of hot and cold water or loss or damage resulting there from, unless due solely to the negligence of the Council or its servants or agents.
- Provide one parking space (for the hirer) in the car park adjoining the Town Hall in the marked spaces only, at the owner's own risk and is subject to availability. All other parking must be signposted for local car parks.
- Arrange the room and all furniture according to the specification and layout agreed with the hirer.

## **16. NOISE, MUSIC, ELECTRICAL EQUIPMENT**

The hirer shall ensure:

- That all conditions of the venue's licence are adhered to.
- That the minimum of noise is made on arrival and departure particularly when late at night or early in the morning.
- That any provision of music is to be kept to a noise level which does not cause any nuisance or disturbance to other occupiers of the building or neighbouring properties.
- That no amplifiers, musical instruments or associated equipment are to be connected to the mains electricity supply or used without the prior permission of the Council and without the provision of RCD circuit breakers.
- That any electrical equipment or appliances brought by the hirer into the room and used there are safe and PAT tested (where applicable), in good working order and used in a safe manner in accordance with any relevant legislation.
- That any extension leads used should be completely unwound, laid, and covered so as not to cause a trip hazard.

## **17. ACCIDENTS**

The hirer must report to the Council's staff as soon as practically possible:

- Any failure of equipment provided by the Council.
- Any injury or accident involving injury to any member of the public or attendee at the event and complete the relevant sections in the Council's Accident Book.

## **18. DAMAGE**

The hirer shall be responsible for and pay to the Council, on demand, the amount of any damage done to any part of the venue being used by the hirer or the organisation they represent. The amount of such damage shall be certified by the Council whose decision shall be final except that in the case of any claim for damage amounting to more than £100 the hirer shall have the right to an independent assessment of the amount of such damage at their own expense.

## **19. COPYRIGHT**

The hirer shall be responsible for ensuring that no breach of any copyright shall occur and shall pay any fee in respect of copyright to the owner or to the Performing Rights Society Limited / Music Alliance which may be necessary. The hirer will be responsible for completion of forms required by the Performing Rights Society / Music Alliance or such other forms as may from time to time be required by the Council or any other person or body.

## **20. THIRD PARTY RIGHTS**

None of the provisions of this Agreement are intended to or will operate to confer any benefit pursuant to the Contracts (Right of Third Parties) Act 1999 or a person who is not named as a party to this Agreement.

## **21. NO RIGHTS**

This Agreement constitutes permission only to use the Premises and confers no tenancy or other right of occupation to you.