

## **Statement for External Users**

We reserve the right to refuse or cancel any booking without penalty or liability if it is deemed that the purpose of hire is not appropriate, or different to the nature of session declared upon booking. In such situations we will give as much notice as possible and refund any sum paid by you. Bookings may be subject to an internal decision-making process before acceptance.

In the case of long-standing or regular bookings, we reserve the right to cancel or amend individual occurrences if the room or building is required under other circumstances. In such situations we will give as much notice as possible and if rearranging is not possible, you will not be charged for the cancellation.

All bookings are non-transferrable and must not, under any circumstances, be sold or otherwise transferred to a third party.

External providers will need to provide appropriate risk assessments and insurance suitable for their session on acceptance of room booking. Session leaders must understand the needs of their group members and any obligations and responsibilities. The John Burns Foundation will not be responsible for the quality or safety of any sessions held by those people / businesses booking our rooms.

Please be aware we are a charitable organisation and as such we run group sessions in and around the building which may cause noise and disturbance. We try and reduce the impact of this where possible but cannot guarantee that there will not be noise in other parts of the building. If you have any specific concerns relating to this point, please get in touch to discuss further.

Please be aware that we do have a community therapy dog and run dog-based activities at times, so we cannot guarantee the building will be dog-free during your visit. If you have any concerns regarding this, please get in touch to discuss. For health and safety reasons, except for assistance dogs, we regret that users cannot bring their own dogs onto site for group or individual activities without management approval unless the activity specifically requires dogs to attend.

Discount may be offered to certain groups who meet our charitable objective of improving services within the community. This will be at the discretion of The John Burns Foundation and will be subject to approval by management.

### **Bookings which will be refused or cancelled:**

- Anything unlawful
- Anything that may jeopardise or harm the reputation of The John Burns Foundation or Burns Pet Nutrition
- Anything which conflicts with the values/ ethos/ ethics of The John Burns Foundation or Burns Pet Nutrition

### **Bookings which must be approved by management prior to acceptance:**

- Any sessions of a political or religious nature
- Weekend / evening bookings (these must be financially viable)

### **Applicable to Unsupervised Users only**

At the discretion of The John Burns Foundation management, we are happy to be able to offer unsupervised use of Canolfan Johns Burns Centre to users we have developed a working relationship with.

Any unsupervised use must be pre-approved with the understanding that fire safety responsibilities pass to those in charge of activities conducted within the building. We will offer any approved, unsupervised users fire safety training, to clearly establish:

- your legal duties
- the layout of the building
- the fire safety provisions
- the duties of other responsible persons with the premises

This statement and responsibility will only apply when **no member** of The John Burns Foundation staff is present.