



Booking Terms and Conditions



- Hirers and users are expected to show respect for our premises and staff, as well as the various groups who use them. Young children are also present on our premises
- Please make sure you have carried out an appropriate risk assessment for your booking requirements including Health & Safety and Fire Procedures.
- All Hired rooms (including kitchen facilities where applicable) should be left in the condition they are found at the start of the booking, otherwise a cleaning charge will be incurred.
- First Steps (Bath) accepts no liability for loss or damage to any property that is brought on to any of our sites.
- Time for setting up and clearing away must be allocated for within the allowed booking and rooms must be vacated by the stated finish time

Payments

- Payments should be made in advance, by cash, bank transfer, a cheque made payable to First Steps (Bath), or by card; either in person, or over the phone unless payment terms have been agreed.



Booking Cancellations



- If a cancellation is confirmed at least 2 working weeks before the scheduled event date, no cancellation charge will be incurred and payment will be returned. However, if a cancellation is confirmed with less than 2 weeks' notice a £25 administrative fee will be charged or the full room hire cost, which ever is the lower.
- If a booking is cancelled due to First Steps (Bath) not being able to accommodate changes that a client has made, payment for the booking will be returned, but a £25 administrative fee will be charged.
- Any charges First Steps (Bath) incur due to the cancellation of a booking will be charged to the hirer (this includes refreshment & staff charges).

Damages and Loss

- Any damage to or loss of First Steps (Bath) property will be charged accordingly to the hirer.

