



Al Rahmah Community Centre

Serving the Community with Compassion & Excellence

10 Grovepark Pl, Glasgow, G20 7NG | info@al-rahmah.org | www.al-rahmah.org.

TERMS & CONDITIONS OF FACILITY USE

Al Rahmah Community Centre, Glasgow — Effective: May 2026

These Terms & Conditions govern the hire and use of all facilities at Al Rahmah Community Centre ('the Centre'). By booking or using the Centre's facilities, the hirer ('you') agrees to be bound by these terms in full. Please read them carefully before submitting a booking.

1. GENERAL USE & ELIGIBILITY

1. The Centre's facilities are available for hire to individuals, community groups, registered organisations, and businesses subject to availability and approval by Centre management.
2. Hirers must be aged 18 or over. A responsible adult must be present and in charge throughout any event or activity involving minors.
3. All bookings must be made in advance and confirmed in writing by Centre staff. Verbal agreements do not constitute a confirmed booking.
4. The Centre reserves the right to refuse or cancel any booking without providing reasons, particularly where use may conflict with the Centre's values or policies.

2. BOOKING & PAYMENT

1. A completed booking form must be submitted along with a non-refundable deposit (typically 25% of the total hire fee) to secure a reservation.
2. The remaining balance must be paid in full no later than 7 days before the date of hire, unless agreed otherwise in writing.
3. Bookings are not confirmed until a written confirmation is issued by the Centre and the deposit has been received.
4. Hire fees are published on the Centre's website and are subject to change. The fee agreed at the time of booking will apply.

3. CANCELLATION & REFUND POLICY

The following cancellation terms apply unless otherwise agreed in writing:

- Cancellation more than 14 days before the event: full refund of any balance paid (deposit non-refundable).
- Cancellation 7–14 days before the event: 50% of the total hire fee is forfeited.
- Cancellation less than 7 days before the event: the full hire fee is forfeited.
- No-shows on the day will be charged the full hire fee.

The Centre reserves the right to cancel a booking due to unforeseen circumstances (e.g., emergency maintenance, safety concerns). In such cases, a full refund including deposit will be issued.



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4. CONDUCT & RESPONSIBILITIES

1. The hirer is responsible for the orderly conduct of all attendees and must ensure that activities are lawful, respectful, and appropriate for a community setting.
2. All users must treat staff, other hirers, and members of the public with dignity and respect. Abusive, threatening, or discriminatory behaviour will result in immediate removal and possible reporting to authorities.
3. The Centre operates in accordance with Islamic values. All activities must be lawful and consistent with the Centre's ethos. Activities that conflict with these values (e.g., gambling, alcohol consumption, or inappropriate mixed-gender arrangements) are strictly prohibited.
4. Noise levels must be kept reasonable and must not cause a nuisance to neighbouring properties. The Centre management's decision on acceptable noise levels is final.
5. The hirer must ensure the room/space is vacated punctually at the end of the booking period. Additional time will be charged at the standard hourly rate.

5. ALCOHOL, SMOKING & PROHIBITED SUBSTANCES

1. The consumption, sale, or possession of alcohol or illegal substances on the Centre premises is strictly prohibited.
3. Breach of this section may result in immediate termination of the hire, forfeiture of all fees, and referral to the police where appropriate.

6. DAMAGE, LOSS & LIABILITY

1. The hirer accepts full responsibility for any damage caused to the Centre's property, fixtures, fittings, or equipment during the period of hire.
2. Any damage must be reported to staff immediately. The cost of repairs or replacement will be charged to the hirer.
3. The Centre does not accept liability for loss, theft, or damage to the personal belongings of hirers, guests, or attendees.
4. Hirers are strongly advised to take out adequate public liability insurance covering their event. The Centre may require evidence of such insurance for larger events.
5. Al Rahmah Community Centre's liability to the hirer shall be limited to the hire fee paid. The Centre is not liable for indirect or consequential losses.

7. HEALTH & SAFETY

1. The hirer must familiarise themselves with emergency exits, fire evacuation procedures, and first aid locations. This information is displayed throughout the Centre.
2. Maximum capacity limits for each room must not be exceeded under any circumstances.
3. The hirer must conduct a brief risk assessment for their activity and take reasonable precautions to prevent accidents or injury.
4. Any accidents, injuries, or near-misses must be reported to Centre staff immediately so that an incident report can be completed.
5. No candles, open flames, fireworks, or similar items are permitted on the premises without prior written approval from Centre management.



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8. CATERING & FOOD

1. All food and drink brought onto or prepared on the premises must comply with halal standards. Non-halal food is not permitted anywhere within the Centre.
2. Hirers wishing to use the Centre's kitchen facilities must request this as part of their booking. Additional charges may apply.
3. The hirer is responsible for clearing all food waste and ensuring kitchen/catering areas are left in a clean and hygienic condition.
4. External caterers must be approved in advance by Centre management and must hold a valid food hygiene certificate.

9. DECORATION & SETUP

1. Hirers may decorate the hired space with prior agreement from the Centre. Decorations must not be fixed to walls, ceilings, or fittings using nails, screws, or any adhesive that may cause damage.
2. All decorations must be removed at the end of the hire period. Any materials left behind may be disposed of and a cleaning charge applied.
3. Access for setup is only permitted from the agreed start time of the booking. Early access must be requested and confirmed in writing.

10. SAFEGUARDING & CHILD PROTECTION

1. Al Rahmah Community Centre is committed to safeguarding the welfare of children and vulnerable adults. All hirers must support this commitment.
2. If activities involve children or vulnerable adults, the hirer must ensure that appropriate PVG checked adults are present and that adequate supervision is maintained at all times.
3. Any concerns regarding child welfare or safeguarding must be reported immediately to Centre staff.

11. DATA PROTECTION

1. Personal data collected during the booking process will be held securely by the Centre in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
2. Data will only be used for the purpose of managing your booking and Centre communications. It will not be shared with third parties without your consent unless required by law.

12. AMENDMENTS TO THESE TERMS



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Al Rahmah Community Centre reserves the right to update or amend these Terms & Conditions at any time. The version in effect at the time of booking confirmation will apply to that booking. The latest version is always available at the Centre's reception and on the website.

13. GOVERNING LAW

These Terms & Conditions are governed by the laws of Scotland. Any disputes shall be subject to the exclusive jurisdiction of the Scottish courts.

HIRER AGREEMENT

By signing below, I confirm that I have read, understood, and agree to be bound by these Terms & Conditions.

Full Name: _____	Date: _____
Organisation (if applicable): _____	Contact Number: _____
Signature: _____	Email: _____

FOR CENTRE USE ONLY

Booking Ref: _____ Date Received: _____ Approved by: _____