

FREEBRIDGE COMMUNITY HOUSING GUEST ROOM BOOKING FORM

'Dear Sir / Madam thank you for enquiring about the hire of a Guest Room at one of our 17 Sheltered Schemes. Please be aware, not all of our 17 Sheltered Schemes have Guest Rooms available, Prince Henry Place and Southfields do not offer this facility.

If you wish to book a room, please read the Terms and Conditions of this booking form and complete and sign all forms to confirm your acceptance.

Both the Booking and Terms and Conditions forms must be returned to Freebridge Community Housing at least 14 days before the booking is due to commence. Once we have received your booking, we will respond within 7 working days (Mon-Fri) to confirm if the Guest Room is available for hire on the dates you have requested. Freebridge Community Housing will then invoice you for payment.

Please return forms to: guest.rooms@freebridge.org.uk

By Post – FA0 Guest Rooms, Freebridge Community Housing, Juniper House, Austin Street, King's Lynn, Norfolk, PE30 1DZ

Name of the Hirer/or "Responsible person":

I have read through and agree to abide by the Terms and Conditions.

Signature 1:

Signature 2:

Print name:

Print name:

Date:

(Continued)

TERMS AND CONDITIONS

- 1. BOOKINGS:** You must be at least 18 years old to make a reservation for the use of our Guest Rooms, anyone under the age of 18 years must be accompanied by an adult when staying in our Guest Rooms. All booking applications must be in writing on the booking form provided. Freebridge Community Housing should receive the Guest Room Booking Form at least 14 days before the booking is due to commence. The Guest Rooms are available for booking 365 days a year including bank holidays. Once we have received your booking, we will respond within 7 working days (Mon-Fri) to confirm if the Guest Room is available for hire on the dates you have requested. In the event of an urgent need for your stay, please contact our Customer Services team on 03332 404 444, please ask to speak to the Support Advisor of the Sheltered Scheme you wish to visit. Please be aware, Freebridge Community Housing will require you to complete a booking form. Once your Guest Room Booking Form has been received and the availability of the hire date(s) have been checked, Freebridge Community Housing will contact you to confirm your booking. In the event your exact dates are not available, alternative dates will be offered.
- 2. ARRIVAL & DEPARTURE:** The Guest rooms are available from 14:00pm on the arrival date and rooms must be vacated by 11:00am on the day of departure. On your departure of the guest room please ensure all doors and windows are closed/locked, all lights and other non-essential electrical appliances are switched off and plugs are removed from the sockets where practical and applicable. Please ensure you return the keys/fobs provided to you by placing them in the Post Box, or Letter Box located outside Scheme Managers Offices .
- 3. KEYS:** The Support Advisor of the Sheltered Scheme you wish to stay at, will contact you to arrange delivery of the keys before your stay.
- 4. PAYMENT:** Freebridge Community Housing needs to have received payment before the keys to the Guest Room are given to the person booking the room and at least 3 working days before the booking is due. You will receive an invoice which will include details of how to pay. **Please note:** we can only accept payment through cheque or banks transfer. We are unable to take payments via telephone or in cash, for Guest Room Bookings.
- 5. FIRE SAFETY:** The fire alarms are regularly checked at all of 17 Sheltered Schemes. Each guest room will have fire instructions that are applicable to the individual scheme; these are located on the inside of the Guest Room door. It is important you are aware of the instructions during your stay.
- 6. SMOKING:** Freebridge Community Housing operates a no smoking policy inside its buildings, if you do wish to smoke during your stay, you are able to do so only within the designated smoking areas located outside of the building.
- 7. ALCOHOL:** These are not licensed premises and no alcohol can be sold thereon without a licence from local authority (The Borough Council of King's Lynn & West Norfolk). Alcohol can be consumed within your room but we ask you to drink responsibly and not to offer or facilitate the drinking of alcohol by those under 18 years of age.
- 8. LIABILITY:** Freebridge Community Housing shall not be liable for any injury (including injury resulting in death), damage, or loss of property, which shall or may occur to, or be sustained by any person during your stay, except injury or damage due to the neglect of Freebridge Community Housing or its representatives.
- 9. PARKING:** The hire of the premises does include the use of the parking facilities, however parking spaces are limited and unallocated. Sheltered Schemes including Windsor Park, Emmerich Court and Horsleys Court require Parking Permits to park on site. Tenants living on these Sheltered Schemes, will have access to Parking Permits. Please ensure you arrange a parking permit with the tenant(s) you are visiting to avoid parking tickets during your stay.

10. ACCIDENT REPORTING: Please report any accidents to Freebridge Community Housing via our Customer Services team on 03332 404 444.

11. PROPERTY: Freebridge Community Housing accepts no responsibility for any goods, equipment, property etc, whether in use, left or stored at the premises.

12. RULES TO BE ADHERED TO:

- No Naked Flames – (Candles etc.) are used during period of hire.
- No Illegal Substances are used or brought onto Freebridge Community Housing premises.
- Any spillages must be promptly cleaned up to avoid hazards.
- No animals are permitted in any part of Freebridge Community Housing premises except those designated under Health & Safety regulations as being assistance to disabled persons.
- All breakages or damage caused are reported to Freebridge Community Housing.
- Furniture or any other items belonging to Freebridge Community Housing are not permitted to be taken out of the building.
- No posters, decorations etc, are to be fixed to walls without consent from Freebridge Community Housing. If redecoration is required through non-adherence to this rule, the charge for decoration will be passed onto the hirer of the Guest Room.

13. CANCELLATION: If you need to cancel a booking(s) please contact Freebridge as soon as possible. No cancellation fee will apply to any booking(s) cancelled 5+ days prior to the date of you stay. Any booking(s) cancelled later than this means you may be subject to a charge.

- In the event that Freebridge have to cancel your booking for any reason. We will provide a full refund.

Freebridge Data Protection Privacy Statement: We take your privacy seriously and you can find out more about your privacy rights and how we collect, use, share and secure your personal identifiable information (“personal information”) by referring to our Privacy Notice which can be found on our website (<http://www.freebridge.org.uk/documents/Privacy-Notice-Placesaping.pdf>) or by requesting a hard copy from us.

How we use your personal information will depend on the services we provide to you. However, we obtain your personal information so we may conduct our normal business operations as a registered social housing provider.

The Privacy Notice provides information about how we use your personal information with effect from 25th May 2018 and updates any previous information we have provided about using your personal information.

If we make any significant changes affecting how we use your personal information, we will make changes to the Privacy Notice, and we will contact you to inform you of these changes.

Our Data Protection Officer (DPO) provides help and guidance to make sure we apply the law to the processing and protection of your personal identifiable information. Should you have any questions about how we use your personal identifiable information, our DPO can be reached by writing to us and addressing your letter to: Data Protection Officer, Freebridge Community Housing, Juniper House, Austin Street, Kings Lynn, Norfolk PE30 1DZ; or Email us at: DataProtectionOfficer@freebridge.org.uk