



Kidsgrove Town Council

Victoria Hall Lettings and Concession Policy

Responsible Officer:	Town Clerk
Draft:	July 2025
Approved:	24 th July 2025
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Scheduled Review	July 2028

All policies are on a scheduled review but can be updated anytime due to best practice or legislation changes

1. Introduction and General Policy

- a. Kidsgrove Town Council is responsible for the ownership, upkeep and use of the Victoria Hall and its various rooms. These include the main hall, refreshments room, kitchen and Council chamber (chairman's room).
- b. The Town Council wishes to manage the facilities such that they provide an affordable option for both private events and community functions whilst being mindful that letting income should assist with overheads and maintenance costs preserve the building for future generations.
- c. Events which lose money are effectively subsidised by the council tax paying residents of Kidsgrove. As such, the Council draws careful distinction between business users, private functions and community events.
- d. Letting of facilities is managed through the Town Council office, who will follow the guidance provided in this policy with respect to determining which users groups are permissible and deciding the appropriate rate for the hire.
- e. The Council is mindful of equality in its treatment towards different groups especially when granting concessions.
- f. The Town Council reserves the right to set aside the main hall or meeting rooms for its own use or for the use of its partners for the progression of Council business meaning that some time slots will be unavailable.

2. Responsibilities

- a. The Council as a body is responsible for the management of the hall and other rooms.
- b. The Council has delegated the responsibility of management to the Finance and General Purposes Committee.
- c. The day-to-day management of managing bookings, as defined in this policy, are further delegated to the Town Clerk.
- d. The Clerk is not delegated to make decisions around hall hire and concessions if not defined in this policy or in the scheme of delegation to be found in the management plan.
- e. Individual councillors, including the Mayor, cannot make decisions regarding bookings. Hirers should not put pressure on individual councillors. If approached, individual councillors should direct the potential hirer to the office.

3. General Procedures

- a. Users wishing to hire facilities should contact the Town Council with their initial enquiry. Provisional bookings may be agreed by telephone or email, subject to completion of a lettings form, detailing contact information, dates and times of hire,

acceptance of terms and conditions. The hirer must agree to carry out Risk Assessments as appropriate and directed by the Town Clerk.

- b. Users may book multiple recurring events, and the Town Council reserve the right to offer a reduced fee for regular users regardless of their status (business, private or community). The reduced fee for main hall usage will be agreed by the F&GP Committee and by the Town Clerk for meeting room hire. These cases will be determined on an individual basis, and, for transparency, a list of such reductions will be kept.
- c. Bookings will be prioritised on a first- come, first-served basis but for the main hall, aren't secured until the deposit has been received.
- d. Except for regular bookings, no booking will be accepted without completion of a booking form.
- e. The decision as to whether to accept a booking or not rests with the Town Council office staff. Any complaint regarding the refusal of a booking should be addressed to the Town Clerk in the first instance and then to the chair of F&GP if the complaint still stands. The complaint and reason for refusal in such cases will be considered by the F&GP Committee.
- f. For non-regular or one-off bookings, the booking cannot be taken as being confirmed until a booking confirmation has been issued by the Council.
- g. For bookings at prime time such as Friday or Saturdays and evenings, or any other time directed by the Town Clerk, a deposit will be payable in advance and before the booking can be confirmed.
- h. Surety payments will be requested for larger events. The decision to return of the surety payment will be delegated to the clerk. Any dispute around the return of a surety payment will be taken to the next available F&GP meeting for consideration with the hirer given opportunity to state their case in writing in advance. The Clerk should evidence reasons for non-return.
- i. The Town Council reserves the right to add security provision which will be chargeable to the hall hirer.

4. Lettings Charges

- a. The lettings charges will be reviewed annually by the F&GP Committee.
- b. The letting prices will be displayed on the Town Council's website and will be available upon request from the Town Council office.
- c. When letting charges are revised, existing one-off bookings will remain on the pricing structure in place at the time the booking was made.
- d. Regular booking charges will be review annually and the hirer informed in writing giving 30 days' notice of the increase.

5. Concessions

- a. To be considered for a concession, the booker must be a non-profit making group or charity offering a service to the community to include Kidsgrove or be booking an event which is primarily a charity fundraiser. Proof of non-profit status may be requested in the form of a constitution, accounts, or any other evidence requested by the Clerk or the F&GP Committee.
- b. Businesses and private functions will not be eligible for concessions.
- c. The refreshments room, required for the purpose of meetings by the hirer, may be offered at a concessionary rate and very occasionally free of charge on weekdays for 'one-off' meetings or for partnership groups as long as the group is Kidsgrove Civil Parish based, volunteer led and serves a direct benefit to the community. The Clerk has delegation to determine the concession to be awarded as long as the group meets this criterion and those listed in (a). Usually, the concessionary rate will be 75% of full rate.
- d. Concession requests for the main hall usage, for groups fulfilling the requirements in point 5a, will only be offered as follows:
 - i. A 20% concession (80% of full rate) may be offered for non-profit making community groups and charities. Proof of status (charity, community, none profit making) will be requested unless the Town Council already has this evidence.
 - ii. For community groups and charities which are Kidsgrove based and where the main beneficiaries are Kidsgrove residents, a further 20% concession may be offered resulting in a 40% concession in total (60% of full rate).
- e. Concession requests for the main hall will be determined by the F&GP Committee, not the Town Clerk. The decision of the F&GP Committee will be final.
- f. Concession requests for the main hall at weekends can only be considered up to 3 months in advance.
- g. Some concession requests may be considered, and the decisions deviate from this policy if there is good reason.
- h. If the F&GP Committee feels it's in the public interest, free hall usage may very occasionally be granted.
- i. The Town Clerk will maintain a log of all concessions granted.