

Wells Place CENTRE



WE ARE OPEN



This guide includes:

- Room information
- Room prices and equipment hire
- Conference Catering - Refreshment trolleys
- Conference Catering – Lunches
- Booking Conditions

Our [website](#) is updated regularly and contains a lot of useful information.

This document was updated 24/01/2023 – Prices valid from 01/04/2023

Room Hire



The Church is located on the ground floor with easy access for wheelchairs. The Church can be accessed through an internal door in the centre or via its own entrance from Desborough Road. Wheelchair access is available from either entrance. It also has a piano. *Due to this room being an active place of worship there are meeting content restrictions. Please let us know what the content of your meeting is on booking enquiry.*

2M Socially distanced The Church seats:

Boardroom: 10.

Cabaret: 19 (18 delegates, 1 trainer).

Ushape: 10 (9 delegates, 1 trainer).

Theatre: 19 (18 delegates, 1 trainer) with the option of additional seating upstairs. Please contact us to discuss.

Circle of chairs: 10.

1M Socially distanced The Church seats:

Boardroom: 20.

Cabaret: 38 (37 delegates, 1 trainer).

Ushape: 18 (17 delegates, 1 trainer).

Theatre: 38 (37 delegates, 1 trainer) with the option of additional seating upstairs. Please contact us to discuss.

Circle of chairs: 15.

Non socially distanced (full capacity) The Church seats:

Boardroom: 34.

Cabaret: 70.

Ushape (with tables): 26.

Horseshoe (no tables): 30.

Theatre: 143 with the option of additional seating upstairs. Please contact us to discuss.

Circle of chairs: 30.

Desborough Hall



Desborough Hall is our largest room and the original church building! It is located on the ground floor with easy access for wheelchairs. The Hall can be accessed through an internal door in the centre or via its own entrance from Desborough Road. Wheelchair access is available from either entrance.

The internal door to the Hall is close to the kitchen serving hatch so ideally located for events when food is being served.

The Hall is very popular for community events and large meetings. It also has a piano.

2m Socially distanced The Desborough Hall seats:

Boardroom: 20.

Cabaret: 21 (20 delegates, 1 trainer).

Ushape: 17 (16 delegates, 1 trainer).

Theatre: 31 (30 delegates, 1 trainer)

1m Socially distanced The Desborough Hall seats:

Boardroom: 22.

Cabaret: 22 (21 delegates, 1 trainer).

Ushape: 19 (18 delegates, 1 trainer).

Theatre: 36 (35 delegates, 1 trainer)

Non socially distanced The Hall seats:

Boardroom: 40.

Cabaret: 70.

Ushape (with tables): 40.

Theatre: 100

Scantabout Room



2M Socially distanced cabaret set up



Full Capacity Cabaret set up.

The Scantabout room is one of our medium sized rooms. It is located on the ground floor with easy access for wheelchairs. It is also close to the kitchen so ideally located as a lunch break out room.

2M Socially distanced Allington seats:

Boardroom: 8.

Cabaret: 8 (7 delegates, 1 trainer).

Ushape: 7 (6 delegates, 1 trainer).

Theatre: 10 (9 delegates, 1 trainer).

Circle of chairs: 7.

1M Socially distanced Allington seats:

Boardroom: 14.

Cabaret: 8 (7 delegates, 1 trainer).

Ushape: 11 (10 delegates, 1 trainer).

Theatre: 15 (14 delegates, 1 trainer).

Circle of chairs: 11.

Non socially distanced Allington seats:

Boardroom: 20.

Cabaret: 16.

Ushape (tables): 16.

Horseshoe (no tables): 16.

Theatre: 30.

Circle of chairs: 20.

Allington Room



2M Socially distanced theatre set up



Full capacity cabaret set up

The Allington room is suitable for medium sized meetings. The room has rails fitted around the tops of the walls making it easy to display flipchart work. It is located on the 1st floor with wheelchair access via a lift.

2M Socially distanced Allington seats:

Boardroom: 8.

Cabaret: 8 (7 delegates, 1 trainer).

Ushape: 7 (6 delegates, 1 trainer).

Theatre: 10 (9 delegates, 1 trainer).

Circle of chairs: 7.

1M Socially distanced Allington seats:

Boardroom: 14.

Cabaret: 8 (7 delegates, 1 trainer).

Ushape: 11 (10 delegates, 1 trainer).

Theatre: 15 (14 delegates, 1 trainer).

Circle of chairs: 11.

Non socially distanced Allington seats:

Boardroom: 20.

Cabaret: 16.

Ushape (tables): 16.

Horseshoe (no tables): 16.

Theatre: 30.

Circle of chairs: 20.

Boyatt Room



2M Socially distanced boardroom set up

The Boyatt room is found on the first floor next to the lift.

2M Socially distanced Boyatt Room seats:

Boardroom: 7. Shown in picture.

Cabaret: 5 (4 delegates, 1 trainer).

Ushape: 7 (6 delegates, 1 trainer).

Theatre: 7 (6 delegates, 1 trainer).

Circle of chairs: 7.

1M Socially distanced Boyatt Room seats:

Boardroom: 12.

Cabaret: 7 (6 delegates, 1 trainer).

Ushape: 7 (6 delegates, 1 trainer).

Theatre: 10 (9 delegates, 1 trainer).

Circle of chairs: 7.

Non socially distanced Boyatt seats:

Boardroom: 16.

Ushape (tables): 15.

Horseshoe (no tables): 14.

Theatre: 20.

Circle of chairs: 16.

Nightingale Room



2M Socially distanced cabaret set up



Full capacity theatre set up

The Nightingale room is our 2nd largest room and popular for larger meetings that don't quite need the space that Desborough Hall can provide. It is located on the 1st floor with wheelchair access via a lift.

2M Socially distanced Nightingale Room seats:

Boardroom: 11.

Cabaret: 11 (10 delegates, 1 trainer).

Ushape: 10 (9 delegates, 1 trainer).

Theatre: 11 (10 delegates, 1 trainer).

Circle of chairs: 10.

1M Socially distanced Nightingale Room seats:

Boardroom: 16.

Cabaret: 16 (15 delegates, 1 trainer).

Ushape: 13 (12 delegates, 1 trainer).

Theatre: 20 (19 delegates, 1 trainer).

Circle of chairs: 16.

Non socially distanced Nightingale seats:

Boardroom: 24.

Cabaret: 32.

Ushape (with tables): 30.

Horseshoe (no tables): 30.

Theatre: 50.

Circle of chairs: 30.

Bishopstoke Room



2M Socially distanced cabaret set up



Socially distanced counselling set up

Bishopstoke Room

The Bishopstoke room is suitable for small meetings or informal gatherings. It is located on the 2nd floor with wheelchair access via a lift. Also suitable for counselling sessions (shown in picture). It is equipped with a wired panic alarm.

2M Socially distanced Bishopstoke Room seats:

Boardroom: 5.

Cabaret: 5 (4 delegates, 1 trainer).

Ushape: 5 (4 delegates, 1 trainer).

Theatre: 5 (4 delegates, 1 trainer).

Circle of chairs: 6.

1M Socially distanced Bishopstoke Room seats:

Boardroom: 8.

Cabaret: 6 (5 delegates, 1 trainer).

Ushape: 7 (6 delegates, 1 trainer).

Theatre: 10 (9 delegates, 1 trainer).

Circle of chairs: 8.

Non socially distanced Bishopstoke seats:

Boardroom: 12.

Ushape (with tables): 8.

Horseshoe (no tables): 14.

Theatre: 15.

Circle of chairs: 14.

Stoneham Room



2M Socially distanced counselling layout.

The Stoneham room is suitable for small meetings or counselling sessions. It is located on the 2nd floor with wheelchair access via a lift.

2M/1M any lay out Stoneham seats a total of 4 people

Full capacity

Boardroom: 8.

Circle of chairs: 10.

Fair Oak Room



2M Socially distanced boardroom set up.



Full capacity boardroom set up.

Fair Oak Room

The Fair Oak room is our 3rd largest room. It is located on the 2nd floor with wheelchair access via a lift.

2M Socially distanced Fair Oak seats:
Boardroom: 9. Shown in picture.
Cabaret: 11 (10 delegates, 1 trainer).
Ushape: 8 (7 delegates, 1 trainer).
Theatre: 11 (10 delegates, 1 trainer).
Circle of chairs: 11.

1M Socially distanced Fair Oak seats:
Boardroom: 16.
Cabaret: 14 (13 delegates, 1 trainer).
Ushape: 13 (12 delegates, 1 trainer).
Theatre: 18 (17 delegates, 1 trainer).
Circle of chairs: 16.

Non socially distanced Fair Oak seats:
Boardroom: 24.
Cabaret: 28.
Ushape (with tables): 25.
Horseshoe (no tables): 30.
Theatre: 40.
Circle of chairs: 25.



Wells Place Centre
Wells Place
Eastleigh
Hampshire, SO50 5LJ
Telephone: 023 8061 3210E
mail: info@wellsplace.org.uk
Website: www.wellsplace.org.uk
Find us on Facebook @Wells Place Centre

Booker information.

Church: The Church is an active place of worship. Can be used for private prayer (free but people must sign in on reception) or larger meetings (subject to certain conditions) on request. Please contact us prior to booking.

Desborough Hall: Our largest room suitable for large training events, community groups or family events. Adjacent to the kitchen serving hatch. Easy access for wheelchairs. Piano in this room.

Church: An active place of worship. Can be used for private prayer (free but people must sign in on reception) or larger meetings (subject to certain conditions) on request.

Scantabout: Suitable for small to medium size meetings. Easy access for wheelchairs. Piano in this room.

The Quiet Room: Small counselling room. Access for wheelchairs through the office. Other general access through the church or directly from the road. *This room is currently not in use.*

Nightingale: Our 2nd largest room. Piano in this room.

Allington: Suitable for medium size meetings/events.

Boyatt: Suitable for small to medium size meetings.

Fair Oak: Our 3rd largest room.

Bishopstoke: Suitable for small to medium size meetings. Also used for counselling sessions.

Stoneham: Suitable for small meetings or counselling sessions.

Please refer to the website for most up to date prices or call 023 8061 3210.

	Ground Floor			First Floor			Second Floor		
	Church	Hall	Scantabout	Boyatt	Nightingale	Allington	Fair Oak	Stoneham	Bishopstoke
Theatre	19/38/143*	22/36/100	9/10/30	7/10/20	11/20/50	10/15/30	11/18/40	4	5/10/15
Board Room	10/20/34	16/22/40	7/18/21	7/12/16	11/16/24	7/14/20	9/16/24	4	5/8/12
U-shape	10/18/26	15/19/40	7/9/19	7/7/15	10/13/30	7/11/16	8/13/25	4	5/7/8
Cabaret/ Class Room	19/38/70	21/22/70	7/8/16	5/7/7	11/16/32	8/8/16	11/14/28	4	5/6/10
Informal	10/15/30	-	8/11/20	7/7/16	10/16/30	7/11/20	11/16/25	4	5/7/14
Horseshoe	10/15/30	-	8/11/16	7/7/14	10/13/30	7/11/16	11/13/30	4	6/8/14
Business Rate	£60.50	£37	£21.60	£21.60	£24.10	£21.60	£24.10	£19.70	£19.70
Non Profit Rate	£42.35	£26.50	£15.40	£15.40	£17.55	£15.40	£17.55	£14.75	£14.75
Charity Rate	£30	£21.40	£11.75	£11.75	£13.75	£11.75	£13.75	£11.35	£11.35

All prices quoted per hour. Booking fee of £3 per booking applies. Capacity above includes 1 team leader.

Capacity 2M socially distanced/1M socially distanced/non socially distanced.

*Upstairs seating available please contact us to discuss.

Equipment:	Half Day	Full Day
DVD/VHS Player & 37" TV (Can also accept input from PC/laptop)	£12	£20
Data Projector & Screen (Can accept input from PC/laptop)	£22	£44
Portable PA System with 2 radio mics and CD/Tape player	£42	£42

Rates above are subject to change.

Conference Catering - Refreshments



COVID SECURE REFRESHMENT TROLLEYS

Tea/coffee trolley £1.50 (ppps).

Tea/Coffee/Biscuit trolley £1.80 (ppps).

On arrival the receptionist will ask every member of the group if they would like

Tea, Decaf tea, Coffee, Decaf coffee or Fruit tea.

These choices will apply to all servings of refreshments booked on the day ie. if you have ordered tea on arrival you will be served tea for all of the booked trolleys.

The refreshment trolleys will be put in your room at the allotted time and empty mugs with the chosen refreshment sachet, stirrer stick, sachet of sugar and milk (and a biscuit if applicable) will be provided clearly labelled on the trolley.

The group leader must appoint 1 person to serve the hot water from the urn in the cups to avoid cross contamination. Prior to use of the urn hands must be sanitised.

Conference Catering - Refreshments



SELF SERVICE REFRESHMENT TROLLEYS

Tea/coffee trolley £1.50 (ppps). Tea/Coffee/Biscuit trolley £1.80 (ppps).

Premium trolley £2.10 (ppps).

Choose from a standard trolley or premium trolley.

Standard trolley – boiling water is provided in thermal flasks together with mugs and a selection of individually wrapped fairly traded teas and coffee sachets and a jug of fresh milk.. If applicable a selection of wrapped biscuits is also provided. Delegates help themselves from the trolley during the break.

Premium trolley* – filter coffee is provided in thermal jugs and boiling water in thermal flasks for tea. Mugs (standard) or china cups and saucers (depending on preference) are set out on the trolley together with a selection of individually wrapped fairly traded teas, a jug of fresh milk and a selection of cake or fruit (or a mixture of these). Delegates help themselves from the trolley during the break. .

*please note that this trolley is only available on a self service basis.

Conference Catering - Lunches



Standard sandwich lunch



Healthy sandwich lunch



Refreshments trolleys available at an additional charge from £1.50 ppps.

COVID SECURE CONFERENCE LUNCHES

The only lunches that will be available are our most popular lunches of a 'standard sandwich lunch' or 'healthy sandwich lunch' both of these are priced at £6.50 per person.

At your chosen time we will provide:

Individual brown paper lunch bags with 1 round of sandwiches (2 flavours in each bag see below), crisps, cake (standard choice) or a piece of fruit (healthy choice), plastic cup for customers to help themselves from our water coolers. (Available on the ground floor and 1st and 2nd floor landings.)

Sandwich flavours/bread type **MUST** be preordered 7 days in advance of your booking.

Sandwich flavours on white/granary bread are:

- 1 Ham salad and egg mayo.
- 2 Cheese/tomato and egg mayo (this is the vegetarian option).
- 3 Tuna/cucumber and cheese/pickle.

Our crisp selection is as follows: Salt & Vinegar, Ready Salted, Cheese/Onion.*
Our cake selection will vary but will be nut free (and wrapped in cling film).
Our fruit selection is as follows: apple, pear, clementine, banana.*

** These are subject to availability and may be substituted without prior notice.*

We regret we cannot take individual orders.

Vegan/Gluten Free: We must be notified at least 48 hours prior to your meeting if there are any vegans or gluten free requirements preferably with the name of the person requiring the lunch. These bags will be clearly labelled so they will not be picked up by someone else. If we are not notified of these dietary requirements we cannot guarantee that we will be able to supply these lunches to you on the day. Lunches are freshly prepared on the morning of your meeting date. If we are asked to supply a gluten free/vegan lunch on the day and we are able to provide it at late notice the group leader will need to sign an order form and an extra charge of £6.50 per vegan/gluten free lunch will be added to the invoice.

Conference Catering - Lunches



SELF SERVICE CONFERENCE LUNCHES

Lunches available are our most popular lunches of a 'standard sandwich lunch' or 'healthy sandwich lunch' both of these are priced at £6.50 per person.

These will be served either in your room or on the landing of the floor you are on and we will provide plates, napkins and glasses. The sandwiches will be served on covered trays for delegates to help themselves.

Standard sandwich lunch* – a selection of freshly prepared brown and white sandwiches served with crisps. A selection of cakes and jugs of water are also provided.

Sandwich lunch with fruit * – a selection of freshly prepared brown and white sandwiches served with crisps. A selection of fruit and jugs of water are also provided.

** We can also provide a mix of fruit and cake.*

Add tea and coffee to any lunch for an additional £1.50 per head.

Vegan/Gluten Free: We must be notified at least 48 hours prior to your meeting if there are any vegans or gluten free requirements preferably with the name of the person requiring the lunch. These bags will be clearly labelled so they will not be picked up by someone else. If we are not notified of these dietary requirements we cannot guarantee that we will be able to supply these lunches to you on the day. Lunches are freshly prepared on the morning of your meeting date. If we are asked to supply a gluten free/vegan lunch on the day and we are able to provide it at late notice the group leader will need to sign an order form and an extra charge of £6.50 per vegan/gluten free lunch will be added to the invoice.



Booking Conditions

Standard Terms and Conditions of Business

Please note: *We politely request you to ask all attendees not to attend any meetings booked if they, or anyone in their household, is suffering from COVID19 symptoms.*

1. Interpretation:

1.1 The 'Customer' or 'User' is any person, club, society, organisation or company using the amenities and/or facilities of the centre as defined by section 12 of The Unfair Contract Terms Act 1977.

1.2 'Terms & Conditions' means the conditions, restrictions and benefits as laid out in this document, and other special conditions applied to a particular transaction.

1.3 'The Supplier', 'The Provider', 'The Company', or 'WPC' is Wells Place Centre, Wells Place Centre is the trading name and a ministry of Eastleigh Baptist Church, a registered Christian charity.

2. General:

2.1 These Terms & Conditions shall be deemed to be incorporated into all agreements, contracts, quotations and invoices of Wells Place Centre.

2.2 Any variation to these Terms & Conditions is inapplicable unless agreed in writing and signed by the chair of the Trading Management Team.

2.3 These Terms & Conditions shall not affect the Companies or the Customer statutory rights under English law.

2.4 The areas available for hire/use relate to the room(s) hired, entrance area, toilets, stairways, lift, and circulation space for the purpose of access.

2.5 Wells Place Centre reserve the right of entry to any part of the premises at all times for themselves or their authorised representatives.

2.6 Outside the agreed hire period, the Wells Place Centre is private property.

3. Price and Payment:

3.1 Rates and Prices are subject to review and change without prior notice.

3.2 The Rate and Price charged will be those applicable at the time of use of the facilities, which may differ from the rate applicable at the time of booking.

3.3 The company will take reasonable steps to inform customers of any price increases at least 21 days before they become effective.

3.4 Payment is requested by invoice following use of the facilities, to allow for any extra items on-the-day. However, Wells Place Centre reserve the right to require a deposit against charges or possible damage as it sees fit.

3.5 Payment is due on presentation of the invoice. Wells Place Centre is not a licensed credit agent and does not therefore offer credit terms.

3.6 Wells Place Centre reserve the right to suspend facilities for customers with outstanding invoices.

3.7 Wells Place Centre reserve the right to charge interest on overdue invoices (at up to 8% over Bank of England base rate) in accordance with The Late Payment of Commercial Debts (Interest) Act June 1998.

4. Catering:

4.1 To ensure Hygiene standards are maintained, only food supplied by Wells Place Centre can be consumed on the premises without prior consent in writing. However if individual room users wish to bring their own packed lunch, this is acceptable, provided it is consumed in the room booked. The use of outside caterers or the bulk purchase of food from other suppliers is not permitted without express permission in writing.

1. 4.2 Only food and refreshments purchased in the Coffee Shop may be consumed in the Coffee Shop.
2. 4.3 Customers are not permitted to bring kettles into the building for private use.

5. Suppliers Obligations:

5.1 Wells Place Centre will use its best endeavours to provide the facilities advertised with reasonable skill and care, and to a reasonable standard.

5.2 Wells Place Centre will use its best endeavours to ensure the centre is operated in a safe manner and will comply with all the appropriate and necessary Health and Safety requirements.

5.3 Wells Place Centre accepts responsibility for ensuring all equipment supplied or made available for use by the centre is correctly maintained and free from known defect.

5.4 Wells Place Centre will ensure that the premises are adequately insured.

6. Customer Obligations: To enable Wells Place Centre to meet its obligations and for the reasonable enjoyment of all customers:-

6.1 The Customer shall not sublet the hired space and associated areas as defined in 2.4 above, nor seek to assign the benefits or burden of the agreement to third parties.

6.2 The Customer shall vacate the hired space by the end of the agreed time.

6.3 The Customer will be responsible for the behaviour of persons within their group in the use of the areas of hire and associated facilities as defined in 2.4 above.

6.4 The Customer shall not allow interference to the quiet enjoyment of other users of the centre to occur.

6.5 The Customer shall not allow:- alcohol, drugs (other than prescription), knives and other offensive weapons, explosives or any type of pyrotechnic devices, or any illegal substances, to be brought into the centre, unless prior written consent has been obtained.

6.6 Where appropriate, the Customer will ensure they have an appropriate vulnerable person policy in place (covering adults and children where appropriate) and if requested supply a copy of that policy to Wells Place Centre CIC. The care of vulnerable persons, remain at all times the responsibility of the leader of the group they are part of.

6.7 The Customer undertakes not to allow:- Smoking on the premises in accordance with current legislation. Gambling with the exception of raffles or draws for charitable purposes.

6.8 The Customer also undertakes to be:-

Tampering with the equipment or fabric of the centre.

Responsible for any damage to the fabric of the centre or equipment during use. Responsible for any loss, damage or injury to persons within or outside their group while undertaking activities under their control.

Responsible for any consequential loss due to damage caused to the centre.

6.9 The Customer undertakes to adhere to and inform their group at the start of each meeting the procedures to be followed in an emergency evacuation as detailed to them in the card they receive on arrival at the Centre (copy available on request).

6.10 On emergency evacuation, the Customer undertakes to ensure that all group members have exited their room and are making their way outside. The Customer will take particular care to ensure any sight or hearing impaired members of the group are given the necessary assistance by other group members to safely evacuate. During the hours 8.30am–5pm Monday–Friday, Wells Place Centre staff will assist with the evacuation of mobility impaired users on the 1st or 2nd floors using the evacuation method chosen by that person on arrival. The Customer will ensure that someone from the group is available to assist the Wells Place Centre staff member with the evacuation of any mobility impaired user. The Customer will note that outside of these hours mobility impaired users cannot be evacuated using our Evacuation Chairs unless there is someone in the Customer's group who is a trained user of these chairs (training can be given by a member of Wells Place Centre staff if organised in advance). Therefore if the mobility impaired user cannot get down the stairs themselves a meeting room must be booked on the ground floor.

6.11 The Customer will inform Wells Place Centre staff before confirmation of booking if more than two mobility users are known to be part of the group. Wells Place Centre accept that this information is not always known in advance.

6.12 Any equipment taken into the building by customers must have a valid PAT Certificate and this must be presented to the receptionist on arrival.

COVID19 Prevention:

6.13. It is the responsibility of each hirer to inform all members of their group not to attend if they or anyone from their household is displaying the symptoms of COVID 19 no matter how mild.

6.14 Counselling. It is the counsellors' sole responsibility to make sure that the room is cleaned between each counselling client in their session and that any (contaminated) waste such as gloves, masks, etc. are taken home and disposed of responsibly.

6.15 If the customer or any person in his/her group feels ill with the symptoms of COVID19 he/she must leave the building immediately. If use of the washroom is required the disabled washroom on the 1st floor ONLY is to be used for such purposes. Wells Place Centre must be informed immediately and the customer must follow this up with an email to info@wellsplace.org.uk.

6.16 All group leaders are required to keep a register and contact details of delegates for 'Track & Trace' purposes.

7. Limitation of Liability and Force Majeure:

7.1 Nothing in these Terms & Conditions shall limit or exclude either party's liability for:- death or personal injury; fraud or for any sort of liability that by law cannot be limited or excluded; any loss or damage caused by deliberate unlawful action

or negligence.

7.2 Wells Place Centre will not be liable in any way for loss, damage or theft to clothing, jewellery, monies, or other articles owned by the customer whilst on the premises, or stored outside the period of hire.

7.3 Wells Place Centre will not be liable for losses resulting from the inability to provide a suitable room or other facilities due to circumstances beyond its control; including, but not limited to:- Adverse weather; Flood; Power Failure; Civil Unrest or Terrorist attack.

7.4 Wells Place Centre subject to clause 7.1 above do not accept any responsibility for consequential loss however caused.

8. Provisional Bookings and Cancellation Policy:

8.1 All bookings are considered Provisional until a signed Booking Form is received.

8.2 Provisional Bookings may be cancelled without charge subject to clause 8.4 below.

8.3 Provisional bookings not confirmed within 2 weeks of the day of hire may be cancelled and the room re-let without further notice.

8.4 Bookings made within 5 working days of the day of hire, will be treated as a firm booking, even if not confirmed in writing and the full Cancellation policy detailed in 8.6 to 8.12 below will apply. This also applies to provisional bookings which have not been confirmed 5 working days before the day of hire.

8.5 Once a signed Booking Form is received by Wells Place Centre, the booking is counted as confirmed and the following Cancellation policy applies:-

8.6 All Cancellations must be confirmed in writing.

8.7 Confirmed Bookings, if cancelled more than 15 days in advance of the intended hire date will be charged the applicable Booking Fee only.

8.8 Confirmed Bookings, if cancelled between 7 and 14 days in advance of the intended hire date will be charged the appropriate Booking Fee plus half the room fee for the hours booked.

8.9 Confirmed Bookings, if cancelled with less than 7 days in advance of the intended hire date will be charged the full charge, including Catering as supplies will have been ordered and staffing arranged in anticipation.

8.10 Adverse Weather: If the centre is open and we have staff available to facilitate the booking/event, normal cancellation policy/charges apply.

8.11 Extreme circumstances: In the event of a death in the immediate family of the main user of a room causing the planned event to be cancelled, centre staff will have some discretion to amend the above policy, which will be dealt with on a case by case evidentiary basis.

8.12 Substitution of Room: Wells Place Centre reserve the right to change the original room booked without notice, for an alternative room suitable for the number of attendees and stated purpose of the booking.

8.13 Access: Wells Place Centre is normally accessible on all floors to disabled users (although see clauses 6.9 to 6.12 above) , however if access is restricted due to circumstances beyond our control, clause 7.3 above applies.

8.14 Additional Time: Arriving early or leaving late will result in additional charges. Time is calculated from the time the first person occupies the room until the last person leaves. A 15 minute leeway is allowed, but use of the facilities outside of this time will be charged for. It is the responsibility of the Customer to ensure they sign in and out at reception and that the times of arrival and leaving are correctly noted.

9. Disputes:

9.1 Any disputes should be reported first to the centre staff through the established complaints procedure, and if this is not immediately referred to the Centre Manager, the customer should directly approach the Centre Manager during normal office hours.

9.2 If the Centre Manager has not resolved a customer's concern, the matter should be put in writing addressed to: The chair of the Trading Management Team, Wells Place Centre, Wells Place, Eastleigh, Hampshire, SO50 5LJ. The chair of the Trading Management Team will respond within 21 working days from the receipt of any written complaint.

10. Governing Law:

10.1 These Terms and Conditions have been constructed in accordance with the law of England and submit to the exclusive jurisdiction of the English courts.

Wells Place Centre is the trading name and a ministry of Eastleigh Baptist Church.

Wells Place Eastleigh SO50 5LJ

Telephone: 023 8061 3210