Terms & Conditions for Room & Event Hire at TCR Hub

Welcome

Thank you for choosing TCR Hub for your event. To ensure a smooth and enjoyable experience, please review our Terms & Conditions. These apply to all rooms, hall, studio, outdoor space, and whole-venue bookings.

1. Booking & Payment

1.1 Securing Your Booking

A booking is confirmed once:

- You have completed our booking form; and
- You have paid the required deposit.

Deposit amounts:

- 25% for standard room hires
- 50% for large events, parties, weddings, or whole-building bookings

1.2 Payment Schedule

- The remaining balance is due 28 days before your event.
- Bookings made within 28 days of the event require full payment at the time of booking.

1.3 Additional Charges

Any extras (equipment, staffing, extended hours, catering, technical support) will be agreed in advance and invoiced separately.

2. Cancellations & Refunds

2.1 If You Cancel

- More than 60 days before the event: Full refund minus a £25 admin fee
- 30–60 days before: Deposit retained; balance refunded
- 14–29 days before: 50% of total hire fee payable
- Less than 14 days before: 100% of total hire fee payable

2.2 Postponements

We will always try to move your booking to a new date.

- One date change is free of charge
- Further changes may incur an admin fee

2.3 If TCR Hub Cancels

If we must cancel due to unforeseen circumstances or operational issues, you will receive a full refund of all payments made. If cancellation is due to breach of our Terms & Conditions, no refund will be issued.

3. Using the Venue

3.1 Access Times

Please arrive and leave at the agreed times. Additional time may incur extra charges.

3.2 Conduct

You are responsible for the behaviour of all attendees. No nuisance, damage, or unlawful activity is permitted.

3.3 Damage

Any damage caused to the building, equipment, or grounds will be charged at full repair or replacement cost.

3.4 Insurance

Commercial hirers and large events may be required to provide evidence of public liability insurance.

4. Licences, Music & Alcohol

If your event requires licences (music, performance, alcohol), you must inform us in advance. Some activities may require additional permissions.

5. Suppliers & Contractors

External suppliers (caterers, DJs, decorators, entertainers) must be approved by TCR Hub. We may restrict suppliers for safety or operational reasons.

6. Photography, Filming & Data

If you plan to take photographs, film, or collect guest data, please let us know in advance. You must comply with GDPR and safeguarding requirements.

7. Force Majeure

Events outside our control (e.g., extreme weather, power failure, national emergencies) may require cancellation or postponement. We will work with you to find a suitable solution.

8. Acceptance of Terms

By making a booking, you agree to these Terms & Conditions.