

ROOM HIRE POLICY

THE MINSTER CENTRE

EXTERNAL NON-MEMBERS

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INTRODUCTION

INFORMATION FOR CLIENTS

How to get here

- The Minster Centre rents rooms for therapy, training and events, in an attractive building located in a private side street off Salusbury Road, in Queen's Park, North West London.
- We are situated within walking distance of Queen's Park station, serviced by both the Underground and Overground, as well as Brondesbury Park Overground station. Buses 6, 36, 187, 206 and 316 also service the local area.

Accessibility

- The building is wheelchair accessible.
- There is a ramp to the front door and a lift to the 1st floor.
- There are disabled toilet facilities on both floors.
- A mobile hearing loop can be provided on request.

Parking

- Parking is **not** provided with your room booking.
- The limited parking spaces available are reserved for staff with the exception of the space reserved for blue badge holders; please contact Reception if your client needs a disabled parking space.
- There are plenty of metered parking bays located in close proximity to the building.
- Bicycles need to be secured outside of the building.—there are places to secure bicycles at the top of the road.

INFORMATION FOR YOU

Reception

- Reception is normally staffed from 09:30-21:00 from Monday-Thursday and from 09:30- 17:30 on Fridays. If the Receptionist is at their desk they will endeavour to assist you and your clients, and will let clients into the Reception waiting area. However, it's not Reception's responsibility to look after your clients. Therapy room hire does not include Receptionist services and the Receptionist will not always be at their desk.
- Ultimately, it is **your** responsibility to take care of your client in the building by:
 - Letting your client into the building – using the phone buzzer in the therapy corridor.
 - Ensuring your client is safe in the building – i.e. to guide your client to the nearest fire exit should fire or an emergency occur.
 - Looking after your client's needs – i.e. showing them the location of the toilets, giving them a glass of water if necessary.
 - Ensuring your client exits the building safely – i.e. showing them to the front door.

Room hire at The Minster Centre

- All bookings are subject to an annual review in August. In the unlikely event that we are no longer able to accommodate your booking, we will give you as much notice as possible. A minimum of one month's notice will be given if rooms are no longer available following the annual review. Please bear this in mind when discussing contracts with clients.
- We recognise that you will want a secure and familiar venue to see clients in and the decision to make changes to your bookings as detailed above will not be taken lightly.
- We also want to ensure that our schedule reflects the reality of the room occupancy in the building so that we know when rooms are available and can offer them to students/ therapists on our waiting list. **We encourage therapists to consider the ethical issue of holding onto a room that they no longer need.**
- Room hirers should ensure that nothing with regard to the usage of the room will bring The Minster Centre into dispute. The Minster Centre reserves the right to terminate the booking agreement without notice if we believe this undertaking is breached.
- No dogs, except guide dogs are permitted in the building.

Managing risk

- Any potential risks should be reported to Reception who will notify one of the designated Safeguarding Leads.
- You should familiarise yourself with the Safeguarding Policy, available on the Intranet.

Health and safety

- Please let us know if for any reason you will not be using your room for a particular session, see
Rescheduling a room booking, Cancelling a room booking, Terminating working with a client
- In case of emergency it is important that we can account for all people in the building, and provide a register to the emergency services.

Holiday periods

- The building is closed on all bank holidays, for up to two weeks at December festive season, and may be closed for two weeks in August, should major building renovations be required.
- You will be informed of planned December and August closure dates at least six weeks in advance.
- You will not be charged during periods of building closure.

Lone working

- For health and safety reasons, you are discouraged from working alone in the building with clients.
- We will endeavour to manage room use during quiet periods and ask that you help with this by informing Reception as soon as possible if you are taking a holiday or will not be attending a session that is booked before 10:00 or at any time in July, August and December.
- Should we have concerns about the likelihood of there being too few people in the building we will notify you, at which time you can decide if you would like to reschedule your appointment to a busier time of day.
- We encourage you not to make appointments first thing in the morning if you have any concerns about your personal safety.

THERAPY ROOMS

We have three small therapy rooms (L4, L8, L9) suitable for working one-to-one and four more for individual couples or small group supervision (L7, L10, L11, L12).

All rooms are furnished with comfortable chairs and/or sofas. Three rooms do not have external windows (L4, L8, L9) but have adjustable lighting and all rooms are neutrally decorated and furnished. Heaters and/or fans can be provided on request. Therapy rooms are supplied with two clocks, lamps, tissues and a waste bin. We ask that therapists do not remove these from the room and that they inform Reception if any clocks are not working or tissues run out.

Times

Therapy rooms can be booked during the following times, on the hour for 50 minutes:

Day	Start time of first appointment	Start time of last appointment
Monday	09:00	20:00
Tuesday	08:00	20:00
Wednesday	08:00	20:00
Thursday	08:00	20:00
Friday	08:00	16:00

Type of bookings

- We have two room booking categories:
 - Short-term, intermittent or one-off booking
 - Long-term, open-ended basis
- We have two client categories:
 - Training-Client (LCTS)
 - Private Client (your own, or LCTS client made into Private Client)

Short-term, intermittent and one-off bookings

Short-term, intermittent or one-off booking of therapy rooms do not have to be weekly and you can cancel them with a minimum of 24 hours' notice in writing to Reception, without charge.

- Short-term would ideally be booked for initial client consultations, and for intermittent work with Private Clients.
- If you need to reschedule a single session to another day, time or room, this can be done within seven days of your booking at no extra charge. (See: Rescheduling a booking p.5.)
- **For cancellations made with less than 24 hours' notice, the hourly room rent will be charged.**
- Should we need to cancel your booking for any reason, we reserve the right to do so and will give one month's notice.
- We may need to move the room you are booked into without notice, e.g. to work on issues with the building.
- Please note that the decision to make changes to your bookings as detailed above will not be taken lightly.

Long-term room bookings

Therapy rooms can be booked weekly for private sessions that, at the time of booking, have the intention to be maintained on a long-term basis.

- With a *long-term booking* you are liable for payment for all booked sessions.
- Should you wish to cancel/ reschedule/ terminate your bookings – please see: **Rescheduling a long-term room booking, Cancelling a long-term room booking, Terminating working with a client** below.
- Should we need to cancel your booking for any reason, we reserve the right to do so and will give three months' notice of our intention.
- We may need to move the room you are booked into without notice, e.g. to work on issues with the building.
- Please note that the decision to make changes to your bookings as detailed above will not be taken lightly.

Rescheduling a booking

- If you need to reschedule a single session to another day, time or room, this can be done within seven days of your booking at no extra charge.
- Email Reception requesting a **Reschedule** with details of the original room bookings, and to which date and time you'd like to reschedule:
 - e.g. Wednesday 20:00 L8 Long-Term, private client AB, non-member
reschedule to Friday 11:00 any room
- Reception will then confirm whether or not a reschedule is possible, and may offer alternatives.

Cancelling a long-term room booking

- If a session cancellation is made, e.g. for illness, holiday or non-attendance, you will still be liable for payment for room rental.
- If you know in advance when you won't be using the room, we will mark it in our booking system as being available. Should someone else need a room at your normal day and time (e.g. another therapist requests a room for Wednesday 20:00), we will endeavour to ensure your room is booked first. If a re-booking does occur, you won't be charged.
- If it's a last minute cancellation, we will do our best to rebook your room but cannot guarantee this. If your room is not rebooked, you will be charged as normal.
- Email to Reception should read:

Requesting cancellation: cite the reason, give room information details

Terminating working with a client

- If your work with a client is coming to an end or if, for any other reason, you no longer need your therapy room, please give Reception a minimum of four weeks' notice in writing.
- If it is not possible to provide notice because the client ceases to attend, please inform Reception as soon as possible so we know the room has become available.
- This is very important as fellow students may be waiting for a room to become free to start work. Holding onto rooms that are no longer needed is an ethical issue.
- If you do not provide adequate notice or your client stops attending sessions you will still be liable for payment for room rental and you will continue to be invoiced until four weeks' after you inform us that you no longer need the room.
- If we are able to rebook your room with a new therapist before the end of your notice period, you will not be charged.

Taking a break from a long-term room booking

- Members private clients who pay *over £300/month* for the room/s they can take a break of up to 4 consecutive weeks (and up to 4 weeks in any year) without a charge, provided they give the Reception 4 weeks' notice.
- Members private clients paying *less than £300/month* in total can take a break of up to 4 consecutive weeks (and up to 4 weeks in any year) from their room booking without losing the room, but they would have to pay a room retainer fee which is 50% of the normal room hire rate. A 4-week notice period is required.

Room etiquette

- Be mindful of therapy sessions in other rooms and please do not talk with others or on the phone in the corridor.
- Do not occupy rooms that you have not booked, e.g. to write notes or make phone calls etc. You have designated student areas in which to work.
- If you rearrange the furniture in the room, please put it back when you have finished.
- Do not use candles, incense and oils etc. in the room.

At the end of a session

- Leave the door open when you have finished using a room. To minimise interruptions doors should only be closed when the room is in use.
- Turn off the lights, and clear away any glasses.
- Please open the window, should the room feel stuffy.
- End the session in a timely manner, bearing in mind other therapists' needs.
- Should an issue occur with a fellow room hirer, please address them directly. If there are continued problems, please speak to Reception.

Panic alarms

- Each therapy room is equipped with a panic alarm button for use in emergency. Most are located under the light switch by the door. Please ensure you are familiar with the location of the button in the room you are using.
- When activated, the alarm does not sound in the room itself but in Reception and in the upstairs office. When the panic alarm is activated a member of staff, usually the Receptionist, will attend, offering help and support as needed and will re-set the alarm. If the alarm is set off by accident, please tell the Receptionist immediately so it can be turned off.
- Please note that outside of the Receptionists' working hours (see above); there may be no one available to respond to the panic alarm. If you are booking rooms to see clients outside of these hours please consider the risk factors. It is the therapist's responsibility to consider risk factors and decide whether the appointment should be moved to a time when the panic alarms can be responded to.
- All instances of alarms will be recorded in an incident book held in Reception giving the date, room number, therapist's name, nature of the emergency and any follow up actions or comments.
- Panic alarm buttons are tested on a regular basis.

FEES

Therapy rooms

Fees per 50-minute session are as follows:

CATEGORY	FEE
Long-term weekly private bookings – External Non-members	£11.50
Time-limited, intermittent and one-off bookings private clients – External Non-members	£13.50

Increases to fees will be notified annually in August and will be effective from September.

Invoicing

Invoices for therapy rooms will be issued monthly by email. Please pay promptly and no later than 30 days after issue of invoice. If you are regularly in arrears we may ask you to pay in advance in future or refuse to take any further bookings.

Payments may be made by:

Bank transfer to: The Minster Centre, Sort Code - 40 52 40, Account Number - 00022778, Reference – Your Name + Room Hire.

Cheque payable to: The Minster Centre, with the invoice number enclosed.

The Minster Centre Room Hire Policy Acknowledgement

I acknowledge and understand all points outlined in this Room Hire Policy document and agree to the terms and conditions.

Name: _____

Tel: _____ Email: _____

Address: _____

Signed: _____ Dated: _____

STAFF USE ONLY

Acknowledgement logged:
Document scanned and saved:
Details added to database:
Insurance received:
Insurance scanned:
Insurance expiry logged:
Account created:
Account instructions sent: