



# Self-Catering Terms of Hire

**Burwell House** is part of the Learning Directorate of Cambridgeshire County Council. Thus the principal reason for our existence is to work with and support groups of children and young people with a learning or training focus. With this in mind, we are not a suitable venue for parties or hen or stag weekends, and we ask all groups, in whatever they do they take account of the main purpose of the Centre, and don't act or behave in any way which might impede this. This document sets out the terms of any self-catered hire of our Centre.

## Group leader / coordinator

- A designated 'group leader' should be nominated for your visit. This person should arrive at the Centre before the main body of the group for a briefing given by a Burwell House member of staff.
- Parts of this briefing will need passing on to every course participant, and this will be the responsibility of the designated group leader.
- The group leader agrees to take responsibility for securing the building and grounds at the end of each day and will be given a set of keys and instructions in order to do this.
- The group leader agrees to hold a complete and up-to-date list of attendees, in order to coordinate with emergency services should this be necessary.
- The group leader agrees to take responsibility for the behaviour of their group and will remove anyone who is a danger to themselves or others.

## Use of the house

- Bed linen is provided, but visitors will need to bring their own towels and toiletries.
- All course participants under the age of 16 should be talked and walked through a fire evacuation drill, so they both see and experience leaving their bedroom via the external fire escape. This should be coordinated by the designated group leader or other responsible adult.
- Unless the fire alarm is sounding, no person is permitted on the fire escape.
- Candles and incense burners should not be used due to sensitive fire alarms.
- Any sharps (needles, lancets, etc.) and medicines used by visitors **must** be disposed of appropriately and not left in the house bins. Please be extra vigilant that any rooms where such items have been used are thoroughly checked on departure.
- Alcohol should be used responsibly.
- Course participants are **not to use aerosol sprays** within the house as these can interfere with our smoke detectors and set off the fire alarms.
- We ask that participants do not bring nuts or nut products onto the site.
- The property has a strict No Smoking policy and the group leader must enforce this throughout the duration of the stay. A smoking area is provided in the car park.
- Particularly during the winter months, the grounds get very muddy and care should be taken in ensuring that this mud does not get transferred to the house. We strongly recommend each visitor having a pair of indoor shoes.

## Use of the kitchen

- A designated member of the group should take responsibility for the kitchen area, and this person should be given a specific kitchen induction and instructions by a member of Burwell House staff before the kitchen is used.
- During this briefing the designated person will be demonstrated usage of the professional kitchen equipment, including the cookers, hot cupboards and dishwasher.
- No under 16s should be allowed in the kitchen or washing up area.

## Use of the grounds

- We ask that all visitors to the Centre respect the fact that we are in a residential area, and thus that noise and activity in the grounds is kept to a reasonable level. Any evening activity held in the grounds should be finished by 10pm.
- The site coordinator has his home within the grounds of the Centre and we ask that any activity within the grounds takes this into account.
- Children and young people should not be in the gardens unsupervised, and should be adequately supervised in the more hazardous areas of the garden - in particular the pond.
- The gates to the site should be bolted overnight by the designated group leader.

## Cleaning

- Before leaving the premises on the last day all guests are required to leave all rooms in the house in a clean and tidy condition. Vacuums and other cleaning materials will be provided for this.
- We will provide some loo rolls, some bin bags and washing up liquid, as well as basic cleaning equipment. Visitors should supply cleaning cloths, and might wish to bring additional loo rolls and bin bags.
- **All** rubbish should be securely tied in dustbin bags and left in the large wheelie bins.
- Beds should be stripped, with linen left in receptacles provided on the landing.

## Departure from the Centre on final day.

- Upon departure from the Centre, the house should be locked and keys left as instructed.
- Visitors should complete a thorough check of the house and gardens to ensure that they have been left in an acceptable state.
- Damage caused to any property or equipment due to misuse or misbehaviour and any breakages that occur during the stay will be added to the final invoice at full cost recovery, as will the cost of any additional cleaning.

## Booking system - what happens next?

- A provisional booking should have been made to receive this booking form.
- Complete the attached booking form and return by post with a £150 non-returnable deposit **within three weeks** of receipt. Cheques should be made payable to Cambridgeshire County Council.
- Sixteen weeks prior to the course date, a member of our staff will contact you requesting your predicted group numbers. An invoice will be issued for **80%** of the basic hire fee. This must be paid immediately upon receipt.
- A week before the course we require final confirmation of numbers, a bedroom list and a downstairs set-up sheet, and will prepare the house accordingly. Please note, we will use this number as a minimum charge for your final invoice,
- Following the course a final invoice will be issued, with any additional charges added. This must also be paid immediately upon receipt.

## Payment and cancellation policy

- The group will be **liable** for 80% of the basic hire fee from 20 weeks prior to the visit commencement.
- The group will be **invoiced** for 80% of the basic hire fee at 16 weeks prior to the visit.
- The group will be **liable** for 100% of the total fee (based on predicted numbers) from 4 weeks prior to the visit.
- The group will be **invoiced** for the remaining balance, up to 100% of the fee, after the visit.

For more details, or to discuss any of the above items, please contact us:

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