

# Citizen Hub St Neots

## Venue Hire Terms and Conditions

We're proud to offer the Citizen Hub as a flexible, welcoming space for the community. Please read the following terms carefully before booking.

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### Booking & Payment

- A **25% non-refundable deposit** is required at the time of booking to secure your date.
  - The **remaining balance must be paid at least 7 days prior** to your event.
  - Payments must be made via bank transfer. Details will be provided in your invoice.
  - Late or incomplete payments may result in cancellation of your booking.
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### Use of the Space

- The Hub is available for **community events, workshops, meetings, private celebrations, and more.**
  - If your event includes **alcohol, amplified music, or ticketed entry**, please notify us during booking. These may require additional permissions or incur extra conditions.
  - A **"How To: Use The Space"** guide will be provided before your event. Please follow it to ensure safety and respect for the venue.
  - The **maximum capacity is 75 people in the Main Hub and 15 people in the Training Room.** Please do not exceed this limit; the hirer is responsible for ensuring the safety of their guests.
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### Access & Timing

- Access instructions will be shared before your event. A Hub team member may open and close the venue, or you will receive a temporary code/key.

- **Events may run until 11:00 PM latest.** Please respect this, especially due to our residential neighbours.
  - **Set-up and pack-down** must be included within your booked time. Additional charges may apply for overruns.
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## Cleaning & Charges

- A **£20 cleaning fee** is added automatically to all bookings.
  - If you prefer to clean yourself, we can waive this fee. However, the space must be returned to its original condition.
  - A cleaning checklist will be provided. If the venue is not satisfactorily cleaned post-event, a **£30 fee** will be charged.
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## Damages & Insurance

- Hirers are responsible for any **damage to the building, equipment, or furniture** during their event.
  - Citizen Hub is not liable for any **injury, loss, or damage** to personal property.
  - For certain events, you may be required to provide proof of **public liability insurance**.
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## Cancellation Policy

We understand plans change. As a community-focused space, we aim to be fair while covering essential costs.

- **Rescheduling:** One free date change is permitted per booking, with **14 days' notice** and subject to availability.
- **No-Shows:** If you do not attend and have not contacted us, **the full hire fee will be retained** to cover preparation and opportunity loss.

- **Emergencies & Hardship:** If cancellation is due to an emergency or hardship, please contact us—we'll always do our best to support you.

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## Accessibility

While the Hub is mostly accessible, we are **not currently fully step-free**. We are actively working to improve our layout and welcome conversations around how we can better support disabled users and guests.