SPRINGFIELD PARISH COUNCIL
MINUTES OF THE PREMISES COMMITTEE MEETING
HELD ON 25TH SEPTEMBER 2018 AT 7.00P.M.
SPRINGFIELD PARISH CENTRE

PRESENT: Cllrs Ms S Sullivan (Chairman), A. Chong, I. Fuller, C. Garrett, P. Hutchinson and R. Lee.

In attendance: Cllr S. Lagrue, Clerk to the Council and Premises Manager.

27 APOLOGIES FOR ABSENCE - there were none.

28 CO-OPTION ONTO COMMITTEE

29 DECLARATIONS OF INTEREST & DISPENSATIONS FOR ITEMS ON THE AGENDA – there were none.

30 MINUTES OF THE PREMISES COMMITTEE MEETING – held on 24th July 2018.
RESOLVED: that the minutes of the meeting held on 24th July be approved and signed.

31 PUBLIC QUESTION TIME – there were none.

32 BUDGETS AND FINANCE

32.1 **Budget Report for Period to Sept 2018**

RESOLVED: that the report attached as appendix A be received and noted.

32.2 **Finance and Marketing Officer Report**

RESOLVED: that the report be received and noted.

32.3 **Budget for 2019-2020**

Members received a draft budget for the next financial year and reviewed the figures.

RESOLVED: that the committee submit a budget request attached as Appendix B in the sum of £32,409

33 RISK ASSESSMENTS

RESOLVED: that it is noted the Premises & Facilities Manager is reviewing the risk assessment process with the Services Supervisors.

34 PARISH CENTRE ELECTRICAL TESTING

RESOLVED: it is noted that the contractor will be returning on the 27th September to finish remedial works following the 5 year electrical test.

35 POLICIES

- **Health and Safety Policy**
- **Fire Safety Policy**

RESOLVED: it is noted that the Health & Safety and the Fire Safety Policy have been updated and signed by the chairman.

36 SUBSIDENCE

TMA structural surveyors had inspected the premises and their report submitted to Insurers. A visit by the loss adjuster will be carried out on 8th October and we await their advice.

There are also some cracks in the Handyman Unit which will need to be inspected by the loss adjuster during their visit and this too may need a claim to be submitted.

RESOLVED: that the information is noted.

37 CAR PARK

Essex County Council advised that we contact their land agents, Lambert Smith Hampton regarding permission to place a gate across the access road / carpark. An email was sent on the 15th August to Lambert Smith Hampton, and a chased on the 10th and 18th September, to date no reply has been received.

RESOLVED: that members are updated on receipt of information from Lambert Smith Hampton.

38 TREE INSPECTION

Two quotations had been obtained to carry out a Tree Risk Assessment within the parish centre grounds:

- Place Services £295 +VAT (Essex County Council Partnership Organisation)
- Arbtec £599 + VAT

Members considered the quotations and

RESOLVED: that (a) the quotation from Place Services in the sum of £295 is accepted.

(b) the work will create an overspend within nominal code 5910 - Landscaping Maintenance.

39 SEVERE WEATHER POLICY

Following a period of inclement weather in March 2018, it was agreed that a severe weather policy for customers of the Parish Centre facilities should be developed.

RESOLVED: that the policy attached as Appendix C be adopted.

40 DEFIBRILATOR IN THE CENTRE

Further to a question being raised about a defibrillator being available in the parish centre members received a report detailing the costs and considerations that need to be made prior to any installation.

RESOLVED: that (a) in principle the Parish Council agree to the installation of a defibrillator at the Parish Centre;

(b) enquiries are made to the Trustees of both the Chelmers Village Hall and Beaulieu Community Centre to ascertain whether they wish to have a defibrillator fitted to their buildings;

(c) following further investigation, the Parish Council will consider the option of installation and if necessary will fund the placement of three machines from CIL Tax contributions.

41 LIFT REPAIRS

Following a recent lift inspection and maintenance, Premier Lifts had submitted a quotation to carry out items to meet BS7255 'Safe Working on lifts'. The work is not essential due to the retrospective nature of the legislation.

RESOLVED: that members of the committee are informed of the next inspection date so they can, if they wish, attend site to assess the necessity for the following work:

Installation of a pit ladder
Degreasing and painting of pit floor
Supply & fit a deep pit notice in the pit area
Supply & fit a RCD socket in the pit area
Supply & fit an emergency auto dialler in the lift car

42 MOVING OF SMOKING AREA

A client had suggested that the smoking area be moved to an area near to the library.

RESOLVED: the smoking is not relocated as this will create a problem for customers using the Boleyn Room.

43 CHAIRS FOR THE COUNCIL CHAMBER

It was reported that a number of chairs had been removed due to safety issues.

RESOLVED: that 8 new chairs at a cost of £160 +VAT be purchased for the Council Chamber.

Cllr S. Sullivan
Chairman

Meeting closed 7.55p.m.

Signed.. Chairman Date ....

Appendix A

Date: 18/09/2018
Time: 14:55:41

Springfield Parish Council
Budget Report

From: Month 1, April 2018
To: Month 6, September 2018

Chart of Accounts: Springfield Parish Premises Committee [PARTIAL]

	Period				Year to Date			
	Actual	Ratio(%)	Budget	Variance	Actual	Ratio(%)	Budget	Variance
Income								
4008 1st Floor Council Chamber Hire	11,272.54	10.63	24,850.00	(13,577.46)	11,272.54	10.63	24,850.00	(13,577.46)
4106 Daffodil Room (formerly Changl	10,498.08	9.90	15,375.00	(4,876.92)	10,498.08	9.90	15,375.00	(4,876.92)
4107 Miscellaneous receipts	3,772.02	3.56	3,150.00	622.02	3,772.02	3.56	3,150.00	622.02
4108 Refreshments Income	58.18	0.05	21.00	37.18	58.18	0.05	21.00	37.18
4110 Bowers Hall Income Regular	21,469.13	20.24	37,500.00	(16,030.87)	21,469.13	20.24	37,500.00	(16,030.87)
4112 Springfield Room Income Regul	11,559.78	10.90	14,490.00	(2,930.22)	11,559.78	10.90	14,490.00	(2,930.22)
4113 Springfield Room Income Occ.	905.50	0.85	3,590.00	(2,684.50)	905.50	0.85	3,590.00	(2,684.50)
4114 Chelmer Room Income Regular	7,532.03	7.10	18,630.00	(11,097.97)	7,532.03	7.10	18,630.00	(11,097.97)
4115 Chelmer Room Income Occ.	641.55	0.60	515.00	126.55	641.55	0.60	515.00	126.55
4116 Annex Income Regular	8,175.26	7.71	15,530.00	(7,354.74)	8,175.26	7.71	15,530.00	(7,354.74)
4118 Kitchen Income Regular	1,026.27	0.97	2,070.00	(1,043.73)	1,026.27	0.97	2,070.00	(1,043.73)
4119 Kichen Income Occ.	131.88	0.12	500.00	(368.12)	131.88	0.12	500.00	(368.12)
4125 Cleaning Costs Income	419.25	0.40	1,140.00	(720.75)	419.25	0.40	1,140.00	(720.75)
4126 Damage Deposits	46.50	0.04	0.00	46.50	46.50	0.04	0.00	46.50
4127 Library Rate 1	40.02	0.04	250.00	(209.98)	40.02	0.04	250.00	(209.98)
4133 Storage	937.91	0.88	1,030.00	(92.09)	937.91	0.88	1,030.00	(92.09)
4132 LCD Projector hire	865.89	0.82	2,300.00	(1,434.11)	865.89	0.82	2,300.00	(1,434.11)
4136 Rate Refund	29.53	0.03	0.00	29.53	29.53	0.03	0.00	29.53
4131 Hire of sound & light equipment	64.30	0.06	250.00	(185.70)	64.30	0.06	250.00	(185.70)
4200 Boleyn Room	16,336.26	15.40	18,650.00	(2,313.74)	16,336.26	15.40	18,650.00	(2,313.74)
4010 Catering bar facility	4,200.00	3.96	5,040.00	(840.00)	4,200.00	3.96	5,040.00	(840.00)
4202 Library Sundries (NEW)	6,081.83	5.73	0.00	6,081.83	6,081.83	5.73	0.00	6,081.83
	106,063.71	100.00	164,881.00	(58,817.29)	106,063.71	100.00	164,881.00	(58,817.29)
Expenditure								
5510 Electrical - Supply Costs	8,601.30	8.11	11,500.00	2,898.70	8,601.30	8.11	11,500.00	2,898.70
5520 Electrical - Maintenance Lamps	38.02	0.04	500.00	461.98	38.02	0.04	500.00	461.98
5522 Electrical - Portable Appliance T	45.00	0.04	75.00	30.00	45.00	0.04	75.00	30.00
5523 Electrical - Circuit Testing	0.00	0.00	500.00	500.00	0.00	0.00	500.00	500.00
5530 SPC Gas costs	2,099.94	1.98	5,000.00	2,900.06	2,099.94	1.98	5,000.00	2,900.06
5540 Gas - Maintenance	0.00	0.00	1,800.00	1,800.00	0.00	0.00	1,800.00	1,800.00
5550 Water - Supplies and Services	441.86	0.42	2,000.00	1,558.14	441.86	0.42	2,000.00	1,558.14
5560 Water - Maintenance Testing	691.00	0.65	750.00	59.00	691.00	0.65	750.00	59.00
5561 Water - Tank Cleaning/Chlorinat	0.00	0.00	380.00	380.00	0.00	0.00	380.00	380.00
5570 SPCentre - Rates	6,372.00	6.01	14,000.00	7,628.00	6,372.00	6.01	14,000.00	7,628.00
5580 Refuse Services	0.00	0.00	2,800.00	2,800.00	0.00	0.00	2,800.00	2,800.00
5590 SPC library Sundries (NEW)	7,845.43	7.40	0.00	(7,845.43)	7,845.43	7.40	0.00	(7,845.43)
5620 Hygiene Contracts	247.50	0.23	600.00	352.50	247.50	0.23	600.00	352.50
5640 Telephone - CDM	1,403.09	1.32	1,500.00	96.91	1,403.09	1.32	1,500.00	96.91
5641 Telephone - Internet	99.30	0.09	600.00	500.70	99.30	0.09	600.00	500.70
5652 Intruder Alarm Monitoring	316.00	0.30	500.00	184.00	316.00	0.30	500.00	184.00
5660 Insurance Buildings and Conten	6,472.86	6.10	6,000.00	(472.86)	6,472.86	6.10	6,000.00	(472.86)
5670 Security - Keyholding Services	15.00	0.01	0.00	(15.00)	15.00	0.01	0.00	(15.00)
5671 Security - Keyholding Call Out C	70.00	0.07	70.00	0.00	70.00	0.07	70.00	0.00
5710 Housekeeping Consumables	1,858.14	1.75	3,500.00	1,641.86	1,858.14	1.75	3,500.00	1,641.86
5720 Stationery and Equipment	308.03	0.29	600.00	291.97	308.03	0.29	600.00	291.97
5721 Postage	0.00	0.00	400.00	400.00	0.00	0.00	400.00	400.00
5750 Staff Courses	214.00	0.20	400.00	186.00	214.00	0.20	400.00	186.00
5760 Salaries - Dept 1	56,266.72	53.05	138,000.00	81,733.28	56,266.72	53.05	138,000.00	81,733.28
5790 PRS/PPL Music Licensing Fees	0.00	0.00	750.00	750.00	0.00	0.00	750.00	750.00
5801 Engineer Call Outs	64.65	0.06	500.00	435.35	64.65	0.06	500.00	435.35
5820 Fire - Fighting Equipment Maint	435.86	0.41	800.00	364.14	435.86	0.41	800.00	364.14
5831 Miscellanious Repairs	88.65	0.08	750.00	661.35	88.65	0.08	750.00	661.35
5832 General Maintenance	2,301.66	2.17	3,250.00	948.34	2,301.66	2.17	3,250.00	948.34
5840 Security System - Alarm Mainte	0.00	0.00	250.00	250.00	0.00	0.00	250.00	250.00
5841 Alarm Engineer Call Out	93.00	0.09	0.00	(93.00)	93.00	0.09	0.00	(93.00)
5851 Signage for Building	0.00	0.00	150.00	150.00	0.00	0.00	150.00	150.00
5870 Equipment Hire	360.66	0.34	200.00	(160.66)	360.66	0.34	200.00	(160.66)
5890 First Aid Supplies	0.00	0.00	50.00	50.00	0.00	0.00	50.00	50.00
5891 Furniture	1,312.00	1.24	0.00	(1,312.00)	1,312.00	1.24	0.00	(1,312.00)
5910 Landscaping Maintenance	0.00	0.00	200.00	200.00	0.00	0.00	200.00	200.00
5920 Lift Maintenance	463.25	0.44	750.00	286.75	463.25	0.44	750.00	286.75
5930 Bank Charges	206.60	0.19	300.00	93.40	206.60	0.19	300.00	93.40
5962 Petty Cash - CDM Office	0.00	0.00	50.00	50.00	0.00	0.00	50.00	50.00
6001 Refunds	75.60	0.07	50.00	(25.60)	75.60	0.07	50.00	(25.60)
6003 Christmas decorations	0.00	0.00	75.00	75.00	0.00	0.00	75.00	75.00

Time: 14:55:41

Budget Report

From: Month 1, April 2018
To: Month 6, September 2018

Chart of Accounts: Springfield Parish Premises Committee [PARTIAL]

	Period				Year to Date			
	Actual	Ratio(%)	Budget	Variance	Actual	Ratio(%)	Budget	Variance
6004 Vandalism/Repairs	0.00	0.00	200.00	200.00	0.00	0.00	200.00	200.00
6080 General Security Devices	31.22	0.03	0.00	(31.22)	31.22	0.03	0.00	(31.22)
6110 Air Conditioning	0.00	0.00	2,000.00	2,000.00	0.00	0.00	2,000.00	2,000.00
6111 Council Chamber	0.00	0.00	600.00	600.00	0.00	0.00	600.00	600.00
6225 Sound & Light expend	0.00	0.00	75.00	75.00	0.00	0.00	75.00	75.00
	98,838.34	93.19	202,475.00	103,636.66	98,838.34	93.19	202,475.00	103,636.66
Net Profit/(Loss):	7,225.37	6.81	(37,594.00)	44,819.37	7,225.37	6.81	(37,594.00)	44,819.37

Appendix B

	SPRINGFIELD PARISH CENTRE PROPOSED BUDGET 2019-2020					DRAFT V1
		Expenditure	£220,985.00			
		Income	£188,576.00			
		PRECEPT REQUIREMENT	**-£32,409.00**			
			BUDGET	**INCOME TO**	**PROPOSED**	
		INCOME	**2018-2019**	**Sep-18**	**BUDGET**	**Comments**
					2019-2020	
				*6 months regular		
		Parish Centre		income Apr to end Sep		
4008	1	1st Floor Council Chamber H	£24,850.00	£11,272.54	£ 25,471.00	Essex Drivers are invoiced in arrears now so figures are lagging slightly
4010	2	Catering Bar Facilities	£5,040.00	£4,200.00	£ 6,550.00	Café rent £450 a month Jan-Nov £400 Dec = £5350, Bar Income estimated at £1200 based on 6 months figures
4106	3	Daffodil Room	£15,375.00	£10,498.08	£ 15,759.00	Increase based on current budget plus 2.5% (reduced to half days Sept-Jan)
4107	4	Miscellaneous Receipts	£3,150.00	£3,772.02	£ 4,000.00	CVH Admin recharge to increase by £500
4108	5	refresh income	£21.00	£58.18	£ 100.00	No kitchen facilities in Daff Room or Council Chamber (hot water flasks)
4110	6	Bowers Hall Income	£37,500.00	£21,379.25	£ 39,000.00	Bookings are going very well estimated projection based on current income
4112	7	Springfield Room Income	£14,490.00	£11,477.22	£ 17,000.00	Bookings are going very well estimated projection based on current income
4113	8	Springfield room Occ.	£3,590.00	£905.50	£ 2,000.00	Parties not being booked in this room as much possibly due to appeal of Daffodil room
4114	9	Chelmer Room income	£18,630.00	£7,532.03	£ 16,000.00	Projection based on current income
4115	10	Chelmer room income Occ.	£515.00	£641.55	£ 1,200.00	Projection based on current income
4116	11	Annex Income	£15,530.00	£8,175.26	£ 15,918.00	estimated projection based on current income
4118	12	Kitchen Income	£2,070.00	£993.91	£ 2,122.00	Increase based on current budget plus 2.5%
4119	13	Kitchen Income Occ	£500.00	£131.88	£ 300.00	People hiring are not booking the kitchen
4125	14	Cleaning Costs Income	£1,140.00	£419.25	£ 1,169.00	Increase based on current budget plus 2.5%
4126	15	Damage deposits	£0.00	£46.50	£ 489.00	Figure is recharge for line 5670 call outs recharged to hirers
4127	16	Library Income	£250.00	£40.02	£ 50.00	Logistical issues of setting up rooms prevents regular use
4131	17	hire of light & sound	£250.00	£64.30	£ 50.00	No supplier to facilitate this
4132	18	LCD Projector hire income	£2,300.00	£865.89	£ 2,358.00	Essex Drivers are on back invoicing so this is slightly lower than it should be
4133	19	Storage Income	£1,030.00	£937.91	£ 1,500.00	Income stream to be reviewed and allocated
4200	20	Boleyn Room	£18,650.00	£16,336.26	£ 25,000.00	Very popular room for parties
4202	21	Library Income	£0.00	£6,081.83	£ 12,540.00	This income line is cancelled out by corresponding recharge on 5590
			£164,881.00	**£105,829.38**	**£ 188,576.00**	
			BUDGET	***EXPENDITURE***	***PROPOSED***	
			2018-2019	***to***	***BUDGET***	
		EXPENDITURE		***Sep-18***	***2019-2020***	
5510	21	*Electrical - Supply Costs*	£11,500.00	£8,601.30	£ 14,247.00	Previous year included a staggered repayment of a large bill
5520	22	*Electrical - Lamps*	£500.00	£38.02	£ 350.00	Reduction based on last year expediture
5522	24	*Electrical - PAT*	£75.00	£45.00	£ 46.00	Testing now carried out in house calibration fee last year plus 2%
5523	25	*Electrical - Circuit Testing*	£500.00	£0.00	£ 351.00	Circuit Testing not due until 2023 Lightning Protection last year plus 2% £250 allowed for repairs
5530	26	*SPC Gas costs*	£5,000.00	£2,099.94	£ 5,000.00	figure based on current expenditure
5540	27	*Gas - Maintenance*	£1,800.00	£0.00	£ 2,500.00	expenditure reflects Allianz insurance, inspection and testing and £1000 for boiler service
5550	28	*Water - Supplies and Servic*	£2,000.00	£441.86	£ 2,000.00	Covers sewerage and PC rates budget to remain the same
5560	29	*Water - Maintenance Testin*	£750.00	£691.00	£ 382.00	No risk assessment due in 2019 as biannual. Microbiological Analysis £375 + 2%
5561	30	*Water - Tank Cleaning/Chlo*	£380.00	£0.00	£ 380.00	Cleaning and Chlorination of tanks - budget to remain the same
5570	31	*SPC Centre - Rates*	£14,000.00	£7,646.40	£ 13,004.00	10 months x £1274.40 + 2%
5580	32	*Refuse Services*	£2,800.00	£0.00	£ 2,857.00	Charge comes in at very end of financial year + 2%
5590	33	*SPC Library Sundries (new)*	£0.00	£8,376.43	£ 12,540.00	Figure to match 4127 recharge

5620	35	*Hygiene Contracts*	£600.00	£247.50	£	531.00	ladycare = 4 x £68.75 + 2% £250 allowed for pest control
5640	37	*Telephone - 464583/463899*	£1,500.00	£1,403.09	£	1,515.00	3 mobiles phones £31.20 x 10 + 2% and quarterly rental at £277.50 x 4 + 2%
5641	38	*Telephone - Internet*	£600.00	£99.30	£	500.00	Broadband approx £100 a quarter
5652	39	*Intruder Alarm Mon.*	£500.00	£316.00	£	500.00	Keep the same £322 for annual monitoring plus allowance for testing/callouts
5660	40	*Insurance Building and Cont*	£6,000.00	£6,472.86	£	6,605.00	Change of Insurance supplier
5670	41	*Security - Keyholding Servic*	£0.00	£15.00	£	489.00	Normally recharged to hirers see line 4126 Annual Keyholding £459.51 + 2% small allowance for keys
5671	42	*Security - Keyholding Call O*	£70.00	£70.00	£	71.00	Internal key holding & allowing for 2 call outs @ £35 + 2%
5710	43	*Housekeeping Consumables*	£3,500.00	£1,858.14	£	3,500.00	keep the same and monitor stocks some additional costs due to Daffodil Room
5720	5720	*Stationery and Equipment*	£600.00	£308.03	£	600.00	Remains same based on current expenditure
5721	45	*Postage*	£400.00	£0.00	£	400.00	Premises pay 50% of total bill - however we have endeavoured to reduce costs
5750	47	*Staff Courses*	£400.00	£214.00	£	400.00	Remains same based on current expenditure
5760	48	*Salaries - Dept 1*	£138,000.00	£56,266.72	£	140,000.00	Increase based on current staff salaries plus spinal award increases
5790	49	*PRS/PPL Music Licensing F*	£750.00	£0.00	£	756.00	PRS £485.15 + 2% and PPL £255.73 + 2%
			£192,225.00	£67,270.64			

			BUDGET APR-MAR 2018-2019	EXPENDITURE to Sep-18	PROPOSED BUDGET 2018-2019	
5801	50	Fire Alarm Engineer Callouts	£500.00	64.65	£ 673.00	6 call outs at £110 + 2%
5820	52	Fire - Fighting Equipment M	£800.00	£435.86	£ 816.00	Lightning Protection £120 + 2%, Fire Extinguisher Services £245 + 2%, 2 Fire Alarm Services £220 + 2% allowance for shutter repairs
5831	54	Maintenance projects	£750.00	£88.65	£ 750.00	To remain the same
5832	55	General Maintenance	£3,250.00	£2,301.66	£ 3,250.00	To remain the same
5840	56	Security System - Alarm Ma	£250.00	£0.00	£ 334.00	two services of intruder system
5841	57	Alarm Engineer Call Out	£0.00	£93.00	£ -	to be amalgamated with 5801 - Engineer callout
5851	59	Signage for Building	£150.00	£0.00	£ 150.00	Will require some new signage
5870	60	Equipment Hire	£200.00	£360.66	£ 623.00	Dust mats 3 x £180.33 + 2%, Carpet Cleaner £71
5890	61	First Aid Supplies	£50.00	£0.00	£ 100.00	First aid boxes need restocking
5910	63	Landscaping Maintenance	£200.00	£0.00	£ 550.00	Oak trees will require maintenance and £350 allowance for tree assessments
5920	64	Lift Maintenance	£750.00	£463.25	£ 500.00	£300 allowed for general maintenance plus £1376 potential improvements
5930	65	PDQ Bank Charges	£300.00	£206.60	£ 420.00	Equipment to allow online payments/receipts
5962	66	Petty Cash - Premises	£50.00	£0.00	£ 50.00	Remains same
6001	67	Refunds	£50.00	£75.60	£ 100.00	Slight increase based on current trends
6003	68	Christmas decorations	£75.00	£0.00	£ 75.00	Remains same
6004	69	Vandalism/Repairs	£200.00	£0.00	£ 200.00	Remains same
6080	70	General Security Devices	£0.00	£31.22	£ -	Remove this Nominal code
6110	72	Air Conditioning	£2,000.00	£0.00	£ 2,000.00	Programme to be put in place for maintenance
6111	73	Council Chamber	£600.00	£0.00	£ 600.00	Remains same
6225	74	Sound & Light Expenditure	£75.00	£0.00	£ 270.00	Allowance for servicing of equipment and replacement filters
			£394,700.00	£209,963.38	£ 220,985.00	Excluding sinking fund

Appendix C

Springfield Parish Council

Severe Weather Policy for Customers hiring space at Springfield Parish Centre

In the event that Springfield Parish Centre should have to close due to, serious adverse weather conditions, we shall make every effort to notify customers as soon as is reasonably practical. If, as a result of such events, we believe we have no alternative but to cancel bookings then customers will without question, be entitled to a refund of their money or an alternative booking.

The decision to close the centre will be based on several factors:

- ***Safety of staff working at the Centre*** - is it safe for them to travel into work and onto the premises? For those who can get into work, can the Centre be operated safely and effectively with available staff numbers? Do weather forecasts suggest that those staff who can get in might have difficulty getting home?

- ***Safety of customers*** – should customers be encouraged to travel to the Centre, is it safe for customers to be on the premises? For example, is the car park area and approach to the building safe, is the building warm enough, can the building be kept safe eg. Is there a member of staff on site to keep floors dry and put out hazard cones etc.

Communication of closure

In the event of closing the Springfield Parish Centre, a message will be recorded on the answerphone. This message will state;

- Date of closure;

- Reason for closure;

- A telephone number to contact for up-to-date information (this will generally be the Premises and Facilities Manager)

The Premises and Facilities Manager will keep customers informed and respond to any queries regarding the closure.

Please note, it is the responsibility of hirers to contact their class attendees although the Parish Centre will publicise any closure to the best of it's ability in order to assist with this communication.

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If the Centre is open, and this has been communicated to customers as per the above procedure and hirers fail to attend for their booking or make the decision themselves to cancel their class, then unfortunately, no refund will be provided.

An alternative date may be able to be accommodated in order to make up missed classes but this will be invoiced for.