

CONDITIONS OF HIRE

Thank you for considering using Cape for your professional activity. The income generated from room hire is ploughed back into delivering free mental health services or adults living with complex mental health.

What we ask of you:

- 1) Complete a booking form and provide relevant certificates at the time of booking.
- 2) Register on our online room booking system Skedda (we will provide you with a link)
- 3) Manage your bookings on Skedda
- 4) Only use the room that you have booked, unless you have permission from a Cape member of staff to switch
- 5) Manage your own clients including providing access to the building and escorting them to the room you have booked. Cape cannot provide a reception or administration service for you.
- 6) Display the 'room in use' door sign, when you are in a room and turn it back when you leave
- 7) Move through communal areas with mindfulness that other rooms will be in use
- 8) Do not enter a room that has the 'room in use' sign displayed, without knocking first, even if you have booked it
- 9) Professional relationships will be conducted in a spirit of mutual respect.

Practitioners will not undermine any colleague's relationship with clients by making unjustifiable or ill-judged comments.

- 10) All communications between cape staff and therapists about clients should be on a professional basis and thus purposeful, respectful and consistent with the management of confidences agreed with clients.
- 11) Ensure that you leave the room promptly, in line with your booking
- 12) Ensure that you have vacated the premises by 9pm Mon–Thurs and 6pm on Friday
- 13) Book and pay for all the time you use. Do not leave gaps between bookings where possible.
- 14) No naked flames permitted in rooms
- 15) Leave the room as you found it

- 16) Close windows and switch off plugs and lights when you vacate the room
- 17) No under 18s are permitted on the premises.
- 18) No animals are permitted on the premises, unless it is a registered support/therapy dog
- 19) Ask your clients to arrive on time as we do not provide a waiting area
- 20) Provide 1 months' notice in writing to end your hiring agreement. Remove your personal details from Skedda once you cease using Cape premises.
- 21) Allow Cape to hold and use your personal data in line with data protection and GDPR
- 22) Pay your invoices on time. If you have difficulty paying, please inform our Finance Administrator at the earliest opportunity: Jaya.Doshi@capeproject.org.uk Please note that late payment could incur charges and non-payment could result in your agreement to hire being cancelled.

What you can expect from us:

- 1) Confirmation of your booking in writing, detailing your hourly room hire rate
- 2) Flexibility for you to amend or cancel your bookings via Skedda with no penalty
- 3) Access to the building via a keypad between 8am – 9pm M-T and 8am-6pm Friday
- 4) To provide clean, warm and well-lit rooms
- 5) To maintain communal areas including toilets and kitchen to a good standard
- 6) We will maintain a safe environment in terms of health & safety and fire safety
- 7) Access to hot drink making facilities and filtered water
- 8) Access to the internet
- 9) Cape cannot be held responsible for any personal items left in rooms
- 10) Communication via email to the hirers committee regarding any matters that could have an operational, financial or emotional impact on you or your clients
- 11) Professional relationships will be conducted in a spirit of mutual respect. We will endeavour to build good working relationships and systems of communication that enhance services to you and your clients.
- 12) Cape staff will not undermine any therapist's relationship with clients by making unjustifiable or ill-judged comments.

- 13)All communications between colleagues about clients should be on a professional basis and thus purposeful, respectful and consistent with the management of confidences agreed with clients.
- 14)To always have a member of Cape staff on site (except for exceptional circumstances)
- 15)Opportunity for networking twice a year
- 16)Provide our Trustee Board and staff details on our notice board
- 17)Cape reserve the right to end your booking agreement under the following circumstances:
 - a. Change of Cape business needs
 - b. Breach of booking conditions i.e. nonpayment of invoices/abuse of cape staff/premises
 - c. End of our lease Except in exceptional circumstances, at least 3 months' notice will be provided, unless negotiated and agreed in advance
- 18)We will take responsibility for considering how best to act in situations involving unethical or unprofessional behaviour and will be ready to explain why we decided to respond in the way we did.
- 19)For any non-urgent enquiries please contact our Business & Governance Administrator:
Milan.patel@capeproject.org.uk
- 20)For urgent matters or complaints please contact our CEO:
Angela.Coton@capeproject.org.uk