

## **Terms and Conditions (14.4.25 ):**

### **General Rules Governing the Use of Highgate Newtown Community Centre**

#### **1. Definitions**

“Centre” means the Highgate Newtown Community Centre run by Highgate Newtown Community Partners Limited

“Management” means the management of and includes the staff for the time being of the Centre

“Manager” means the Manager of the Centre and in the absence of the Manager includes the deputy manager

“Premises” means the premises of the Centre and includes the courtyard immediately adjacent to the Centre

#### **2. Use of Centre**

Use of the Centre and its facilities is subject to the following rules and in the case of hirers, to the conditions incorporated in the hiring agreement.

#### **3. Equal opportunities**

Users of the Centre must comply with the Equality Act 2010. They must ensure that the Centre is open to all members of the community regardless of sex, sexual orientation, nationality, age, disability, race, or of political, religious or other opinions.

#### **4. Use of the Centre and Clubcard**

Application for use of the Centre shall be made via our website at [www.highgatentown.org.uk](http://www.highgatentown.org.uk) or Tel:07360737326 it can also be found via one of the direct QR codes for the clubcard found on advertisements and newsletters. You can also register through a member of staff at the centre if you wish to do so.

All users of facilities at the Centre must hold a current clubcard issued by the Centre. Clubcards are issued subject to the Terms and Conditions applying to the use of the Centre. These Terms and Conditions may be amended from time to time and will apply as amended.

The right to refuse any application for the use of Centre facilities is reserved to the Manager.

The Manager reserves the right to request such additional information as they deem necessary and to make enquiries of external bodies as to the standing of any organisation before agreeing to let.

All arrangements for the use of Centre facilities are subject to the Manager reserving the right to cancel bookings.

#### **5. Hours of opening**

Facilities at the Community Centre are normally available for the use between the hours of 8am and 10pm. Monday to Saturday. Sunday some services and events will run please see website for times.

#### **6. Opening and Closing the Community Centre**

All details of regular hirers responsible for keys shall be recorded on the Community Centre Key Register. The Centre will be opened for your hiring by a representative of the Community Centre and will be closed for you at the time you have indicated.

Please ensure that any outside caterers, contractors and bar staff are aware of the hire period and that they will not be able to enter before or leave after the hire period.

Please telephone 07360737326 (Manager) in case of difficulty.

#### **7. Maximum capacity**

Each floor of the building has a maximum capacity, and this will need to be taken in to account when we have any events or bookings for all the spaces we hire.

Hall Capacity-180

Ground floor reception area capacity is 110 people

First floor capacity is 60 people

Please discuss with management the Numbers attending any event or booking as this will need to be strictly managed for health and safety and fire risk purposes.

### **8. Safety requirements**

All conditions attached to the granting of the Centre's Premises Licence or other licences shall be strictly observed. Nothing shall be done which will endanger the users of the building or invalidate the policies of insurance relating to it and to its contents.

In particular:

Obstructions must not be placed in gangways or exits, nor in front of emergency exits, which must be immediately available for free public egress.

All groups and users are expected to co-operate in the fire drills which may be arranged at varying times to familiarise users with evacuation procedures.

The Fire Assembly point is situated at the bollards at the end of Bertram Street and the end of the alleyway on Croftdown Road The emergency lighting supply must be turned on during the whole time the premises are occupied and must illuminate all exit signs and routes.

Firefighting apparatus shall be kept in its proper place and only used for its intended purpose.

The Fire Service shall be called to any outbreak of fire, however slight, and details of the occurrence shall be given to the Management.

Permission for performances involving danger to the public shall not be given.

Highly flammable substances shall not be brought into or used in any part of the premises. No internal decorations of a combustible nature (such as polystyrene, etc.) shall be erected.

No additional heating appliances shall be used on the premises.

The First Aid box shall be readily available to all users of the premises. It is in the management office and must be returned after use. The Manager or staff must be informed of any accident or injury occurring on the premises and the accident book completed; (stored with the first aid box).

All electrical equipment brought into the building shall comply with the Electricity at Work Regulations 1989 and any subsequent legislation.

### **9. Supervision**

The hirer or person in charge of an activity shall not be under 18 years of age and shall be on the premises for the entire period of hire or duration of the activity. S/he shall not be engaged in any duties which prevent them from exercising general supervision.

When the premises or any part of them are used for the purpose of public entertainment, there shall be a minimum of two persons, neither of whom shall be less than 18 years of age, on duty where under 100 persons are attending the entertainment. The number of adult attendants required is increased to three minimum when maximum capacity numbers are met.

When the majority of those present at the entertainment are less than 16 years of age and/or when many people with disabilities are expected to attend, the numbers of adult supervisors required will be increased.

All persons in charge or on duty shall have been informed of the procedure for evacuation of the premises and shall familiarise themselves with the firefighting equipment provided and the location of the Fire Assembly Point communicating this to all participants.

The Hirer shall, during the period of the hiring, be responsible for –  
Supervision of the premises, the fabric and the contents.

Care, safety from damage, however slight, or change of any sort.

The behaviour of all persons using the premises whatever their capacity, including proper supervision of car parking arrangements, to avoid obstruction of the highway.

As directed by the Management, the Hirer shall make good or pay for all damage (including accidental damage) to the premises or to the fixtures, fittings or contents and for loss of contents. A deposit will be taken which will be used to meet/go towards the cost of repairs, and/or damage or additional cleaning required following an event.

### **10. Safety of vulnerable people**

Regulated activities involving either children or vulnerable adults will not be permitted on the premises except with the written agreement of the Management, which will require that the relevant provisions of the Children Act 1989 and subsequent legislation, are complied with before giving such permission.

All organisers of activities (involving children and/or vulnerable adults) shall provide evidence of the necessary Disclosure and Barring Service checks. Management reserves the right to exclude from the premises any organisation that fails to comply with this requirement. In the case of affiliated groups or outside hirers, it is the responsibility of the organisers of the activities concerned to ensure compliance with these requirements, so that only fit and proper persons have access to young children and/or vulnerable adults and that such persons shall always be in attendance upon children and/or vulnerable adults who are on the premises for the activities concerned.

### **11. Public safety compliance**

**(a)** The Hirer shall comply with all conditions and regulations made in respect of the premises, the Licensing Authority, and the hall's Fire Risk Assessment or otherwise, particularly in connection with any event which constitutes regulated entertainment, at which alcohol is sold or provided, or which is attended by children. The hirer and users shall also comply with the Management's health and safety policy. Available on our website.

The Hirer acknowledges that they have received information in the following matters:

The action to be taken in event of fire. This includes calling the Fire Service and evacuating the hall.

- The location and use of fire equipment. (Include diagram of location when handing over keys);
- Escape routes and the need to keep them clear.
- Method of operation of escape door fastenings.
- Appreciation of the importance of any fire doors and of closing all fire doors at the time of a fire.

In advance of the booking taking place the hirer shall check the following items:

- That all fire exits are unlocked and panic bolts in good working order.
- That all escape routes are free of obstruction and can be safely used.
- That any fire doors are not wedged open.
- That exit signs are illuminated.
- That there is no obvious fire hazard on the premises.
- There are no obvious dangers present in the building and the area of hire is safe to use for the chosen activity

### **(b) Means of escape**

All means of exit from the premises must be kept free from obstruction and immediately available for instant free public exit.

The emergency lighting supply illuminating all exit signs and routes must be turned on during the whole of the time the premises are occupied (if not operated by an automatic mains failure switching device).

### **(c) Outbreaks of fire**

The Fire Service shall be called to any outbreak of fire, however slight, and details thereof shall be given to the Manager.

### **(d) Health and Hygiene**

The Hirer shall, if preparing, serving or selling food as agreed as part of the hiring agreement, observe all relevant food health and hygiene legislation and regulations. Dairy products, vegetables and meat on the premises must be refrigerated and stored in compliance with the Food Safety (Temperature Control) Regulations 1995. Only persons who have satisfactorily undertaken any relevant training required by the Council's Environmental Health Department, and otherwise satisfied the requirements of current legislation, shall be permitted to handle food on the premises.

### **(e) Electrical appliance safety**

The Hirer shall ensure that any electrical appliances brought by them to the premises and used there shall be safe, in good working order and used in a safe manner in accordance with the Electricity at Work Regulations 1989 and any subsequent legislation. Where a residual circuit breaker is provided the hirer must make use of it in the interests of public safety.

### **12. Music in the Centre**

The premises are not licensed with PRS for Music and with Phonographic Performance Ltd (PPL) for the playing of recorded copyright music and for the live performance of copyright music.

### **13. Television**

The Community centre Manager does not have a 'Public Video Screening Licence (PVSL)' and hirers cannot show motion pictures, cartoons etc. without first discussing with the Manager.

### **14. Betting, gaming and lotteries**

Nothing shall be done on or in relation to the premises in contravention of the law relating to betting, gaming and lotteries and the persons responsible for functions held in the Centre premises shall ensure that the requirements of the relevant legislation are strictly observed.

### **15. Temporary Event Notices (TENs)**

The Management must be given at least four weeks' notice of any event that is not licensed by the Centre's Premises Licence. The Manager will then determine whether the event should take place and, if approved, will either him/herself issue the application for the TEN to the Borough Council with a copy to the Police or require the hirer to do so.

### **16. Storage**

The permission of the Management must be obtained before goods or equipment are left or stored at the Community Centre, except that the manager is authorised to grant permission for the overnight storage of goods and equipment brought to the Centre for a particular function or event.

The organisation accepts no responsibility for any stored equipment or other property brought onto or left at the premises and all liability for loss or damage is hereby excluded. All equipment and other property (other than stored equipment) must be removed at the end of each hiring, or a £50 fee will be charged for each day until the items are removed.

The Manager may use its discretion in any of the following circumstances:

Failure by the Hirer either to pay any charges in respect of stored equipment due and payable or to remove the same within 7 days after the agreed storage period has ended.

Failure by the Hirer to dispose of any property brought on to the premises for the purposes of the hiring. This may result in the Management disposing of any such items by sale or otherwise on such terms and conditions as it thinks fit and charge the Hirer any costs incurred in storing and selling or otherwise disposing of the same.

### **17. Loss of property**

The Management cannot accept responsibility for damage to, or the loss or theft of, Centre users' property, possessions and effects.

### **18. Car parking**

Cars shall not be parked at the centre or Bertram Street leading up to the centre, it is advised that users seek public transportation to access the centre where possible.

The Management cannot accept responsibility for damage to, or the loss or theft of, Centre users' property and effects, theft of vehicles and possessions.

### **19. Accidents and dangerous occurrences**

The Hirer must report all accidents involving injury to the public to the Manager or, failing that, to a member of the Centre's Management team as soon as possible and complete the relevant section in the Management's accident book. Any failure of equipment belonging to the Management or brought in by the Hirer must also be reported as soon as possible in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)

As certain types of accidents or injury MUST be reported, assistance will be given when making out such a report should it be required.

## **20. Explosives and flammable substances**

The Hirer shall ensure that:

Highly flammable substances are not brought into, or used, in any part of the premises and that. No internal decorations of a combustible nature (e.g. polystyrene, cotton wool) shall be erected without the consent of the Management. No decorations are to be put up near light fittings or heaters. NB Hooks are supplied and fitted around the building for the safe fixing of additional decoration

## **21. Heating**

The Hirer shall ensure that no unauthorised heating appliances shall be used on the premises.

## **22. Centre Telephone**

The Centre has no telephone handset, so you are advised to bring a fully charged mobile telephone to use in case of emergency

## **23. Nuisance**

Litter shall not be left in or about the Centre premises.

Except in the case of trained guide dogs for the blind, dogs shall only be permitted on the Centre premises in connection with organised activities such as dog training or dog shows.

Hirers and organisers of events in the Community Centre are responsible for ensuring that the noise level of their functions is not such as to interfere with other activities within the building nor to cause inconvenience for the occupiers of nearby houses and property.

## **24. Behaviour**

Our Community Centre is committed to providing a welcoming, inclusive, and respectful environment for all visitors. To ensure that everyone enjoys their time here, we ask all attendees to adhere to the following Behaviour Policy. This policy outlines the expected conduct within the Community Centre and applies to all club card holders, visitors, staff, and volunteers.

### **1. Expected Behaviour and Language**

- **Respectful Communication:** All visitors are expected to communicate in a polite and respectful manner. Offensive, abusive, or discriminatory language will not be tolerated under any circumstances.
- **Appropriate Conduct:** Visitors should behave in a manner that does not disturb others or cause damage to the Centre's property. Aggressive or disruptive behaviour is strictly prohibited.
- **Supervision of Children:** Parents and guardians are responsible for the supervision of their children at all times. Children should not be left unattended and must follow the same behaviour guidelines as adults.

### **2. Equal Opportunities**

- **Inclusive Environment:** The Community Centre is committed to providing equal opportunities for all, regardless of age, gender, race, religion, disability, or sexual orientation.
- **Zero Tolerance for Discrimination:** Discriminatory behaviour or harassment of any kind will not be tolerated. Any incidents should be reported to the Centre's staff immediately.
- **Accessibility:** The Centre strives to be accessible to everyone. If you have specific needs or require assistance, please inform a staff member so that appropriate accommodations can be made.

### 3. Food and Drink

- **On-Premises Purchases:** To support the Community Centre and maintain a clean environment, we ask that all food and drink where possible be purchased from our on-site café facilities. Outside food and beverages will be permitted however please note all rubbish must be taken away with you as we have limited bin and waste areas on site. Please discuss with management if you require external catering and they will provide you with more details.
- **Consumption Areas:** Food and drink should be consumed in designated areas only. Please dispose of all waste in the provided bins to help keep the Centre clean and tidy.
- **Allergies and Dietary Restrictions:** If you have any allergies or dietary restrictions, please inform the café staff when purchasing food or drinks so they can assist you with suitable options.

### 4. Respect for Staff and Volunteers

- **Courteous Interaction:** All visitors are expected to treat the Community Centre's staff and volunteers with courtesy and respect. Staff are here to help and ensure that everyone has a positive experience.
- **Compliance with Requests:** Please comply with any reasonable requests or instructions from staff and volunteers, especially those related to safety, conduct, and the use of the Centre's facilities.
- **Reporting Issues:** If you encounter any issues or have concerns, please speak to a member of staff who will assist you in resolving the matter.

### 5. Consequences of Misconduct

- **Verbal Warnings:** In cases of minor misconduct, a verbal warning may be issued by a staff member. Visitors are expected to correct their behaviour immediately.
- **Suspension of Access:** Repeated or serious violations of this Behaviour Policy may result in the temporary or permanent suspension of access to the Community Centre.
- **Involvement of Authorities:** In extreme cases, such as violent or illegal behaviour, the Community Centre reserves the right to involve law enforcement authorities.

### 6. Drunk and disorderly behaviour and supply of illegal drugs

The Hirer shall take all necessary action to avoid disturbing neighbours and to prevent any anti-social, violent or criminal behaviour and to prevent any excessive consumption of alcohol at the Centre. Drunk and disorderly behaviour shall not be permitted either on the premises or in its immediate vicinity. Alcohol shall not be served to any person suspected of being drunk or to any person suspected of being under the age of 18. Any person suspected of being drunk, under the influence of drugs or who is behaving in a violent, anti-social or disorderly way shall be required to leave the premises. No illegal drugs may be brought onto the premises. The section headed Behaviour Policy below applies.

### 7. Consideration for Others

- Hirers shall if using sound amplification equipment make use of any limitation device provided at the Centre and comply with any other licencing condition for the Centre. Please ask your guests to leave quietly at the close of your event.
- Please do not use drawing pins (other than on the notice board provided) or blu tac / adhesive tape on the walls or other surfaces, as hooks are provided around the room should you need to put up notices or decorations. Do not fix decorations near light fittings or heaters.
- -Leave the Centre clean and tidy and take waste home as we have no provision for its collection. We require you to ensure tabletops are disinfected and wiped clean before being stacked in the storeroom along with any protective floor matting deployed to protect the hall floor.

- Faults/ Damage/ Comments – Please report as soon as possible to the Management any faults or damage so that they can be rectified quickly.

## **25. Cleaning, security and Footware**

All use of Centre premises and facilities is subject to the user's accepting responsibility for returning furniture and equipment to their original position and for securing doors and windows of the premises as directed by the Staff. All users shall also leave the premises and surroundings in a clean and tidy condition, and take any rubbish generated from the event with them on departure.

Due to the sprung flooring in the hall only soft soled shoes are permitted in the hall (ie no high heels or stiletto heels) and where Management directs the protective matting provided must be used.

## **26. Hiring**

The rates for hiring facilities are available on line and at reception. Special events or those of a longer duration than one day will be subject to negotiation with event organisers.

In consideration of the full hire fee paid prior to the event, the Management agrees to permit the Hirer to use the premises for the purpose described and for the period requested. The Hire Agreement includes the Standard Conditions (including these Terms and Conditions) and the Special Conditions (if any) which will be set out in a Schedule to the Hire Agreement. In addition to the hourly rate fee the Hirer may be asked to place a deposit down on the booking in relation to any damage or loss which may be caused to the premises and /or contents or if any complaints are made to the Community Centre about noise or any other disturbance during the period of the hiring or as a result of the hiring or the building is not left in a clean and tidy condition. In any such case you may be subject to additional charges which will be taken from the deposit.

## **27. Premises**

Highgate Newtown Community Centre has applied for its own Premises Licence however permissions authorising the following regulated entertainment and licensable activities are necessary and if a chosen activity should require such a licence advice should be sought from the Management before proceeding with the hire:

- The performance of plays
- The showing of films, cartoons etc
- Indoor sporting events
- Boxing or wrestling entertainment
- Performance of live music
- Performance of dance
- Playing of recorded music
- Making music
- Dancing
- Entertainment like making of music or dancing
- Provision of hot food / drink
- Sale of alcohol to adult users of the building
- Showing and recording of television programmes

If alcohol will be available at your event, a bar will require a private licence from a provider of your choice or the Management's preferred licence holder details of which can be obtained through the Booking Secretary.

Alternatively, it will be necessary to obtain a Temporary Events Notice (TENs) at least 28 days before the event. Please contact the Manager for details of how to proceed.

The Hirer agrees not to exceed the maximum permitted number of people per room including the organisers/performers. (See Maximum capacity figures)

Where a licensable activity will take place, the hirer hereby acknowledges the conditions of the Premises Licence in accordance with which the hiring must be undertaken and agrees to comply with all obligations therein.

In order to hold a licensable activity on the premises or on part of the premises not covered by the Centre's Premises Licence a Temporary Event Notice (TEN) will need to be given to the licensing authority. The

Hirer shall obtain the written consent of the Management for this purpose before giving the licensing authority a TEN. Failure to do so will result in cancellation of the hiring without compensation because there is a limit on the number of TENs which can be granted annually for any premises. Lack of co-operation could affect future fundraising by the Management and other local voluntary organisations. The Hirer agrees with the Management to be present (by the Hirer's authorised representative, if appropriate) during the hiring and to comply fully with this Hire Agreement.

The Hire Agreement, together with any additional conditions imposed including those under the Premises Licence or that the Management deems necessary, together with these Terms and Conditions - the General Rules Governing the Use of the Highgate Newtown Community Centre shall form part of the terms of any Hiring Agreement in relation to the Centre unless specifically excluded by agreement in writing between the Management and the Hirer.

None of the provisions of this Agreement are intended to or will operate to confer any benefit pursuant to the Contracts (Rights of Third Parties) Act 1999 on a person who is not named as a party to this Agreement.

## **28. Dangerous and unsuitable performances**

Performances involving danger to the public or of a sexually explicit nature shall not be given.

## **29. No alterations**

No alterations or additions may be made to the premises, nor may any fixtures be installed, or placards, decorations or other articles be attached in any way to any part of the premises without the prior written approval of the Management. The Hirer must remove all such articles at the end of the hiring unless otherwise agreed with the Management. Any unauthorised articles left on the premises will be disposed of by the Management as it thinks fit. The Hirer will make good to the satisfaction of the Management any damage caused by such installation and removal.

## **30. GDPR Compliance**

**1.** We are committed to protecting and respecting your privacy in compliance with the General Data Protection Regulation (GDPR) (EU) 2016/679. This section outlines the terms and conditions governing the collection, use, and disclosure of personal data when you use our services. Please read this policy carefully to understand your rights and how we handle your data.

### **2. Data Controller and Data Protection Officer**

- **Data Controller:** Centre Manager
- **Data Protection Officer (DPO):** Centre Manager

If you have any questions or concerns about how your data is handled, please contact our DPO.

### **3. Data Collection and Use**

We may collect and process the following types of personal data:

- **Contact Information:** Name, email address, phone number, etc.
- **Technical Information:** IP address, browser type, operating system, etc.
- **Usage Data:** Information on how you use our website or services, including pages visited, time spent, and actions taken.

This data is collected to:

- Provide and improve our services
- Respond to inquiries and support requests
- Comply with legal obligations

### **4. Legal Basis for Processing Data**

We will only process your personal data if at least one of the following applies:

- **Consent:** You have given clear consent for us to process your personal data for a specific purpose.
- **Contractual Obligations:** Processing is necessary for the performance of a contract with you.
- **Legal Compliance:** Processing is necessary to comply with legal obligations.
- **Legitimate Interests:** Processing is necessary for our legitimate interests, provided that these do not override your rights.

## 5. Data Retention

We will retain your personal data only for as long as necessary to fulfill the purposes for which it was collected, including to meet legal, regulatory, or contractual obligations. Once data is no longer required, it will be securely deleted or anonymized.

## 6. Data Subject Rights

Under the GDPR, you have the following rights concerning your personal data:

- **Right of Access:** You have the right to request a copy of the personal data we hold about you.
- **Right to Rectification:** You can request corrections to inaccurate or incomplete data.
- **Right to Erasure ("Right to be Forgotten"):** You can request that your personal data be erased under certain conditions.
- **Right to Restrict Processing:** You can request the restriction of processing of your data under specific circumstances.
- **Right to Data Portability:** You can request that your data be provided to you or a third party in a structured, commonly used, and machine-readable format.
- **Right to Object:** You can object to the processing of your data based on legitimate interests or direct marketing.
- **Right to Withdraw Consent:** If you have provided consent for processing, you have the right to withdraw it at any time.

To exercise any of these rights, please contact our Data Protection Officer at [Insert DPO contact information].

## 7. Data Transfers

Your personal data may be transferred to, and stored at, a destination outside the European Economic Area (EEA). We will ensure appropriate safeguards are in place to protect your personal data in such cases, in accordance with GDPR requirements.

## 8. Data Security

We implement appropriate technical and organizational measures to ensure the security of your personal data, including encryption, access control, and secure storage practices. However, no system is completely secure, and we cannot guarantee the absolute security of your data.

## 9. Third-Party Access to Data

We do not share your personal data with third parties except in the following cases:

- **Service Providers:** We may share your data with trusted service providers who help us deliver our services.
- **Legal Obligations:** We may disclose your data if required to comply with legal obligations or respond to legal requests.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your data may be transferred to a new entity.

## 10. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your experience on our website. You can control or disable cookies through your browser settings, but doing so may affect the functionality of the website.

## **11. Changes**

We reserve the right to update or modify these GDPR terms and conditions at any time. Any changes will be posted on this page with a new "Effective Date." We encourage you to review this page periodically to stay informed about how we protect your privacy.

## **12. Complaints**

If you believe that we are not handling your personal data in accordance with the GDPR, you have the right to file a complaint with the Information Commissioner's Office.

**Contact Information** For questions or concerns regarding GDPR or your personal data, please contact the Centre Manager

## **31. Strictly no subletting is allowed**

## **32. HNCP Clubcard**

### **1. Purpose and Benefits**

The HNCP Clubcard is a membership card designed to enhance your experience at Highgate Newtown Community Centre. The clubcard allows members to:

- Check in to activities and classes more efficiently
- Receive exclusive discounts on selected services and events
- Stay informed about upcoming activities, events, and news through email updates
- Track your participation in centre activities

### **2. Registration**

Clubcard registration can be completed through:

- Our website at [www.highgatene Newtown.org.uk](http://www.highgatene Newtown.org.uk)
- Scanning the QR codes displayed on adverts and newsletters
- In-person with a staff member at the centre

### **3. Usage**

- Please bring your clubcard (physical or digital version) when attending the centre
- Your clubcard should be presented when checking in to activities
- The clubcard may be required to access member-only discounts and special offers

### **4. Data and Privacy**

- Information collected through the clubcard system is processed by Plinth.
- All data is processed in accordance with our GDPR Compliance policy (detailed in the Terms and Conditions)
- Your contact information will only be used to communicate centre-related information
- You may opt out of communications at any time while retaining your clubcard benefits

## **5. Terms of Use**

- The clubcard is for personal use only and is non-transferable
- The Management reserves the right to cancel or suspend a clubcard if misused
- The clubcard remains the property of Highgate Newtown Community Partners Limited
- Lost or damaged cards can be replaced by contacting the centre management

**Highgate Newtown Community Partners**