BLANDFORD FORUM TOWN COUNCIL

Deposit Policy for Bookings

1. Purpose

The purpose of this policy is to outline the procedures and requirements for collecting deposits for bookings. Deposits are taken to secure a booking and to provide financial protection against potential damage, excessive cleaning, late cancellations, or any other costs incurred by the Town Council.

2. Scope

This policy applies to all bookings made for the use of the Town Councils facilities, services, or equipment.

3. Policy Statement

A deposit may be required for any booking where the potential cost, risk of damage, or operational impact is assessed as significant. The amount of the deposit will vary depending on the nature of the booking and the associated risks.

4. Delegated Authority

The following staff members are authorised to determine whether a deposit is required and the amount to be charged:

- **Operations Manager**
- **Bookings Receptionist**

These staff members have the discretion to assess each booking individually and set an appropriate deposit based on:

- The scale and type of event or activity
- The number of participants or attendees
- Historical experience with similar bookings
- Potential risk of property damage or additional cleaning
- Use of specialist equipment or areas
- Any other relevant operational considerations

5. Deposit Amount

- The deposit amount may vary and shall be proportional to the assessed risk.

- The standard range for deposits should be set within predetermined internal guidelines (e.g., £50–£500), unless specific circumstances justify a higher amount.
- Any deposit exceeding the standard range must be approved by the Town Clerk.

6. Payment Terms

- Deposits must be paid at the time of booking to confirm the reservation.
- Bookings are not considered secure until the deposit has been received in full.
- Payment may be made via accepted payment methods as outlined by the Town Council.

7. Refund and Retention of Deposits

Deposits will be refunded in full when:

- The booking is completed with no damage, loss, or excessive cleaning required
- All terms and conditions of hire have been adhered to

Deposits may be partially or fully retained if:

- Damage to property or equipment occurs
- Additional cleaning is required
- Policies, rules, or terms of use are breached
- Late cancellation occurs outside the organisation's stated cancellation window

Any retained deposit must be documented with evidence (photos, reports, invoices, etc.).

8. Record Keeping

All deposits received, retained, or refunded must be recorded in the Town Councils booking system. Supporting documentation must accompany any deposit retention decisions.

9. Review

This policy will be reviewed annually or when operational needs change.

Approved by Town Council at the meeting held on Monday 15th December 2025.