

## **To receive and note a partial refund for the hire of Isambard House.**

**Report to:** Policy & Finance Committee

**Date of Report:** 18/08/25

**Officer Writing the Report:** Office Manager / Assistant to the Town Clerk

### **Officers Recommendations**

To note that the Town Clerk approved a partial refund (commission charge) for the hire of Isambard House resulting in a loss of income of £144.85.

### **Report Summary**

Regrettably, a recent room booking made through the Town Council was not fulfilled as expected of the hirer.

The booking was for a 7-day art exhibition, subject to the Town Council's standard fees and charges, which include a room hire fee and a 10% commission on sales.

- Room hire fee: £320 + VAT
- Total sales reported: £1,448.50
- Commission (10%): £144.85

Due to the Town Council not meeting the agreed expectations of the hirer, the Town Clerk exercised delegated authority under the Town Council's Hire of Town Council Premises and Events Policy:

### **Refunds and Cancellations**

Room hire bookings are offered on a no-refund basis unless Saltash Town Council cancels the booking, in which case a full refund will be provided.

The Town Clerk has delegated authority to offer full or partial refunds in exceptional circumstances, with a report to the Policy and Finance Committee. The Town Clerk's decision is final.

As a goodwill gesture, and in line with this policy, the Town Clerk waived the 10% commission fee, resulting in a loss of income to the Council of £144.85.

### **End Of Report**

**Signature of Officer:**

Office Manager / Assistant to the Town Clerk