

Hall hire application form

Date of hire:

Time of hire: to

Area to be hired: side hall lower hall upper hall

Purpose of hire:

Cost of hire: £ plus deposit of £50 = £

Name:

Organisation: Charity no.:

Address:

Contact number: Contact email:

- I have read and understand the charges and conditions of hire as set out overleaf and agree to them.
- If I am one-off hirer, I confirm that I have read and understood the Hirers Liability information included with this hire form, and agree to its conditions; and have added my details on p3, "Public liability for hirers".
- If I am a business, charity or regular hirer, I understand that I must have my own Public Liability insurance, and must provide a copy of this to the Church.
- I understand that I should have separate insurance arrangements with any external suppliers, such as caterers, entertainers, bouncy castle, etc.
- I understand that if I cancel the hire less than 7 days before the event, then the deposit will be lost.
- I understand the Church reserves the right to refuse any booking, including if a group or activity has aims in conflict with those of the Church – if this happens, I will receive a full refund.
- I confirm that the data entered on this form is complete and correct to the best of my knowledge.

Name: Signed:

In order to comply with the Data Protection Act 2018, we require your consent to process and store your personal data provided here. A copy of the Church's Privacy Notice is available on the Church's website: www.rochesterbaptist.co.uk. All data will be stored on a secure computer or in a locked cabinet for one year after the last hire, after which it will be destroyed. All data will be shared on a need-to-know basis with those involved in running hall hire. If at any time you would like to withdraw your consent for us to process and store your personal details, please contact: mikeclaire@blueyonder.co.uk

- I give permission for you to store the data given, and to contact me for purposes relating to hall hire.

Signed: Print name: Date:

FOR CHURCH USE:

Deposit accepted by: Date: Method:

Hire fee accepted by: Date: Method:

Any keys given: Collected by hirer on:

Returned by hirer on:

Any issues reported:

Deposit returned on:

Deductions from deposit:

Signed:



Terms and conditions of hall hire

Charges

(prices updated from 1 September 2022; hire conditions updated from April 2024)

One-off hiring

Charges	Side hall capacity of 70	Main hall (upstairs) capacity of 200	Lower hall (basement) capacity of 60
per hour for first 2 hours	£25 per hour	£30 per hour	£15 per hour
every hour thereafter	£12.50 per hour	£15 per hour	£7.50 per hour
£50 deposit required, in addition to booking fee, which must be paid at time of booking. Total hire charge, including deposit, to be paid in full not less than 7 days prior to date of hire, failing which the hire will be cancelled and deposit lost.			

Regular hiring (must book a minimum of 4 sessions per year)

Charges	Side hall capacity of 70	Main hall (upstairs) capacity of 200	Lower hall (basement) capacity of 60
per hour for first 2 hours	£20 per hour	£25 per hour	£15 per hour
every hour thereafter	£10 per hour	£12.50 per hour	£7.50 per hour
£50 deposit required, in addition to booking fee, which will be kept for the duration of the hiring period. Payments must be made within 30 days of receiving an invoice.			

- The deposit is returnable subject to the conditions outlined below.
- Payment may be completed by cash / cheque at The Moat House, or by bank transfer:
Rochester Baptist Church Sort code 20-54-11 Account no. 80759457
- When making payments by bank transfer, please advise our Finance Team so they can acknowledge receipt:
financeteam@rochesterbaptist.co.uk
- Set up and clear away time must be included within the times of the hire.
- Damages must be brought to our attention and paid for.
- Please note: for hire of the main upstairs hall, we regret that our electrical and AV equipment cannot be included, as it is pre-set for our regular church activities and is expensive equipment that requires a trained technician.

Conditions of hire

During the hire

- The hall will only be used for the purpose agreed on the application form.
- Reasonable consideration must be given to neighbours regarding noise, music and parking.
- Nothing must be displayed / put up, without prior permission.
- The hirer is responsible for maintaining security, ensuring unauthorised persons do not enter the premises; hirers of the side hall may also wish to maintain a presence at the outer door as it opens directly onto the street.

At the end of the hire

- The hirer is responsible for setting up and clearing away all equipment, leaving the area clean and tidy.
- If used, the kitchen and any appliances must be cleaned as necessary, including work surfaces and floors.
- Toilets must be checked and cleaned as necessary.
- Any evening event must be finished by 11pm and the areas vacated by 11.30pm.
- All lights must be turned off, with hirers ensuring windows and doors are locked and secure.
- Rubbish must be placed clean in the correct recycling containers, or taken away for disposal at home.

Prohibitions

- There must be no smoking anywhere on the premises, including the alley.
- The premises are not licensed for the sale of alcohol.
- All forms of gambling are prohibited.
- No 18th birthday parties will be accepted.

This and following pages applicable only to one-off hirers. Businesses, charities and regular hirers must have their own insurance. See p1 of hall hire application form.

Public liability for hirers



Hirer's indemnity statement of insurance

Public liability insurance is available at the request of insured churches for use by charities, voluntary organisations, groups and individuals using the premises for non-profit making purposes when hired to them for a fee or otherwise.

Name of insured:	Rochester Baptist Church
Policy number:	RC01014830
Address of premises being hired:	Rochester Baptist Church, 8-10 Crow Lane, Rochester ME1 1RF
Name and address of hirer:	<input type="text"/>
Date of hire:	<input type="text"/>

Important information

The insured

- When the insured has agreed to provide a hirer with indemnity under this extension, the insured must provide the hirer with a copy of this document and a copy of the hirer's indemnity extension policy wording.
- The insured must keep a record of each hire of the premises whether a fee is paid or otherwise.
- The date of hire must fall within the period of insurance.
- You have a duty to advise the hirer of any changes in circumstances that could affect the validity of the policy.

The hirer

- It is important that you read this document in full together with the copy of the hirer's indemnity extension policy wording as this outlines the extent of cover provided and any significant restrictions, terms, conditions and special conditions which apply.
- The insurance by this extension provides indemnity only in respect of your activities at these premises and does not extend to include activities elsewhere.
- This extension may not be sufficient for your insurance needs and you should consider obtaining advice from an insurance intermediary in this respect.
- This policy requires that you take all reasonable steps to prevent injury to other persons or damage to their property and to comply with laws, bye-laws and regulations imposed by any authority.
- It is your responsibility to ensure that the policy covers the dates you use the premises and that it is not cancelled by the insured. This is especially important if you have booked in advance.
- We will deal with any claims arising under this extension in accordance with the policy terms and conditions and at the request of the insured.
- You should carefully consider all aspects of health and safety. Our online resource 'Safer places of worship' outlines practical steps to ensure a safer environment for any activity. Please visit www.spow.co.uk

The insured and the hirer

- Tenants and lessees of the premises should arrange their own liability insurance in their own name and will not be indemnified under this extension of the policy.

Summary of cover

Hirer's indemnity

Provides indemnity against legal liability for accidental injury to members of the public or damage to their property caused by hirers of the premises under a contractual agreement and in the course of the activities of the hirer and occurring within the period of insurance.

Limit of indemnity		
1. Hirer's indemnity	£5,000,000	any one event

This policy is underwritten by International Insurance Company of Hannover SE UK Branch and administered by Integra Insurance Solutions Ltd.

Significant exclusions

- Abuse and insulting behaviour;
- Injury to an employee of the hirer (which may include a voluntary worker);
- Use of the premises by a political or activist group or any commercial organisation;
- Provision of medical treatment or care other than first aid;
- Use of water craft or motor vehicles;
- Supply of goods other than food or drink at the premises;
- Terrorism;
- Professional advice;
- Safety critical or hazardous activities including but not limited to fireworks and bonfires, contact sports and competitive activities, abseiling, work at height, work with animals, shooting and archery, taking part in a football league.

Making a claim

- If the hirer receives any notification that a claim is to be made against them, they must notify the insured immediately.
- The insured must notify us immediately upon becoming aware of a possible claim
- If the hirer notifies the insurer in the first instance, we will need to obtain a request to deal with the claim from the insured.
- Every letter, claim, writ, summons and process relating to a possible claim must be forwarded to us immediately without acknowledgement.
- No admission, offer, promise, payment or indemnity shall be offered without our written consent.

If you need to make a claim please contact your broker or intermediary in the first instance, alternatively you can contact the claims department at Congregational.

Complaints

All communications regarding complaints are administered by Integra.

Our aim is to provide an excellent service to customers at all times. However, Integra understands that, from time to time, we may not live up to our own high standards and we recognise that occasionally things do go wrong. Whenever this happens, we welcome your feedback to ensure that we provide the kind of service you expect.

Policy complaints:	Claims complaints:	All other complaints:
☎ 01274 700 700 ✉ church@congregational.co.uk	☎ 01274 700 700 ✉ claims@congregational.co.uk	☎ 01274 700 700 ✉ info@congregational.co.uk

or write to:

Congregational complaints, Integra Insurance Solutions Ltd., Currer House, Currer Street, Bradford BD1 5BA.

If after making a complaint to us you are still unhappy and feel the matter has not been resolved to your satisfaction, you may be able to take your complaint to the Financial Ombudsman Service. www.financial-ombudsman.org.uk

If you have any queries regarding hirer's indemnity, please contact your broker or intermediary or the church department at Congregational on 01274 700 700 or email church@congregational.co.uk Our offices are open 9.00am - 5.00pm Monday to Friday.

☎ 01274 700 700

✉ info@congregational.co.uk

www.congregational.co.uk

Congregational is a trading name of Integra Insurance Solutions Ltd.
Registered Office: Currer House, Currer Street, Bradford BD1 5BA. Registered in England and Wales Registered Number 06760260.
Authorised and regulated by the Financial Conduct Authority. Financial Services Register No. 495111.

CG/HIST/0817

Public liability for hirers

Hirer's indemnity policy wording (extension 10.)



Hirer's indemnity provides cover for charities, voluntary organisations, groups and individuals that hire church premises for non-profit making purposes from a Congregational policyholder



Important information

Both the insured and the hirer should take time to read through this booklet, along with the hirers statement of insurance as it contains important information about policy cover.

The insured should also read this booklet in conjunction with their church policy booklet and schedule for full details of terms, cover and exclusions that apply.

Definitions

The following words or phrases have a specific meaning. The definitions will apply wherever they appear in **bold type** in this extension wording and section 5 liabilities extension 10. in the church insurance policy booklet.

Act of terrorism

Act of persons acting on behalf of or in connection with any organisation which carries out activities directed towards the overthrowing or influencing by force or violence of Her Majesty's Government in the United Kingdom or any other Government de jure or de facto.

Company/we/our/us

International Insurance Company of Hannover SE UK Branch.

Costs and expenses

- i Legal costs recoverable by any claimant from the **hirer**;
 - ii The cost of legal representation at any coroner's inquest or fatal accident inquiry or proceedings in any court of summary jurisdiction;
- incurred with **our** written consent and arising out of any alleged breach of a statutory duty.

Defamation

Defamation, libel or slander.

Damage

Loss, destruction or damage.

Employee/employees

- i Persons under a contract of service or apprenticeship with the **hirer**.
- ii Persons under a contract of service or apprenticeship with some other employer and who are hired to or borrowed by the **hirer**.
- iii Labour masters and persons supplied by them.
- iv Persons engaged by labour only sub-contractors.
- v Self-employed persons performing work of a kind ordinarily performed under a contract of service or apprenticeship with the **hirer**, while working for the **hirer** in connection with the **hirer activities**.

Endorsement

A variation in the terms of this policy.

Event

Any one occurrence or series of occurrences arising out of or attributable to one source or original cause.

Insured/you/your

The body of persons named in the **schedule** as the insured. Where the **schedule** shows the insured solely as the name of a church then **we** shall construe "insured/you/your" as meaning the governing body, including any body of trustees, of the church.

Hirer

Any person or organisation hiring the **premises** under a **hiring agreement** with the **insured**.

Hirer activities

Activities not exceeding 500 attendees at any one time and consisting of social events, fundraising activities, education and training, conferences, meetings and exhibitions including use by clubs, societies and other organised groups for these purposes.

Hirer activities must not include safety critical or hazardous activities including, but not limited, to the following: bonfires and firework displays, contact sports and competitive activities including wrestling, boxing and martial arts, climbing including the use of climbing walls (other than children's playground equipment), gymnastics, riding animals, taking part in any football league including any associated management, abseiling, shooting and archery, use of scaffolding, use of ladders over a height of 3 metres, weightlifting or work with animals.

Hiring agreement

The hire or loan contract between the **insured** and the **hirer** regarding the use of the **premises** excluding any form of tenancy or lease agreement for the **premises**.

Period of insurance

The period stated in the **schedule** for which **we** agree to provide the insurance described in the policy in return for the **insured's** payment of, or agreement to pay, the premium.

Premises

The premises shown as the risk address in the **insured's schedule**.

Schedule

Details of the **insured**, the **premises**, correspondence address, **sums insured** and **limits of liability**, the **period of insurance** and the sections of the policy which apply together with details of premiums due from, or to, the **insured**.

The schedule applies to the insured only, not the hirer.

Sum insured/limit of liability/limit of indemnity

The sum insured as shown in **your schedule** together with any adjustment for inflation protection (where applicable) is the maximum we will pay for all claims arising out of any one incident. However, if a specific limit applies (as detailed in this policy) we shall not pay more than that specific limit.

Territorial limits

England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

Extension 10 hirer's indemnity

The insurance provided by this extension shall only apply if indicated as operative in the insured's schedule.

What is covered	What is not covered
<p>At the insured's request, we will indemnify the hirer against all sums which the hirer becomes liable to pay as damages and all other costs and expenses as a result of:</p> <ul style="list-style-type: none">i accidental bodily injury to, death, illness or disease of persons other than employees;ii accidental damage to the premises or its contents belonging to the insured or for which the insured is responsible;iii accidental damage to material property not belonging to the hirer or in their custody or control; happening during the period of insurance and within the premises in connection with hirer activities. <p>Limit: £5,000,000 any one event.</p> <p>In addition to damages we will pay:</p> <ul style="list-style-type: none">i legal costs recoverable by any claimant from the hirer;ii the cost of legal representation at:<ul style="list-style-type: none">a any coroner's inquest or fatal accident inquiry;b proceedings in any court of summary jurisdiction; incurred with our written consent and arising out of any alleged breach of statutory duty which relates to an incident which may be the subject of indemnity under this section;iii other costs and expenses incurred with our written consent. <p>We will pay the additional costs in i, ii and iii above in addition to the maximum amount of damages payable.</p> <p>If we are liable to indemnify more than one party the most we will pay for damages to all such parties including the hirer shall not exceed the limit of indemnity.</p>	<ul style="list-style-type: none">i Liability where indemnity is provided by any other insurance or any extension of the church insurance policy.ii Bodily injury to any employee of the hirer.iii Liability arising from damage to the premises or any part thereof which the hirer or an employee of the hirer is or has been working where damage results from such work.iv Liability arising from damage to property belonging to or held in trust by the hirer other than the premises hired under the hiring agreement.v Fines, penalties, punitive or exemplary or non-compensatory damages.vi Liability arising from actual or alleged physical or psychological abuse including but not limited to:<ul style="list-style-type: none">a any act of hurting either mentally or physically by maltreatment or ill-use;b any act of forced or other non-consensual sexual activity upon any person including rape and molestation;c repeated or continually contemptuous use of coarse or insulting behaviours.vii Liability arising from the use of the premises by any political or activist group.viii Liability arising from the use of the premises by any commercial organisation, group or business or professional entertainers.ix Liability arising from counselling advice design or specification.x Liability arising under an agreement unless such liability would have attached in the absence of such agreement or contract.xi Liability arising from the provision of any medical treatment or care other than first aid.xii The sale or supply of goods other than food or drink supplied solely in connection with the hirer activities.xiii Ownership, possession or use by the hirer or on behalf of the hirer of any vehicle machine or plant capable of self-propulsion or attached to a self-propelled vehicle.xiv Ownership, possession or use by the hirer or on behalf of the hirer of any watercraft, aircraft or other aerial device or hovercraft.xv Liability arising from defamation.

Conditions applying to extension 10 - hirer's indemnity

Both the **insured** and **hirer** are bound by the conditions listed below. The **insured** is advised to read the church policy booklet for details on conditions which apply to the whole policy in addition to the conditions which apply only to section 5 liabilities extension 10.

It is a condition precedent to liability that:

- i the **insured** will ensure that the **hirer activities** will be limited to the activities described in the definition of **hirer activities**;
- ii the **insured** will ensure that the **hirer** shall agree, sign and date the **hiring agreement**;
- iii the **insured** will ensure that the **hirer** is provided with **our** 'hirer's indemnity statement of insurance' document.

1. Observance

Our liability shall be conditional on the observance and fulfilment by the **insured** and the **hirer** of the terms, conditions, provisions and **endorsements** of this extension.

2. Fraudulent claims

If the **hirer** or the **insured** or anyone acting on their behalf makes a claim under the policy knowing the claim to be false or fraudulent in any way, or knowingly provides inaccurate or misleading information (verbal or written) in support of a claim, **we**:

- i will not pay the current claim and may recover the cost of any claims payments made in advance of the discovery of the fraudulent act;
- ii may withdraw the hirer's indemnity cover or void the policy from the date of the fraudulent act with no refund of premium and reclaim from the **hirer** or the **insured** the amounts of any other claims or partial claims paid since that date.

3. Duty of care

The **hirer** must take all reasonable steps to:

- i protect the **premises** hired from the **insured**;
- ii prevent injury to other persons or **damage** to their property;
- iii comply with laws, bye-laws and regulations imposed by any authority;
- iv exercise care in the selection of **employees**;
- v make safe any defects identified in the **premises** and immediately notify the **insured** upon becoming aware of such defects.

4. Other insurance

If at any time a claim arises there is any other insurance in force covering the same **damage** or liability **we** shall not be liable for more than **our** proportionate share.

5. Arbitration

Where **we** have accepted a claim under this extension but **we** and the **hirer** cannot agree on the amount to be paid the disagreement shall be referred to an arbitrator jointly appointed by **us** and the **hirer** in accordance with the statutory provisions for the appointment of an arbitrator. Where this occurs an award must be made by the arbitrator before legal proceedings can be commenced against **us**.

6. Cancellation

If the **insured's** policy is cancelled in accordance with the terms and conditions, then the insurance by this endorsement is cancelled at the same time and will be of no further effect in respect of any further **hirings** after the cancellation date of the policy.

7. Claims – your duties

It is a condition precedent to liability that when the **hirer** becomes aware of a potential claim under this extension they shall notify the **insured** immediately and when they become aware of the possible claim **we** will be notified immediately.

The **insured** and the **hirer** must:

- i supply to **us** at their expense full details of the claim in writing including any supporting evidence and information that **we** require within 30 days after any **damage**, injury or accident or as otherwise agreed;
- ii forward to **us** every letter, claim, writ, summons and process immediately upon receipt without acknowledgement and immediately advise us in writing if they have any knowledge of impending prosecution, inquest or fatal injury inquiry in connection with that event;
- iii not make or allow to be made on their behalf any admission, offer, promise, payment or indemnity without **our** written consent;
- iv take immediate action so far as is reasonably practical to minimise loss, and prevent further **damage**, injury or accident;
- v at **our** request and at **our** expense do or allow to be done everything reasonably required by **us** for the purpose of making recoveries from other parties whether such action is necessary before or after **we** pay any claim under this extension.

8. Claims – our rights

If **you** make a claim under this extension, **we** are entitled to:

- i take over the defence or settlement of a claim by any other party in the name of the **hirer** or the **insured**;
- ii pay the **limit of liability** (less any amounts already paid) or any lesser amount for which a claim can be settled and thereafter **we** shall be under no further liability in connection with that claim except for **costs or expenses** incurred prior to the date of such payment.

9. Law applicable to the policy

Unless **we** and **you** have agreed otherwise in writing:

- i this policy shall be governed and construed in accordance with English Law unless the premises are located in Scotland in which case Scottish Law shall apply;

Exclusions applying to extension 10 - hirer's indemnity

This policy does not cover:

1. Risks insured elsewhere

Liability more specifically insured under another policy.

2. Radioactive contamination

- i Loss or destruction of or **damage** to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss.
- ii Any legal liability of whatsoever nature.
- iii Death or injury directly or indirectly caused or contributed to by or arising from:
 - a ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel;
 - b the radioactive, toxic, explosive or any other hazardous properties of any explosive nuclear assembly or nuclear component thereof.

3. Acts of terrorism

This extension does not cover any claim arising from **damage**, cost or expense directly or indirectly caused or occasioned by or happening through or in consequence of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, **act of terrorism** or military or usurped power or confiscation or nationalisation or requisition (or any action taken in controlling, preventing, suppressing or in any way relating to any of the above) except:

- i to the extent that it is necessary to comply with the minimum requirements of the law in the United Kingdom of Great Britain and Northern Ireland including the Channel Islands and the Isle of Man relating to compulsory insurance of liability to employees;
- ii where liability is judged to exist by a court of competent jurisdiction in accordance with the minimum requirements of the Road Traffic Act 1988 or subsequent amendments thereto or successors thereof or alternative applicable legislation in the territory in which the loss occurs.

Property contamination exclusion

This policy does not cover **damage** or cost or expense in respect of the property insured directly or indirectly caused or occasioned by or happening through or in consequence of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, **act of terrorism** or military or usurped power or confiscation or nationalisation or requisition (or any action taken in controlling, preventing, suppressing or in any way relating to any of the above) as a result of:

- i the release or threat of release of germs, disease or other chemical or biological contagions or contaminants;
- ii the use or threat of use of any nuclear device or radioactive substance.

4. Asbestos

We shall not indemnify the **hirer** or the **insured** for:

- i liability arising, directly or indirectly, out of exposure to, inhalation of, or fears of the consequences of exposure to, or inhalation of, asbestos, asbestos fibres or any derivatives of asbestos including any product containing any asbestos, asbestos fibres or derivatives of asbestos;
- ii the cost of cleaning up, or removal of, or **damage** to property arising out of any asbestos, asbestos fibres or any derivatives of asbestos including any product containing any asbestos, asbestos fibres or derivatives of asbestos.

5. Data recognition

- A 1. Loss, destruction, **damage**, breakdown, loss of income or additional expenditure; or
- 2. Legal liability of whatsoever nature other than that for which insurance is required by the provisions of any law relating to compulsory insurance of liability to employees; directly or indirectly caused by or consisting of or contributed to by or arising from the failure of any computer, data processing equipment or media, microchip, integrated circuit or similar device or any computer software, whether the **insured's** property or not.
 - i to correctly recognise any date as its true calendar date;
 - ii to capture save or retain, and/or to correctly manipulate interpret or process any data or information or command or instruction as a result of treating any date otherwise than as its true calendar date;
 - iii to capture save retain or to correctly process any data as a result of the operation of any command which has been programmed into any computer software, being a command which causes the loss of data or the inability to capture save retain or to correctly process such data on or after any date.
- B The legal defence of any claim directly or indirectly caused by or resulting from any device failing to recognise, interpret or process any date as its true calendar date.

6. Pollution or contamination

For the purpose of this exclusion "pollution or contamination" means:

- i all pollution or contamination of buildings or other structures or of water or land or the atmosphere, and;
- ii all **damage** or injury directly or indirectly caused by such pollution or contamination.

We shall not indemnify the **hirer** or the **insured** for liability arising from pollution or contamination other than caused by a sudden, identifiable, unintended and unexpected incident which takes place in its entirety at a specific time and place during the **period of insurance**.

All pollution or contamination which arises out of one incident shall be deemed to have occurred at the time such incident takes place.

Insurance policy

If the **insured** requires any assistance on policy cover or wishes to make amendments to the policy, please contact the broker or intermediary that arranged the policy or the church department at Congregational.

Congregational is a trading name of Integra Insurance Solutions Ltd.

This policy is underwritten by:

International Insurance Company of Hannover SE UK Branch

Branch Office: 10 Fenchurch Street, London EC3M 3BE

International Insurance Company of Hannover SE is registered in Germany, registration number HRB 211924.

Registered Office: Roderbruchstraße 26, 30655 Hannover, Germany.

Authorised by the Bundesanstalt für Finanzdienstleistungsaufsicht and authorised and subject to limited regulation by the Financial Conduct Authority. Financial Services Register No. 659331.

Details about the extent of our authorisation and regulation by the Financial Conduct Authority are available from us on request.

This policy is administered by:

Integra Insurance Solutions Ltd.

Registered Office: Currer House, Currer Street, Bradford BD1 5BA

Registered in England and Wales Registered Number 06760260.

Authorised and regulated by the Financial Conduct Authority. Financial Services Register No. 495111.

All communications including policy information, complaints and claim notifications should be referred to Integra.

How we use your data

How we use your information

All data supplied whether personal or non-personal will be processed and handled in accordance with the Data Protection Act 1998. The information supplied by the **insured** or **hirer** may be held and passed to other insurers and reinsurers for underwriting and claims purposes.

Secure technology and procedures are used to help protect information from inappropriate use and these will be revised and updated as new technology becomes available. The underwriters and Integra Insurance Solutions Ltd, as the administrators, may use information for underwriting purposes, statistical analysis, management information, market research, risk management and testing to ensure the integrity of systems. Information will only be shared where required or allowed to do so by law.

Policy administration

In order to administer the insurance policy and any claims made against the policy, personal information may be shared with relevant third parties such as loss adjusters, lawyers and other professionals. If information is transferred, it will be appropriately protected.

Making a claim

- If the **hirer** receives any notification that a claim is to be made against them, they must notify the **insured** immediately.
- The **insured** must notify **us** immediately upon becoming aware of a possible claim.
- If the **hirer** notifies **us** in the first instance, **we** will need to obtain a request to deal with the claim from the **insured**.
- Every letter, claim, writ, summons and process relating to a possible claim must be forwarded to **us** immediately without acknowledgement.
- No admission, offer, promise, payment or indemnity shall be offered without **our** written consent.

If the **insured** needs to make a claim please contact the broker or intermediary in the first instance, alternatively contact the claims department at Congregational.

How to complain

Congregational is a trading name of Integra Insurance Solutions Ltd.

All communications regarding complaints are administered by Integra.

Our aim is to provide an excellent service to customers at all times. However, Integra understands that, from time to time, we may not live up to our own high standards and we recognise that occasionally things do go wrong. Whenever this happens, we welcome your feedback to ensure that we provide the kind of service you expect.

Policy complaints:	Claims complaints:	All other complaints:
☎ 01274 700 700	☎ 01274 700 700	☎ 01274 700 700
✉ church@congregational.co.uk	✉ claims@congregational.co.uk	✉ info@congregational.co.uk
Congregational complaints, Integra Insurance Solutions Ltd., Curren House, Curren Street, Bradford BD1 5BA.		

All complaints are taken seriously and resolved promptly and fairly. Every complaint is diligently recorded, swiftly dealt with and the outcome noted. Full details of our complaints procedure can be found on our website www.congregational.co.uk or printed copies are available on request.

If, after making a complaint to us, we have either:

- not provided you with a final decision within 40 working days; or
- you are unhappy with our final decision and feel the matter has not been resolved to your satisfaction, you may be able to take your complaint to the Financial Ombudsman Service.

A complaint referred to the ombudsman must normally be made within six months of receipt of a final written response or summary resolution communication being issued.

Financial Ombudsman Service

Customer helpline

Open Monday to Friday – 8.00am to 8.00pm
Saturday - 9.00am to 1.00pm.

☎ 0800 023 4 567

calls to this number are free on mobile phones and landlines.

☎ 0300 123 9 123

calls to this number cost no more than calls to 01 or 02 numbers.

These numbers may not be available from outside the UK please call +44 20 7964 0500 when abroad.

Address

Financial Ombudsman Service, Exchange Tower,
London E14 9SR

Email and website

✉ complaint.info@financial-ombudsman.org.uk
www.financial-ombudsman.org.uk

For queries relating to the hiring agreement, this extension or to make a claim the hirer should contact the insured church directly.

For guidance on extension 10 hirer's indemnity cover, the insured church should contact the broker or intermediary that arranged cover, alternatively contact the church department.



Contact Congregational

Church department:	Claims:	General enquiries:
☎ 01274 700 700 ✉ church@congregational.co.uk	☎ 01274 700 700 ✉ claims@congregational.co.uk	☎ 01274 700 700 ✉ info@congregational.co.uk

Calls may be recorded for training and monitoring purposes.

Offices open 9.00am to 5.00pm Monday to Friday excluding bank holidays. Please note claims cannot be registered outside these hours of business.

Congregational is a trading name of Integra Insurance Solutions Ltd. All communications regarding your policy or claims will be handled by Integra.

Typetalk

As well as our standard telephone service you can contact us via Typetalk. To use this service type the prefix 18001 before the telephone number you are wishing to contact. Our main switchboard number is 1800101274700700

Other formats

Literature and communications can be provided in the following alternative formats: braille, large print and audio tape. If you require documents in these formats, please contact the broker or intermediary that arranged cover, alternatively call the church department.



Congregational is a trading name of Integra Insurance Solutions Ltd.
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