

Event and Third-Party Bookings Policy

The Eyot Centre

August 2026

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Table of Contents

Purpose	3
Policy Statement	3
Principles	4
Scope	4
Roles and Responsibilities	5
Trustees	5
Chair	5
Centre Manager	5
Honorary Treasurer	6
Section Representative Trustees	6
Event Organiser	7
Responsible Person (Terrorism (Protection of Premises) Act 2025)	7
Nominated Responsible Person	8
Event Classification	8
Category A – Routine Activities	8
Category B – Managed Events	9
Category C – Higher-Risk Events	9
Category D – Major Events	9
Event Approval Process	10
Risk Assessment Requirements	11
Safeguarding Requirements	12
Terrorism (Protection of Premises) Act 2025	13
Centre Events	14
Third-Party Bookings	15
Insurance, Licences and Permissions	15
Records	18
Review	18

Purpose

The purpose of this policy is to establish a consistent framework for the planning, approval and management of events held at, or organised on behalf of, The Eyot Centre.

The policy aims to:

- ensure events are delivered safely and lawfully;
- protect participants, volunteers, visitors, contractors and members of the public;
- safeguard the charity's assets and reputation;
- ensure compliance with relevant legislation, including the Terrorism (Protection of Premises) Act 2025;
- establish clear responsibilities for event planning and management; and
- provide assurance to the trustees that appropriate governance arrangements are in place.

Policy Statement

The Eyot Centre is committed to ensuring that all events held on its premises, or organised on its behalf, are planned, authorised and managed in a safe, lawful and proportionate manner.

This policy establishes the framework for the governance of all organised activities undertaken by or at The Eyot Centre, including Centre-organised events, activities delivered by affiliated sections, and events organised by external organisations or private hirers. It aims to protect participants, volunteers, visitors, contractors, Centre assets and the reputation of the charity whilst ensuring compliance with relevant legislation and good practice.

All events shall be assessed according to their nature, scale and associated risks. The level of planning, documentation and approval required shall be proportionate to the complexity of the activity, the number of people attending and the potential risks arising from it.

The Centre recognises that some events may reasonably be expected to attract 200 or more people onto the premises at any one time and may therefore be subject to additional duties under the Terrorism (Protection of Premises) Act 2025. Where applicable, proportionate security planning, emergency procedures and other measures required by legislation shall be implemented alongside existing health and safety, safeguarding and event management arrangements.

No organised event or third-party booking shall proceed unless it has been appropriately authorised, the required documentation has been completed, and the identified risks have been assessed and considered acceptable by the Centre.

Principles

The Eyot Centre will ensure that:

- every event has a clearly identified Event Organiser;
- responsibilities are clearly allocated;
- planning is proportionate to the risks presented by the event;
- safeguarding, security and health and safety are considered together;
- Centre assets are managed in accordance with the Asset Booking and Hire Procedure;
- decisions are evidence-based and proportionate;
- lessons identified from previous events are incorporated into future planning.

Scope

This policy applies to all organised activities taking place on land, buildings, pontoons, river frontage, car parks or other premises owned, leased, occupied or otherwise controlled by The Eyot Centre, regardless of whether the activity is organised by the Centre, an affiliated section, an external organisation or a private individual.

The policy also applies to events organised by The Eyot Centre at other locations where the charity has responsibility for planning, management or delivery.

Activities covered by this policy include, but are not limited to:

- Centre-organised events (including the Henley Winter Series, Henley Royal Regatta parking operations, Duke of Edinburgh activities, fundraising events and open days);
- activities organised by affiliated Centre sections;
- third-party bookings (including weddings, parties, commercial activities and community events);
- sporting events, coaching sessions and competitions;
- outdoor activities, camping and residential events;
- events involving the use of Centre assets or equipment away from the Centre; and
- any other organised activity requiring the use of Centre facilities, land or equipment.

This policy should be read alongside the following policies:

- Health and Safety Policy
- Safeguarding Policy
- Asset Booking and Hire Procedure

- Private Vehicle Use Policy
- Expenses and Reimbursement Policy
- Risk Assessment Procedure

Roles and Responsibilities

Trustees

The Board of Trustees has overall responsibility for ensuring that events held at, or organised on behalf of, The Eyot Centre are managed in accordance with the charity's objectives, legal obligations and governance arrangements.

The trustees shall:

- approve this policy and any subsequent amendments;
- approve the annual programme of significant Centre events where appropriate;
- ensure suitable governance, financial and risk management arrangements are in place;
- approve significant policy exceptions or high-risk activities where delegated authority does not apply;
- monitor significant incidents, lessons learned and compliance with this policy.

Chair

The Chair shall provide strategic oversight of significant or exceptional events and may determine matters that cannot reasonably be resolved through delegated authority.

This may include:

- resolving significant booking disputes;
- approving policy exceptions;
- authorising exceptional events;
- supporting incident management where appropriate.

Centre Manager

The trustees delegate responsibility for the day-to-day administration of events and third-party bookings to the Centre Manager.

The Centre Manager is responsible for:

- administering the Centre's event booking system;
- coordinating routine event enquiries and bookings;
- classifying events in accordance with this policy;
- ensuring appropriate documentation is completed before approval;

- coordinating event planning with organisers;
- issuing quotations where required;
- raising invoices;
- identifying booking conflicts;
- maintaining event records;
- maintaining oversight of Centre facilities and asset availability;
- referring significant or exceptional matters to the Chair or trustees where appropriate;
- ensuring that proposed events are compatible with the conditions of the Centre's Premises Licence and for identifying where additional licences or permissions may be required before a booking is confirmed.

The Centre Manager may seek advice from Section Leads or other suitably competent persons where specialist operational knowledge is required.

Honorary Treasurer

The Honorary Treasurer is responsible for the financial administration of external hires and chargeable events, including:

- issuing quotations where required;
- raising invoices;
- recording income received;
- maintaining records of deposits and outstanding debts;
- reporting significant income and outstanding balances to the trustees.

Section Representative Trustees

Section Representative Trustees are responsible for activities organised by their respective sections.

They shall:

- plan activities in accordance with Centre policies;
- nominate an Event Organiser where appropriate;
- ensure events are properly recorded;
- coordinate with the Centre Manager regarding asset and facility requirements;
- ensure participants comply with Centre policies and procedures;
- report incidents, damage and safeguarding concerns.

Event Organiser

Every organised event shall have a named Event Organiser.

The Event Organiser is responsible for the planning and delivery of the event and shall ensure that:

- accurate booking information is provided;
- appropriate risk assessments are completed;
- safeguarding arrangements are in place where required;
- appropriate insurance, licences and permissions are obtained;
- volunteers, contractors and participants understand their responsibilities;
- emergency arrangements are established;
- any required security arrangements are implemented;
- incidents are reported in accordance with Centre procedures.

Operational tasks may be delegated; however, overall responsibility for planning and delivery remains with the Event Organiser.

Responsible Person (Terrorism (Protection of Premises) Act 2025)

For the purposes of the Terrorism (Protection of Premises) Act, the Chair of The Eyot Centre shall act as the trustee with overall responsibility for ensuring that the charity complies with its duties under the Act.

The Chair shall provide strategic oversight of the Centre's security arrangements and shall ensure that appropriate policies, procedures and governance arrangements are maintained to support compliance with the legislation.

This responsibility includes ensuring that:

- suitable governance arrangements are in place to support compliance with the Act;
- appropriate security planning forms part of the Centre's event management processes;
- events that may attract significant numbers of people are appropriately assessed;
- suitable procedures exist for preparing, responding to and recovering from a terrorist incident;
- trustees receive appropriate assurance regarding compliance with the Act; and
- the Board periodically reviews the effectiveness of the Centre's security arrangements.

The Chair may delegate the day-to-day administration of security assessments, event planning and operational implementation to the Centre Manager, Event Organisers or other competent persons. Such delegation does not remove the Chair's responsibility for providing strategic oversight on behalf of the Board of Trustees.

Nominated Responsible Person

Where Centre assets are issued for an event, a Nominated Responsible Person shall be identified in accordance with the Asset Booking and Hire Procedure.

The Nominated Responsible Person shall remain responsible for the Centre's assets from collection until they have been returned, inspected and formally accepted back by the Centre.

Event Classification

All events shall be classified before approval to ensure that the level of planning, documentation and oversight is proportionate to the nature and risks of the activity.

Classification shall take account of factors including:

- expected attendance;
- the nature of the activity;
- whether the event is open to the public;
- safeguarding considerations;
- use of Centre assets;
- use of contractors;
- alcohol or entertainment;
- water-based activities;
- camping or overnight accommodation;
- security considerations;
- potential impact on neighbouring properties and Centre operations.

The Centre Manager shall determine the initial classification of each event and may seek advice from the Chair, trustees or relevant Section Leads where appropriate.

The following classifications should normally apply.

Category A – Routine Activities

Regular Centre activities presenting no unusual operational risks.

Examples include:

- routine club sessions;
- committee meetings;
- coaching sessions;

- training evenings.

Category B – Managed Events

Events requiring additional planning or coordination but presenting manageable operational risks.

Examples include:

- school visits;
- youth activities;
- commercial classes;
- small private functions;
- community group bookings.

Category C – Higher-Risk Events

Events requiring enhanced planning because of their size, complexity or operational risks.

Examples include:

- camping;
- water-based festivals;
- large weddings;
- commercial events;
- events involving alcohol;
- events involving significant temporary infrastructure;
- activities involving multiple contractors.

Category D – Major Events

Events requiring significant operational planning, enhanced governance, multi-agency coordination, or where it is reasonably foreseeable that 200 or more individuals may be present on the Centre's premises at any one time.

Examples include:

- Henley Winter Series;
- Henley Royal Regatta parking operations;
- major fundraising events;
- any event reasonably expected to attract large numbers of people (reasonably expect over 200 people).

Category D events shall normally require an Event Management Plan and may require additional documentation, security planning or trustee oversight.

Event Approval Process

No organised event shall proceed until it has been appropriately approved in accordance with this policy.

The approval process is intended to ensure that events are:

- compatible with the charity's objectives;
- appropriately planned;
- adequately resourced;
- proportionately risk assessed;
- compliant with relevant legislation;
- consistent with the safe use of Centre facilities and assets.

Approval shall normally follow the following stages:

1. An enquiry or booking request is received.
2. The Centre Manager confirms the availability of facilities and assets.
3. The event is classified in accordance with Section 5.
4. The documentation required for that classification is identified.
5. Required documentation is submitted and reviewed.
6. Any required consultation with Section Leads, the Treasurer, Chair or trustees is undertaken.
7. The booking is approved, declined or approved subject to conditions.
8. Conditions of approval issued (where applicable)
9. Event entered into booking system
10. Event delivered
11. The site or asset is returned to its original condition

Routine events may be approved by the Centre Manager under delegated authority. Higher-risk events, policy exceptions or events presenting significant operational, financial or reputational risks shall be referred to the Chair or Board of Trustees for consideration.

Approval of an event does not remove the ongoing responsibility of the Event Organiser to manage risks appropriately throughout the event. Should circumstances materially change before or during the event, the Centre reserves the right to impose additional conditions, suspend activities or cancel the event where this is considered necessary to protect people, property or the charity's interests.

Risk Assessment Requirements

Every event organised by, or taking place at, The Eyot Centre shall be subject to an appropriate assessment of risk. The extent of the assessment shall be proportionate to the nature, scale and complexity of the event.

The purpose of risk assessment is to identify foreseeable hazards, evaluate the risks arising from those hazards and implement suitable control measures to reduce those risks so far as is reasonably practicable.

Risk assessments shall be reviewed whenever there is a significant change to the event, venue, attendance, activities or other circumstances that may materially affect the level of risk.

Where appropriate, risk assessments should consider, but are not limited to:

- health and safety;
- fire safety;
- safeguarding;
- security;
- water safety;
- vehicle movements and parking;
- severe weather;
- manual handling;
- temporary structures;
- electrical safety;
- contractors;
- first aid and medical provision;
- emergency arrangements;
- terrorism/security;
- crowd management;
- accessibility;
- environmental impacts.

The Centre may require an organiser to provide copies of risk assessments before an event is approved.

Where the Centre identifies unacceptable risks or inadequate control measures, approval may be refused or granted subject to additional conditions.

The Centre Manager shall determine, having regard to the event classification, the level of documentation required.

Safeguarding Requirements

The Eyot Centre is committed to promoting the welfare of children, young people and adults at risk and expects all organisations using the Centre to share this commitment.

Where an event involves children, young people or adults at risk, the Event Organiser shall ensure that appropriate safeguarding arrangements are in place.

Depending upon the nature of the activity, this may include:

- an appropriate safeguarding policy;
- a named safeguarding lead;
- suitable supervision arrangements;
- safer recruitment procedures where applicable;
- Disclosure and Barring Service (DBS) checks where required by law or guidance;
- appropriate first aid provision;
- emergency contact arrangements;
- procedures for reporting safeguarding concerns.

External organisations remain responsible for safeguarding those participating in their activities.

The Centre reserves the right to request evidence of safeguarding arrangements where considered appropriate.

Any safeguarding concern arising during an event shall be reported immediately in accordance with the Centre's Safeguarding Policy.

Failure to comply with safeguarding requirements may result in approval being withdrawn or the event being cancelled.

Security Requirements

Security considerations shall form part of the planning process for every organised event.

The level of security planning shall be proportionate to the size, nature and location of the event and the foreseeable risks associated with it.

The Event Organiser shall ensure that appropriate security arrangements have been considered. For third-party bookings, the Centre Manager shall provide the organiser with relevant information regarding site arrangements and any security requirements identified by the Centre.

- access and egress arrangements;
- management of vehicles;

- security of Centre buildings and assets;
- public access to restricted areas;
- communication arrangements;
- emergency procedures;
- suspicious behaviour reporting;
- liaison with emergency services where appropriate.

Where an event is reasonably expected to attract significant numbers of people (above 200), involves activities that increase security risks, or otherwise falls within the scope of the Terrorism (Protection of Premises) Act 2025, additional security planning shall be undertaken.

This may include:

- completion of an Event Security Assessment;
- preparation of an Event Management Plan;
- briefing of volunteers and staff;
- identification of evacuation, lock down and invacuation arrangements;
- communication procedures during an emergency;
- arrangements for reporting suspicious activity;
- liaison with emergency services or partner organisations where appropriate.

The Chair, acting on behalf of the Board of Trustees, shall provide strategic oversight of the Centre's duties under the Terrorism (Protection of Premises) Act 2025.

The Centre Manager shall ensure that events are assessed to determine whether additional duties under the Act may apply and that appropriate documentation and operational arrangements are implemented.

Event Organisers remain responsible for implementing the agreed security arrangements during the delivery of their event.

Where the Centre considers that suitable security arrangements cannot reasonably be achieved, approval may be refused or an approved event may be cancelled or suspended in the interests of public safety.

Terrorism (Protection of Premises) Act 2025

The Eyot Centre recognises its responsibilities under the Terrorism (Protection of Premises) Act and is committed to implementing proportionate and effective measures to reduce the risk of harm arising from acts of terrorism.

The Centre acknowledges that, on certain occasions, events held on its premises may reasonably be expected to attract 200 or more individuals and may therefore be subject to additional statutory duties under the Act.

The Centre shall ensure that events are assessed to determine whether the legislation applies and, where appropriate, suitable procedures are implemented to comply with its statutory obligations.

Compliance with the Act shall be integrated into the Centre's wider arrangements for event management, health and safety, safeguarding, emergency planning and business continuity.

The Centre shall maintain separate operational procedures, guidance and assessment templates to support compliance with the Act. These documents shall be reviewed periodically.

The Board of Trustees shall receive appropriate assurance that the Centre's arrangements remain effective and proportionate, and that lessons identified from training, exercises, incidents or changes in guidance are incorporated into future planning.

Centre Events

Centre events form an important part of the charity's activities and shall be planned and delivered in accordance with this policy.

Examples of Centre events include, but are not limited to:

- Henley Winter Series;
- Henley Royal Regatta parking;
- Duke of Edinburgh expeditions and training;
- youth activities;
- fundraising events;
- open days;
- training courses;
- community engagement events.

Each Centre event shall have a named Event Organiser who shall be responsible for ensuring that the event is appropriately planned and delivered.

Where Centre assets are used, the Event Organiser shall ensure that assets are booked in accordance with the Centre's Asset Booking and Hire Procedure and that a Nominated Responsible Person has been identified where required.

Major Centre events shall normally have an Event Management Plan setting out the operational arrangements, roles and responsibilities, emergency procedures and communication arrangements appropriate to the event.

The Centre Manager shall maintain a programme of Centre events and coordinate bookings to minimise conflicts between Centre activities and external bookings.

Third-Party Bookings

The Eyot Centre welcomes the use of its facilities by external organisations and private individuals where such use is compatible with the charity's objectives and operational requirements.

All third-party bookings shall be managed in accordance with this policy and the Centre's Booking Procedure.

Before confirming a booking, the Centre shall consider:

- the suitability of the proposed activity;
- availability of facilities and assets;
- compatibility with other Centre activities;
- safeguarding considerations;
- security requirements;
- insurance arrangements;
- licensing requirements;
- health and safety implications;
- any potential impact upon neighbouring properties or Centre operations.

External hirers shall nominate a Responsible Person who shall act as the principal point of contact throughout the booking and who shall be responsible for ensuring compliance with the Centre's Conditions of Hire.

The Centre reserves the right to refuse any booking that is considered incompatible with the charity's objectives, presents unacceptable risks or cannot reasonably be accommodated.

Approval of a booking does not remove the organiser's responsibility for complying with all applicable legislation or obtaining any licences, permissions or insurance required for their activity.

The Centre reserves the right to impose reasonable conditions on any booking where necessary to protect people, property or the charity's interests.

Insurance, Licences and Permissions

The Eyot Centre maintains core insurance and licensing arrangements to support its charitable activities. These currently include:

- Public Liability Insurance;
- Employers' Liability Insurance (where required);
- Buildings and contents insurance;
- A Premises Licence under the Licensing Act 2003 for the authorised licensable activities undertaken at the Centre, subject to the conditions of that licence.

The existence of the Centre's insurance and licences does not remove the responsibility of Event Organisers or external hirers to obtain any additional permissions, licences or insurance required for their particular event or activity.

Depending upon the nature of the event, this may include:

- Temporary Event Notices (where activities fall outside the scope or conditions of the Premises Licence);
- alcohol licences or arrangements through the Premises Licence where applicable;
- food business registration or food hygiene compliance;
- navigation authority permissions;
- road closure or traffic management permissions;
- contractor competence certification and evidence of insurance;
- risk-specific insurance required by the organiser;
- any other statutory approval relevant to the event.

Where events are organised by external organisations or involve contractors, the Centre may require evidence of appropriate insurance, licences or permissions before confirming the booking.

The Centre Manager shall verify that the proposed event can lawfully be accommodated under the Centre's existing Premises Licence and other statutory permissions, or identify any additional approvals required before the event proceeds.

The Centre reserves the right to refuse, suspend or cancel any booking where satisfactory evidence of insurance, licences, permissions or legal compliance has not been provided.

Incident Reporting

All accidents, incidents, near misses, safeguarding concerns, security incidents and significant property damage arising before, during or following an event shall be reported as soon as reasonably practicable.

The Event Organiser shall ensure that:

- immediate action is taken to protect people from further harm;
- emergency services are contacted where appropriate;
- the Centre Manager is informed as soon as reasonably practicable;
- relevant Centre reporting procedures are completed;
- statutory reporting requirements are complied with where applicable.

The Event Organiser shall preserve relevant records and evidence where an incident may give rise to an insurance claim, statutory investigation or legal proceedings.

Where an incident involves Centre assets, the requirements of the Asset Booking and Hire Procedure shall also be followed

Where an incident involves safeguarding, security or other significant risks, the appropriate Centre policy shall be followed and the Chair of Trustees informed where appropriate.

Following significant incidents, the Centre may undertake a review to identify lessons learned and determine whether improvements to policies, procedures or risk assessments are required.

Event Close and Post-Event Review

Following completion of an event, the Event Organiser shall ensure that:

- all Centre assets have been returned and inspected;
- facilities have been left in an appropriate condition;
- any damage, defects or maintenance issues have been reported;
- any outstanding financial matters have been resolved;
- any incidents or complaints have been recorded.

A formal post-event review should normally be undertaken following:

- Category D events;
- events involving significant incidents;
- events where lessons identified may improve future planning;
- events requested by the Chair, Centre Manager or Board of Trustees.

The review should consider:

- achievement of the event objectives;
- effectiveness of planning arrangements;
- effectiveness of risk controls;
- safeguarding arrangements;
- security arrangements;
- financial performance where appropriate;
- incidents and lessons learned;
- recommendations for future events.

Recommendations arising from post-event reviews shall be considered by the Centre Manager and, where appropriate, reported to the Board of Trustees for consideration and action.

Records

The Centre shall maintain records relating to events in accordance with its records retention arrangements.

These may include:

- booking requests;
- booking approvals;
- Event Management Plans;
- Risk Assessments;
- Event Security Assessments;
- safeguarding documentation;
- insurance documentation;
- licences and permissions;
- incident reports;
- post-event reviews.

Records shall normally be retained for a minimum of seven years unless a longer period is required by legislation or another Centre policy.

Review

As this policy is being implemented for the first time, it shall be reviewed after its first year of operation, no later than August 2027, to ensure that it is effective, proportionate and reflects the needs of the Charity.

Following the initial review, this policy shall normally be reviewed every three years, or sooner where required as a result of:

- changes in legislation, statutory guidance or regulatory requirements;
- amendments to the Terrorism (Protection of Premises) Act 2025 or associated guidance;
- significant incidents, security events or safeguarding concerns;
- recommendations arising from post-event reviews, exercises or audits;
- material changes to the charity's activities, facilities or operational arrangements; or
- any decision of the Board of Trustees.

The Board of Trustees may amend this policy at any time where it considers this necessary to ensure the safe, lawful and effective management of events and third-party bookings.