

# The Big Red Kick



## Hand in Hand

### A Guide to Working Together for Women-Led Grassroots Organisations

#### Putting Your Users at the Heart of Your Partnerships

The Big Red Kick champions a user-first approach to working with others. But what does



that mean in practice?

It's about asking the crucial question:

“Is this partnership truly in the best interests of the people we serve?”

This toolkit explores how a user-first approach can build healthy, impactful partnerships that genuinely benefit the communities supported by grassroots micro-organisations.

#### Understanding Your Grassroots Setting

Let's take an imaginary pottery class as an example to illustrate key concepts:

- **Delivery:** The actual running of the class – two hours of hands-on pottery for over-60s.
- **Users:** The people attending the class, often referred to as beneficiaries, as they directly benefit from your services.
- **Planning:** The work behind the scenes – booking the venue, encouraging participation, setting up the space, and preparing evaluation forms.
- **Feedback:** The way you measure impact, often through monitoring or evaluation, to understand how the class has affected your users.

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- **Community Development:** The long-term trust you've built with your community – the relationships that allow you to deliver meaningful and relevant services and to get your beneficiaries to come along.



## The Community Development Iceberg Paradox

**Community development** is the heart of grassroots work. It's the years of trust-building, relationship nurturing, and cultural understanding that makes your work possible. But like an iceberg, the value of that work often goes unseen.

**What funders see:** The visible “tip” of the iceberg – your project's delivery.

**What's beneath:** The hidden foundation – the years of relationship-building and knowledge that allows you to deliver so effectively.

Funders often focus on funding delivery, but the real magic happens in the trust and community ties that underpin it.

## Working with Others: Why It Matters

Funders are increasingly looking for evidence that you're working with others (organisation partnerships) – and while funding is important, for grassroots micro-organisations, the real driver should always be your users.

Ask yourself:

- Do your users suggest improvements during evaluations that could be delivered by partnering with others?
- Is there an unmet need that another organisation could help you address?

By listening to your users, you can create partnerships that enhance the support and services you offer.

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## Case Study: Listening to Volunteers' Needs

In 2018, The Big Red Bus Club received funding to set up a volunteer programme. Volunteers raised concerns about feeling uneasy when challenging users who were on their phones or forgetting to sign in.

Volunteers also gave positive feedback about More2Mind, a local initiative operating in nearby children's centres. In response, The Big Red Bus Club commissioned More2Mind to run a confidence-building course for their volunteers.



### The Result:

- Volunteers gained confidence and took ownership of organisational policies.
- Attendance and engagement in volunteer sessions increased.

This is an excellent example of a user-first working with others– one driven by feedback from those delivering and benefiting from the service.

## Policies: Your Framework for Protection

Policies and procedures, such as safeguarding and privacy, are essential for protecting your users and ensuring that your organisation operates within a clear and safe framework.

Example:

If a user provides their email address to receive updates from your organisation, you cannot share their contact information with another organisation without explicit consent, they also haven't given you permission to share other organisations marketing material.

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## Tip:

Regularly review and update your policies to ensure they reflect best practices and compliance with UK GDPR regulations.

## Case Study: Understanding Your Audience's Communication Preferences

In 2022, The Big Red Kick supported a Ukrainian-led support service as part of the



Homes for Ukraine scheme. The organisation was flooded with requests to share information about local services, often via email with PDF flyers attached.

### Key Insight:

Through direct consultation, they discovered that word-of-mouth and telephone communication were far more effective than email or PDF flyers. In fact, outreach workers found that new arrivals in Greenwich preferred WhatsApp and Telegram over social media or email.

Outreach and community workers play a critical role in bridging the gap between service providers and the community; building trust, and fostering meaningful engagement.

We asked Ukrainian new arrivals and more established refugee communities in Greenwich two questions:

### Data Insights:

When asked:

1. How often do you check social media?
2. How did you find out about the last community activity you attended?

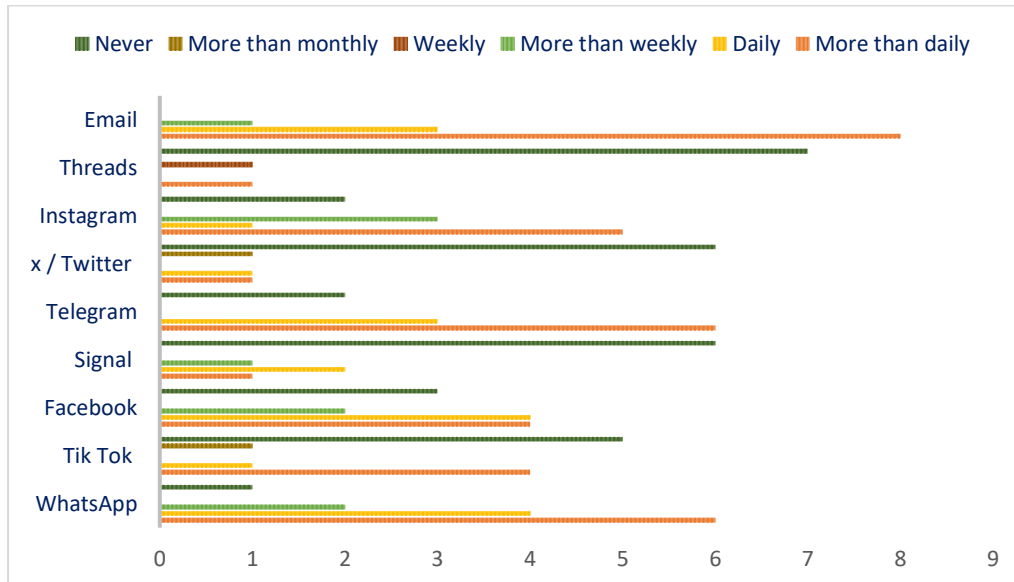
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Company number 13003534

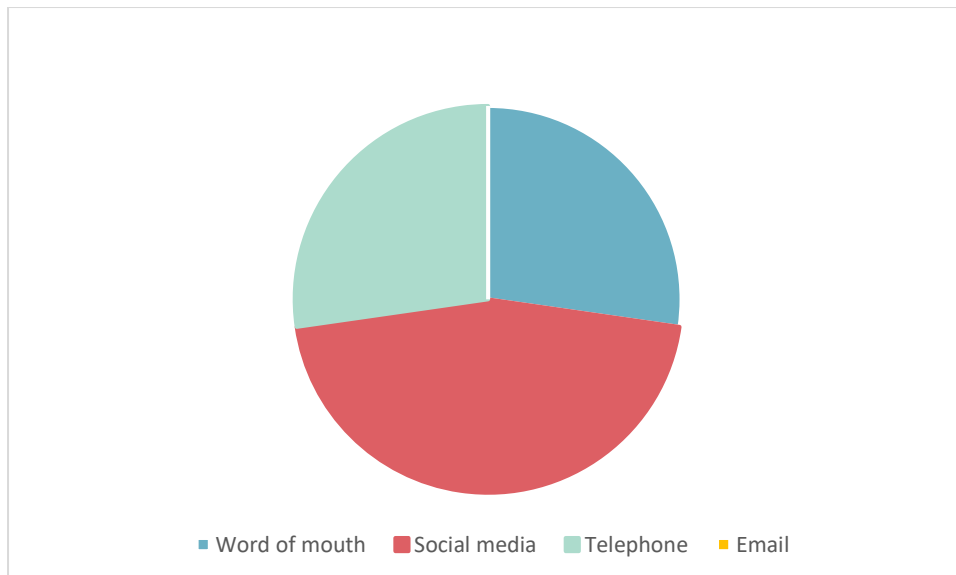


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## HOW OFTEN DO YOU CHECK SOCIAL MEDIA?



## HOW DID YOU FIND OUT ABOUT THE LAST COMMUNITY ACTIVITY YOU WENT TO?



The responses highlighted that:

- Email was checked daily but wasn't the most effective way to build community engagement.
- Vulnerable clients felt overwhelmed by information from many statutory agencies, leading to disengagement.

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## Conclusion

The user-centred approach led to communicating to external agencies The Big Red Kick GDPR policy alongside data insights on effective communication policies, that centred the needs of refugee communities in Greenwich advocating on behalf of users.

## Final Thought: Your Users Drive Partnerships

Keep your users at the heart of every decision – ask, listen, and respond. Strong partnerships grow when they're built on the foundations of trust, understanding, and a shared commitment to community wellbeing.

**Hand in Hand, we build stronger communities.**

## Working Together Models

Concept	Formal/Informal	Legally Binding?	Purpose
Contracting a Service	Formal	Yes	Hiring a provider for specific tasks
Collaboration/ Working Together	Informal/Formal	No	Collaborating for shared goals
Partnership Agreement	Formal	Yes	Defining terms of long-term cooperation

## Contracting a Service

### Definition:

Contracting a service means hiring an external individual or organisation to provide specific services in exchange for payment. This involves a legally binding agreement that outlines the scope of work, payment terms, and service expectations.

### Example for a Community Group:

A community centre hires an IT company to maintain their website and ensure it is secure. The contract includes details about response times, data protection, and service fees.

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## Key Points:

- Defines responsibilities and timelines.
- Legally enforceable with penalties for non-compliance.
- Ensures that the service provider meets agreed standards.

## Collaboration - Working Together

### Definition:

Working together refers to informal or formal collaboration between two or more organisations or individuals to achieve a shared goal. It may involve sharing resources, expertise, or volunteers without creating a legally binding commitment.

### Example for a Community Group:

A food bank and a local community group work together to provide hot meals to vulnerable people. Volunteers from the community group help distribute the food, but no formal contract exists.

## Key Points:

- Focus on shared goals and mutual benefit.
- May or may not be documented.
- Less formal, but still requires communication and trust.

## Partnership Agreement

### Definition:

A partnership agreement is a formal, legally binding document that defines the terms of collaboration between two or more organisations. It outlines each party's roles, responsibilities, funding contributions, and decision-making processes.

### Example for a Community Group:

Two youth organisations sign a partnership agreement to run a mentoring programme. The



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Company number 13003534

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agreement specifies that one organisation will provide training, while the other recruits and manages mentors.

## Key Points:

- Legally binding and enforceable.
- Defines the roles, contributions, and expectations of each party.
- Includes dispute resolution and termination clauses.

## The Tools for working together

### Memorandum of Understanding (MOU)

**Definition:** A non-legally binding agreement that outlines the general understanding and intentions between two or more organisation. It sets out a framework for cooperation but doesn't impose legal obligations.

#### Example:

A local food bank and a community group sign an MOU stating that the community group will provide volunteers once a week to help with food distribution. The document outlines their shared goal of supporting the community but does not legally enforce participation.

### Service Level Agreement (SLA)

**Definition:** A legally binding agreement that sets out the expectations for a service being provided, including performance standards, timelines, and responsibilities. Often used when one organisation is delivering a service to another.

#### Example:

A small charity contracts an IT company with an SLA to maintain their computers and website. The SLA states that the IT company must respond to urgent issues within 24 hours and perform regular software updates.

### Partnership Contract

**Definition:** A legally binding agreement that clearly defines the rights, responsibilities, and financial arrangements of organisations working together in a long-term partnership.

#### Example:

Two community groups sign a Partnership Contract to run a youth mentoring programme together. The contract specifies how funding will be shared, who is

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Company number 13003534





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responsible for managing volunteers, and what happens if one party wants to leave the partnership.

## Key Differences at a Glance

Agreement Type	Legally Binding?	Purpose	Example
MOU	No	Outlines cooperation	Community group volunteers for a food bank
SLA	Yes	Defines service expectations	IT support for a charity
Partnership Contract	Yes	Formal business relationship	Two groups running a programme together

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## Appendix One Sample Memorandum of Understanding

### MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding ("MoU") is made on [Date], between:

1. [Organisation A Name], registered at [Address], Company Number [if applicable] ("Organisation A"); and
2. [Organisation B Name], registered at [Address], Company Number [if applicable] ("Organisation B").

Together referred to as "the Parties" and individually as "a Party".

This MoU is not legally binding, except where stated otherwise, but sets out the principles and framework under which the Parties will collaborate.

#### 1. Purpose

1.1 The purpose of this MoU is to establish a framework for collaboration between the Parties to [describe the joint initiative, e.g., deliver community projects, support training programmes, provide joint services].

1.2 This MoU outlines the roles, responsibilities, and shared commitments of the Parties, ensuring clarity and mutual understanding.

#### 2. Principles of Collaboration

2.1 The Parties agree to work together based on the following principles:

- Mutual Respect & Trust – Ensuring open and honest communication.
- Equity & Fairness – Working together as equal partners with fair distribution of responsibilities.
- Transparency – Sharing relevant information and decision-making processes.
- Compliance with UK Law – Adhering to all relevant legislation and regulations.

#### 3. Roles and Responsibilities

3.1 Organisation A's Responsibilities:

- [List key roles and contributions] (e.g., providing resources, expertise, staff, or premises).

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Company number 13003534

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- [Any specific services Organisation A will provide].

## 3.2 Organisation B's Responsibilities:

- [List key roles and contributions].
- [Any specific services Organisation B will provide].

3.3 The Parties will coordinate their activities to avoid duplication of effort and ensure effective delivery.

## 4. Use of Logos and Marketing Materials

4.1 The Parties grant each other a non-exclusive, revocable licence to use their logos and branding for marketing and promotional purposes related to the joint initiative.

### 4.2 Any use of branding must:

- Comply with the brand guidelines of the respective Party.
- Receive prior written approval from the other Party.
- Not misrepresent the nature of the collaboration.

## 5. Confidentiality and Data Protection

5.1 Both Parties agree to keep any Confidential Information shared under this MoU secure and not disclose it without prior written consent.

5.2 If personal data is exchanged, the Parties must comply with the UK GDPR and the Data Protection Act 2018, ensuring that:

- Data is processed lawfully and securely.
- A Data Sharing Agreement is established if necessary.

5.3 Any data breaches must be reported to the affected Party within 24 hours and appropriate actions taken.

## 6. Safeguarding and Health & Safety

6.1 The Parties commit to ensuring the safety and wellbeing of all individuals affected by their work.

### 6.2 Each Party must:

- Have appropriate safeguarding policies in place.

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Company number 13003534

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- Comply with all relevant UK safeguarding laws, including the Children Act 1989, the Safeguarding Vulnerable Groups Act 2006, and any local authority policies.
- Follow health and safety regulations, including the Health and Safety at Work Act 1974.

6.3 Any safeguarding concerns or health and safety incidents must be immediately reported to the appropriate safeguarding lead.

## 7. Financial Arrangements

7.1 This MoU does not create any financial obligations unless otherwise agreed in writing.

7.2 If funding is required, the Parties may enter into a separate legally binding agreement detailing financial contributions, invoicing, and payment terms.

## 8. Governance and Decision-Making

8.1 The Parties agree to hold regular meetings to discuss progress, resolve issues, and ensure effective collaboration.

8.2 Any significant decisions affecting the partnership must be agreed upon in writing by both Parties.

## 9. Dispute Resolution

9.1 The Parties will seek to resolve any disputes amicably through open discussion.

9.2 If a dispute cannot be resolved, the matter shall be referred to mediation before considering further action.

## 10. Term, Review, and Termination

10.1 This MoU shall commence on [Start Date] and remain in effect until [End Date], unless terminated earlier.

10.2 The MoU shall be reviewed annually or as necessary.

10.3 Either Party may terminate this MoU by providing [Notice Period] written notice.

10.4 Immediate termination may occur if either Party:

- Commits a material breach of this MoU.

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Company number 13003534

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- Engages in conduct that could damage the reputation of the other Party.

## 11. Legal Status

11.1 This MoU is not intended to create legal obligations between the Parties.

11.2 Any legally binding commitments, including financial agreements, must be made in a separate contract.

## 12. Governing Law

12.1 This MoU shall be governed by and interpreted in accordance with the laws of England and Wales.

## 13. Signatures

Signed for and on behalf of [Organisation A]

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Signed for and on behalf of [Organisation B]

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# The Big Red Kick



## Appendix Two – Partnership Agreement

### **PARTNERSHIP AGREEMENT**

This Partnership Agreement ("the Agreement") is made on [Date], between:

1. [Party A Name], registered at [Address], Company Number [if applicable] ("Party A"); and
2. [Party B Name], registered at [Address], Company Number [if applicable] ("Party B").

Collectively referred to as "the Parties" and individually as "a Party".

#### 1. Definitions

For the purposes of this Agreement:

- "Intellectual Property" means all copyrights, trademarks, designs, logos, service marks, trade secrets, patents, and other proprietary rights.
- "Confidential Information" means any non-public information shared under this Agreement, including business plans, client data, financial details, and operational strategies.
- "Services" refers to the joint work undertaken by both Parties as set out in Annex A (Scope of Services).
- "Data Protection Legislation" refers to the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

#### 2. Purpose of the Agreement

2.1 This Agreement sets out the terms for the Parties to collaborate in delivering the [describe the services in general terms, e.g., community programmes, training sessions, etc.], as further detailed in Annex A.

2.2 The Agreement defines each Party's responsibilities, particularly regarding safeguarding, health and safety, data protection, intellectual property, and marketing.

#### 3. Use of Logos and Marketing Materials

3.1 Each Party grants the other a non-exclusive, revocable licence to use its logo and branding solely for promoting the jointly delivered services.

3.2 Any use of logos or branding must:

- Comply with the brand guidelines of the respective Party;
- Receive prior written approval from the other Party; and

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Company number 13003534



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- Not misrepresent the relationship between the Parties or cause reputational harm.

3.3 Joint marketing materials must be approved by both Parties before publication.

3.4 Misuse of a Party's branding may result in termination of this Agreement.

## 4. Intellectual Property

4.1 Pre-existing Intellectual Property: Intellectual property created solely by one Party before or during this Agreement remains the property of that Party.

4.2 Joint Intellectual Property: Any intellectual property jointly developed under this Agreement shall be owned equally, unless otherwise agreed in writing.

4.3 Post-Termination Use: Upon termination, jointly developed intellectual property shall continue to be shared unless both Parties agree otherwise. Neither Party may use joint intellectual property for commercial purposes without mutual consent.

4.4 Neither Party may use, modify, or distribute the other Party's intellectual property without prior written consent.

## 5. Safeguarding and Health & Safety

5.1 Each Party shall comply with all relevant safeguarding laws, including:

- The Children Act 1989 and Children Act 2004;
- The Safeguarding Vulnerable Groups Act 2006; and
- Any local authority safeguarding policies relevant to the services.

5.2 Each Party must have its own safeguarding policy, which must be shared with the other Party.

5.3 Each Party must comply with health and safety laws, including:

- The Health and Safety at Work Act 1974;
- The Management of Health and Safety at Work Regulations 1999.

5.4 Any safeguarding or health & safety concerns or incidents must be:

- Reported immediately to the designated safeguarding lead of both Parties;
- Escalated to relevant authorities where required.

5.5 Failure to comply with safeguarding or health & safety obligations may result in suspension or termination of this Agreement.

## 6. Confidentiality and Data Protection

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Company number 13003534

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6.1 Both Parties agree to maintain confidentiality regarding any sensitive or commercial information shared under this Agreement.

6.2 Both Parties must comply with the UK GDPR and the Data Protection Act 2018 in relation to any personal data shared.

6.3 If personal data is exchanged, the Parties must:

- Implement appropriate technical and organisational measures to protect it;
- Only process data for agreed purposes and in compliance with Data Protection Legislation;
- Enter into a separate Data Sharing Agreement (DSA) if required.

6.4 Data Breach Notification: If either Party becomes aware of a data breach affecting shared data, they must:

- Notify the other Party within 24 hours;
- Take all necessary steps to contain and report the breach.

6.5 Confidentiality obligations remain in force even after termination of this Agreement.

## 7. Liability and Insurance

7.1 Each Party shall be responsible for its own acts and omissions in connection with this Agreement.

7.2 Each Party shall maintain adequate public liability, professional indemnity, and employer's liability insurance for the duration of the partnership.

7.3 Neither Party shall be liable for the other's negligence, misconduct, or non-compliance with laws.

## 8. Term and Termination

8.1 This Agreement starts on [Start Date] and remains in force until [End Date], unless terminated earlier.

8.2 Either Party may terminate this Agreement by giving [Notice Period] written notice.

8.3 Either Party may terminate with immediate effect if the other:

- Commits a material breach and fails to remedy it within [Number] days of written notice;
- Becomes insolvent or enters administration;
- Is found to be in breach of UK law relevant to this Agreement.

## 9. Dispute Resolution

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Company number 13003534



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9.1 The Parties shall seek to resolve disputes amicably through discussions.

9.2 If unresolved, the dispute shall be referred to mediation before any legal proceedings are initiated.

9.3 If mediation fails, disputes shall be settled in the courts of England and Wales.

## 10. Governing Law

10.1 This Agreement shall be governed by and interpreted in accordance with the laws of England and Wales.

## 11. Review and Amendments

11.1 This Agreement shall be reviewed annually or as required.

11.2 Any amendments must be agreed in writing by both Parties.

## 12. Signatures

Signed for and on behalf of [Party A]

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Signed for and on behalf of [Party B]

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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## Appendix three – Service Level Agreement

### SERVICE LEVEL AGREEMENT

This Service Level Agreement ("Agreement") is made on [Date], between:

1. [Service Provider Name], registered at [Address], Company Number [if applicable] ("Service Provider"); and
2. [Client Name], registered at [Address], Company Number [if applicable] ("Client").

Together referred to as "the Parties" and individually as "a Party".

#### 1. Definitions

For the purposes of this Agreement:

- "Services" refers to the services to be provided by the Service Provider, as set out in Annex A (Service Specification).
- "Service Fees" means the amounts payable by the Client to the Service Provider under this Agreement.
- "Intellectual Property" refers to all copyrights, trademarks, designs, trade secrets, patents, and other proprietary rights related to the Services.
- "Confidential Information" refers to any non-public information exchanged under this Agreement, including business plans, client data, and financial details.
- "Data Protection Legislation" means the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

#### 2. Purpose and Scope

2.1 The Service Provider agrees to deliver the Services to the Client in exchange for payment, as detailed in Annex A.

2.2 This Agreement sets out the obligations, performance standards, and payment terms that govern the Services.

#### 3. Services to be Provided

3.1 The Service Provider shall deliver the Services as specified in Annex A, ensuring that they meet the agreed performance standards.

3.2 The Client shall provide reasonable cooperation and access to necessary resources for the Service Provider to fulfil its obligations.

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Company number 13003534

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## 4. Fees and Payment Terms

4.1 The Client agrees to pay the Service Provider the Service Fees as outlined in Annex B (Payment Terms).

4.2 Invoices shall be issued by the Service Provider and must be paid by the Client within [Number] days of receipt.

4.3 Late payments may incur interest at a rate of [e.g., 8% per annum above the Bank of England base rate], in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

4.4 Payments shall be made via [Bank Transfer / Direct Debit / Other] to the Service Provider's designated account.

## 5. Intellectual Property

5.1 All intellectual property created by the Service Provider before or during the term of this Agreement remains the exclusive property of the Service Provider unless otherwise agreed in writing.

5.2 Any intellectual property created jointly shall be shared equally unless a different arrangement is specified in Annex C (Intellectual Property Agreement).

5.3 The Client is granted a non-exclusive, non-transferable licence to use any deliverables provided under this Agreement, strictly for internal business purposes.

## 6. Performance Standards and Service Levels

6.1 The Service Provider agrees to deliver the Services to a professional standard, in line with:

- Industry best practices;
- Applicable UK laws and regulations; and
- The service levels outlined in Annex D (Service Level Standards).

6.2 If the Service Provider fails to meet the agreed service levels, the Client may:

- Request corrective action at no additional cost;
- Seek compensation in accordance with Annex E (Service Credits and Penalties), if applicable.

## 7. Confidentiality and Data Protection

7.1 Both Parties agree to maintain the confidentiality of all Confidential Information shared under this Agreement.

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Company number 13003534

# The Big Red Kick



7.2 Both Parties shall comply with the UK GDPR and the Data Protection Act 2018 regarding any personal data processed under this Agreement.

7.3 If personal data is exchanged, the Parties shall:

- Implement appropriate technical and organisational measures to protect it;
- Only process data for agreed purposes and in compliance with Data Protection Legislation;
- Enter into a separate Data Processing Agreement (DPA) if required.

7.4 Data Breach Notification: If either Party becomes aware of a data breach, they must:

- Notify the other Party within 24 hours;
- Take all necessary steps to contain and report the breach.

## 8. Liability and Insurance

8.1 Each Party shall be responsible for its own acts and omissions in connection with this Agreement.

8.2 The Service Provider shall maintain adequate public liability, professional indemnity, and employer's liability insurance for the duration of the Agreement.

8.3 The Service Provider's liability for any claim arising under this Agreement shall be limited to the total amount paid by the Client in the preceding 12 months, except in cases of:

- Gross negligence or wilful misconduct;
- Death or personal injury caused by negligence;
- Fraud or fraudulent misrepresentation.

## 9. Term and Termination

9.1 This Agreement commences on [Start Date] and shall continue until [End Date], unless terminated earlier.

9.2 Either Party may terminate this Agreement by giving [Notice Period] written notice.

9.3 Either Party may terminate with immediate effect if the other:

- Fails to remedy a material breach within [Number] days of receiving written notice;
- Becomes insolvent or enters administration;
- Is found to be in breach of UK law relevant to this Agreement.

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Company number 13003534



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## 9.4 On termination, the Client shall:

- Pay all outstanding invoices for Services delivered up to the termination date;
- Return or destroy any confidential information received from the Service Provider.

## 10. Dispute Resolution

10.1 The Parties shall attempt to resolve disputes amicably through discussions.

10.2 If unresolved, the dispute shall be referred to mediation before any legal proceedings.

10.3 If mediation fails, disputes shall be settled in the courts of England and Wales.

## 11. Governing Law

11.1 This Agreement shall be governed by and interpreted in accordance with the laws of England and Wales.

## 12. Review and Amendments

12.1 This Agreement shall be reviewed annually or as required.

12.2 Any amendments must be agreed in writing by both Parties.

## 13. Signatures

Signed for and on behalf of [Service Provider]

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Signed for and on behalf of [Client]

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Annexes (to be attached as needed)

Annex A – Service Specification (Detailed breakdown of the services to be provided)

Annex B – Payment Terms (Fees, invoicing, and payment schedules)

Annex C – Intellectual Property Agreement (Ownership and permitted usage of IP)

Annex D – Service Level Standards (Quality, response times, and performance benchmarks)

Annex E – Service Credits and Penalties (Compensation for failure to meet service levels)

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Company number 13003534

# The Big Red Kick



## Appendix Four – Multiple Room Hire

### **ROOM HIRE AGREEMENT – multiple dates**

This Room Hire Agreement is made on [Date] between:

1. The Venue Provider:

[Name of Organisation]

[Address]

[Email]

[Phone Number]

AND

2. The Hirer:

[Name of Organisation/Individual]

[Address]

[Email]

[Phone Number]

1. Hire Details

1.1 Room(s) Hired: [Room Name/Number]

1.2 Address of Venue: [Venue Address]

1.3 Purpose of Hire: [Purpose of Use]

1.4 Hire Period: Every [Day] from [Start Date] to [End Date]

1.5 Session Times: [Start Time] to [End Time]

1.6 Total Number of Sessions: [Number]

1.7 Agreed Hire Fee: £[Amount] per session / total: £[Total Amount]

1.8 Payment Terms: [Payment terms, e.g. deposit required, full payment due before use]

2. Responsibilities of the Hirer

2.1 The Hirer is responsible for ensuring the room is used solely for the agreed purpose.

2.2 The Hirer must comply with all applicable laws and regulations.

2.3 The Hirer must leave the room clean and tidy after each session.

2.4 Any damages or losses caused during the hire period must be reported immediately and paid for by the Hirer.

2.5 The Hirer must ensure that noise levels are kept to a minimum and do not cause a nuisance.

2.6 The Hirer must adhere to the venue's health and safety policies, including fire safety procedures.

3. Responsibilities of the Venue Provider

3.1 The Venue Provider will ensure the room is available and in good condition at the agreed times.

3.2 The Venue Provider will provide any agreed facilities or equipment.

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Company number 13003534

# The Big Red Kick



3.3 The Venue Provider reserves the right to cancel any session in case of unforeseen circumstances, providing as much notice as possible.

## 4. Cancellations and Refunds

4.1 The Hirer must provide at least [number] days' notice for cancellations of one or more sessions.

4.2 Cancellations made less than [number] days before any session may result in a charge.

4.3 The Venue Provider reserves the right to cancel any session due to circumstances beyond its control, offering a full refund if applicable.

## 5. Liability and Insurance

5.1 The Hirer is responsible for any damage, injury, or loss arising from their use of the venue.

5.2 The Venue Provider accepts no liability for loss or damage to personal property.

5.3 The Hirer is responsible for arranging appropriate public liability insurance if required.

## 6. General Terms

6.1 This agreement is non-transferable.

6.2 Any amendments to this agreement must be agreed in writing by both parties.

6.3 This agreement is governed by the laws of England and Wales.

Signed:

For and on behalf of the Venue Provider

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

For and on behalf of the Hirer

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Appendix Five – Single Room Hire

### **ROOM HIRE AGREEMENT – single date**

This Room Hire Agreement is made on [Date] between:

1. The Venue Provider:

[Name of Organisation]

[Address]

[Email]

[Phone Number]

AND

2. The Hirer:

[Name of Organisation/Individual]

[Address]

[Email]

[Phone Number]

1. Hire Details

1.1 Room(s) Hired: [Room Name/Number]

1.2 Address of Venue: [Venue Address]

1.3 Purpose of Hire: [Purpose of Use]

1.4 Date(s) of Hire: [Date(s)]

1.5 Hire Period: [Start Time] to [End Time]

1.6 Agreed Hire Fee: £[Amount]

1.7 Payment Terms: [Payment terms, e.g. deposit required, full payment due before use]

2. Responsibilities of the Hirer

2.1 The Hirer is responsible for ensuring the room is used solely for the agreed purpose.

2.2 The Hirer must comply with all applicable laws and regulations.

2.3 The Hirer must leave the room clean and tidy after use.

2.4 Any damages or losses caused during the hire period must be reported immediately and paid for by the Hirer.

2.5 The Hirer must ensure that noise levels are kept to a minimum and do not cause a nuisance.

2.6 The Hirer must adhere to the venue's health and safety policies, including fire safety procedures.

3. Responsibilities of the Venue Provider

3.1 The Venue Provider will ensure the room is available and in good condition at the agreed time.

3.2 The Venue Provider will provide any agreed facilities or equipment.

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3.3 The Venue Provider reserves the right to cancel the booking in case of unforeseen circumstances, providing as much notice as possible.

## 4. Cancellations and Refunds

4.1 The Hirer must provide at least [number] days' notice for cancellations.

4.2 Cancellations made less than [number] days before the booking may result in a charge.

4.3 The Venue Provider reserves the right to cancel the booking due to circumstances beyond its control, offering a full refund if applicable.

## 5. Liability and Insurance

5.1 The Hirer is responsible for any damage, injury, or loss arising from their use of the venue.

5.2 The Venue Provider accepts no liability for loss or damage to personal property.

5.3 The Hirer is responsible for arranging appropriate public liability insurance if required.

## 6. General Terms

6.1 This agreement is non-transferable.

6.2 Any amendments to this agreement must be agreed in writing by both parties.

6.3 This agreement is governed by the laws of England and Wales.

Signed:

For and on behalf of the Venue Provider

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

For and on behalf of the Hirer

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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