

# House Rules

- Lumiere Creatives can't accept responsibility for any claims, costs or charges made in respect of any loss or injury to any person using the premises.
- At no time during the period of hire should any emergency exit be locked or obstructed.
- Clients/organisers must be aware of the fire safety procedures and spread this information to other attendees. If the persons hiring the premises feel unclear on any point, they must seek information from the studio manager.
- No naked flames or candles should be burned on the premises under any circumstances.
- Any breakage or damage to property will be paid for by the user.
- No alcohol should be sold and no licence should be sought without Lumiere Creatives LTD' agreement.
- All music must be kept to a reasonable level.
- The studio is to be left in a tidy condition upon clients exiting the premises.
- All rubbish is to be bagged up/compiled.
- Maximum capacities of the rooms must not be exceeded.
- Dry hire must be paid for in advance of use unless agreed otherwise.
- Cancellations must be made as stipulated in the terms and conditions before the date of event, or be charged at the full amount.
- Where no payment is received for studio use or where the client defaults in payment, Lumiere Creatives LTD may decide to use legal means to recover payment and may decide not to rent out the spaces to such persons or groups in future.
- The contact person/organiser shall be personally responsible for ensuring that the conditions of hire are complied with.
- We reserve the right to cancel this agreement if conditions are broken or for any good reasons beyond its control.
- In the event of a dispute Lumiere Creatives LTD will act as the arbitrator of the dispute. Our complaints procedure must be followed.
- All users must adhere to Lumiere Creative LTD's Equal Opportunity approach.
- If you have any queries during your stay at Lumiere Creatives LTD please contact the office.
- We do not have setting up or clearing up time, as such times must be booked and paid for prior to the date of the event. Users must arrive and leave the building at the exact time booked and agreed.
- For Film/Photography productions: The Agreed studio access times must include time for the studio to be returned to the way it was found. Failure to do so will incur an extra fee of £480+VAT.