

terms and conditions of hire

general booking conditions

These terms and conditions form the basis of the booking between the Hirer and Eastside Educational Trust (the Venue). It is a condition of the booking that the Hirer accepts the terms and conditions and ensures that all their guests comply with them. The Venue will not enter into, accept or sign any third party's terms and conditions and the terms and conditions will not be varied except when agreed by both parties in writing.

1. Venue hires and room bookings

- 1.1 The Venue reserves the right to decline this and any booking or part thereof at any time without liability.
- 1.2 The Venue reserves the right to decline bookings that are of a religious or political nature. It is the Hirers responsibility to declare the nature of the booking in advance.
- 1.3 Use of the room(s) detailed on the booking form does not imply any right to use any other part of the building, for deliveries, storage or any other access.
- 1.4 Standard hours of hire are 9am to 6pm Monday to Friday, not including Bank Holidays. Any hires outside of this time period are considered to be out of hours with different charges applicable.

2. Booking procedures

- 2.1 All bookings must be confirmed by email using a Booking Form and are considered provisional until payment is received in full.
- 2.2 Access to the reception area is subject to availability and will need to be requested in advance .
- 2.3 You will only have access to the room from the start of your confirmed hire time and will need to have fully vacated the space by the end of your confirmed hire time. Please ensure when booking that you have allowed sufficient time for setting-up and packing-up in your requested times.

3. Additional charges

- 3.1 Where there is a cost per head (ie: refreshments), the amount payable shall be calculated on the number of guests specified, or the number actually attending, whichever is the greater. Any additional charges incurred on the day will be invoiced for separately.
- 3.2 Events are required to finish at the times agreed and extensions to these times, should they be possible, will incur additional charges at the flat hourly rate in minimum 30 minute increments. If the hire is out of hours, then an additional charge of £20 per hour will be applicable for staff overtime. The Venue accepts no liability should it not be able to offer an extension in the event that you have not been able to complete your planned activities within the agreed hire period.
- 3.3 The rates for additional charges are as follows:
 - £2.50 – tea, coffee & biscuits (per head, per session, minimum 5 people)
 - £10 – flipchart and pens (per session)
 - £40 – projector hire (per session)
 - £25 – early opening fee (per session for hires before 9am)
 - £40 – out of hours charge (per session for evening, weekend and Bank Holiday hires)
 - £20 – overnight storage fee if required for multi-day bookings (per night)

4. Cancellation policy

4.1 In the event of a full or partial cancellation of a confirmed booking by the Hirer, the following scale of cancellation charges will apply:

- Less than 5 working days: 100% of the hire fee
- Between 5 and 10 working days: 50% of the hire fee
- Between 10 and 20 working days: 25% of the hire fee
- Over 20 working days: 10% of the hire fee

Notification of cancellation should be advised in the first instance verbally but should also be put in writing. Any charges already incurred by the Venue on the Hirers behalf will be charged on in full. A working day is considered to be Monday-Friday not including Bank Holidays or other statutory holidays.

5. Liability and Insurance

5.1 To the fullest extent permitted by law the Venue shall not be liable for:

- Any loss or damage to property of the Hirer or their guests/delegates
- Any inconvenience or loss caused to any party as a result of cancellation or termination
- Any inconvenience or loss caused to any party as a result of not being able to access the property due to circumstances beyond our control, which shall include but not be limited to, an evacuation of the premises due to flood, fire or bomb threat; the closure of the surrounding road or areas on advice of the police, the breakdown of the access lift to the basement

6. Use and care of the Venue premises and property

- 6.1 Hirers are responsible for their guests and the guests' behaviour and welfare. The Hirer and their guests must conduct themselves in a responsible manner with due consideration to any other guests/Venue staff or their agents, visitors or members of the public.
- 6.2 The Hirer and their guests must refrain from any behaviour, which would bring the Venue into disrepute or cause discomfort/risk to others.
- 6.3 The Hirer and their guests are responsible for any wilful or negligent loss and/or damage to Venue furniture and equipment. Any costs of making good any damage will be charged to the Hirer.
- 6.4 No notices, decoration or signs may be attached to the fabric of the Venue without prior agreement of the Venue. Under NO circumstances can tape, staples, nor any fixing be attached to the pillars, walls or furniture. Where appropriate, the aforementioned will be removed and subsequent costs of making good any damage will be charged to the Hirer.
- 6.5 Health and Safety incidents or accidents are to be reported to the Venue Manager immediately and followed by an emailed report detailing the incident.
- 6.6 Smoking is not permitted anywhere in the Venue (including the toilets). The Hirer and their guests are asked to refrain from smoking outside main entrance doors.

7. Safety and security

- 7.1 The Hirer will be required to meet and greet their guests as they arrive
- 7.2 For auditions and castings we require a runner to be outside the room to greet and manage auditionees. There is a lobby area that can hold up to 5 people waiting. The reception area is not available for use by hirers.

- 7.3 The Hirer or their guests will not leave any external doors open or permit any unauthorised person to enter the Venue.
- 8. Emergency evacuation procedures**
- 8.1 If the alarm is sounded at any time, the Hirer and all their guests must leave the building when instructed to do so by the Venue's Fire Marshall. The Venue Manager will familiarise the Hirer and their guests with the Venue's emergency procedures on arrival at the Venue.
- 9. Use of the Venue's name and logo**
- 9.1 The Venue's logo may be used in publicity for events to be held on the premises once a proof of the promotional material has been agreed with the Venue Manager.
- 10. Payment**
- 10.1 All payments must be made in £ Sterling and accompanied by the invoice number. Payment must be made via BACS transfer or in cash on the morning of the hire for a last minute (24 hour) booking. You will not gain access to the room for a last minute hire until the charges have been settled.
- 11. Complaints and disputes**
- 11.1 In the first instance, any problems or complaints relating to the Venue, additional services or these terms and conditions should be referred to the Venue Manager during the event and followed up by email or phone call if necessary. The Hirer and/or their guest may be required to make a formal written report prior to any formal investigation. Complaints and disputes will normally be investigated and solved by mediation within the organisation.