

## Terms and conditions for bookings

### 1 General

- 1.1 The hirer is responsible for ensuring that all people admitted to the premises in connection with the booking comply in all respects with these Terms and Conditions.
- 1.2 Maximum capacity numbers for each room and layout are detailed on our website and are our recommendation for customer comfort.
- 1.3 Public liability insurance must be held by all organisational and/or individual hires and certificates provided at least seven days before the event if requested.
- 1.4 Where applicable, risk assessments must be received at least seven days before the event.
- 1.5 Outdoor shoes should not be used in the dance studios.
- 1.6 No food or drink, other than bottled water, is allowed in the dance studios or computer rooms at any time.
- 1.7 Music volume must not exceed the indicated maximum level mark on the stereo system.
- 1.8 The hirer shall not interfere with any part of the premises, nor fix or caused to be fixed, any apparatus, equipment or decoration without the written permission of the Operations Manager.
- 1.9 The hirer agrees to pay the cost of repairing or making good any loss or damage arising out of the booking.
- 1.10 Isledon Arts reserve the right to refuse entry to any person at any time and remove any person from the premises or its immediate surrounds.
- 1.11 The right to use Platform, Lift and Rose Bowl or associated equipment is not transferable and the hirer may not sub-let any facilities hired under a booking without the written permission of management.
- 1.12 Where applicable organisations must have a policy in place to ensure safeguarding of children and young people and provide this on request.
- 1.13 All hirers must share our commitment to equality and diversity and uphold our policies.
- 1.14 All catering and refreshments required will be provided by Lift Kitchen. Hirers are not permitted to bring their own food on to the premises.
- 1.15 Isledon Arts reserve the right to close or prohibit the use of any facilities at its discretion, for example
  - if the booking is not in accordance with the use indicated at the time of booking
  - on any grounds of health and safety
  - if there is a breach of these Terms and Conditions

- 1.16 Isledon Arts reserves the right to cancel bookings at any time for circumstances that may arise that are beyond our control and/or would endanger clients, users, staff or anyone within the premises.
- 1.17 Isledon Arts will not be liable for any expenditure incurred, or loss sustained, directly or indirectly by the hirer arising from a cancellation of this nature. Please ensure you have insurance in place to cover this rare possibility.

## **2 Making a booking**

- 2.1 Fill in a booking request form and email to [bookings@isledon.co.uk](mailto:bookings@isledon.co.uk). These can be obtained from our website. By submitting this form you are agreeing to these terms and conditions.
- 2.2 Booking times are when you, the hirer, have access to the room from and until the time you will need to vacate the room.
- 2.3 Completed booking forms received are costed and returned to the sender via email in order to confirm the quote. All costs quoted exclude VAT.

## **3 If the application is for a one off, intermittent or short term booking**

- 3.1 Once a quote has been agreed in writing a PayByLink request will then be sent and we will place a provisional HOLD on the space for the duration indicated on the PayByLink request expiry.
- 3.2 Failure to pay the PayByLink by the date set will result in the space in question being released and made available for reselling automatically if another enquiry is received.
- 3.3 The booking is only confirmed once the PayByLink deposit has been paid. The deposit will usually be 50% of the total booking value or the whole amount if the booking amount is less than £60. Any catering will be included in this sum and the full invoice will be sent the following week.
- 3.4 An invoice for the full booking value will be issued immediately following the event less any deposit paid and must be paid within 14 days.
- 3.5 With special permission purchase orders can be taken as confirmation of a bookings.

## **4 Making changes to/or cancelling one off, intermittent or short term bookings**

- 4.1 Changes or cancellations made to confirmed bookings must be made in writing to [bookings@isledon.co.uk](mailto:bookings@isledon.co.uk).
- 4.2 Cancellations made more than 9 days in advance of the booking will result in any deposit paid being refunded minus a £20 + VAT admin fee.

- 4.3 Cancellations made within 9 days of the booking will result in the deposit being retained and the full booking value being invoiced.
  - 4.4 Additional fees are charged at our standard rates for any additional catering, resources or room hire that exceeds that agreed and quoted for. These cost will be included in the final invoice.
  - 4.5 Changes to the catering orders can be considered up to the day before the event (subject to availability) if the intention is to increase the requirements however reductions in quantities or value must be received in writing 7 days in advance.
  - 4.6 Changes that are intended to reduce the value of the booking are subject to 9 days notification in writing which include but are not limited to room hire duration and chargeable resources such as projectors, flip charts or tele conferencing.
  - 4.7 Changes that increase the value of the booking can be arrange any time before the booking (other than food orders) and include but are not limited to room hire duration and chargeable resources such as projectors, flip charts or tele conferencing. Supply of these requests are subject to availability.
- 5 If the booking is for an ongoing long term hire *defined as a continuous weekly or monthly booking on the same day of the week and across at least two consecutive months***
- 5.1 See 2.1 - 2.3 above.
  - 5.2 Once you agree a quote in writing a PayByLink request will then be sent for the value of the first two months of the booking.
  - 5.3 Payments should be received 7 days from the date the PayByLink request was sent.
  - 5.4 A provisional HOLD will be placed on the space for the duration indicated on the deposit payment request expiry.
  - 5.5 Failure to pay the PayByLink by the date set will result in the space in question being released and made available for reselling automatically if another enquiry is received.
  - 5.6 An invoice will be sent at the end of each month for the value of the booking from that monthly period, less the value of any the deposit paid.
  - 5.7 We will invoice at the end of each month and once the value of the deposit has been exceeded by the invoice value, payments must be received within 14 days and each new month thereafter.
  - 5.8 Requests to continue a long term booking should be received in writing to [bookings@isledon.co.uk](mailto:bookings@isledon.co.uk).
  - 5.9 Provisional longer term bookings can be taken 12 months in advance and put on hold until confirmation of the booking.

- 5.10 Confirmation for long term bookings in future dates must be received in writing. A new quote will be sent and once agreed we will confirm the booking. No deposit payments are required for ongoing hires. Isledon reserve the right however to confirm bookings via deposit payments when it deems necessary.
- 5.11 Once the ongoing hire is confirmed, payments will be invoiced as stated in clause 4.10.
- 5.12 Confirmation of long term bookings in future dates can be confirmed 30 days before the next whole quarter. For example, if we are in the quarter April – June, confirmation of your intention to continue through to July – September should be received in writing no later than the end of May. Failure to confirm this may result the space being released even if you have placed a provisional hold.

## **6 Making changes or cancelling isolated dates within a long term booking**

- 6.1 Changes or cancellations made to confirmed bookings must be made in writing to [bookings@isledon.co.uk](mailto:bookings@isledon.co.uk).
- 6.2 Changes or \*cancellation of isolated dates (\*limited to 4 days within any whole quarter) can be made to the booking without charge up to 30 days in advance of the affected booking date(s).
- 6.3 Changes that reduce the booking value within 30 days of the event will be subject to a £20 + VAT admin fee.
- 6.4 Cancellations of isolated dates taking place within 30 days of the event will be charged in full. Unused booking slots not cancelled within this period will also be charged in full.
- 6.5 Changes that do not reduce the value of the booking can be considered up to 9 days of the booking date.
- 6.6 Additional fees are charged at our standard rates for any additional catering, resources or room hire that exceeds that agreed and quoted for. These cost will be included in the month end invoice.

## **7 Terminating a long term booking**

- 7.1 Termination of confirmed bookings must be made in writing to [bookings@isledon.co.uk](mailto:bookings@isledon.co.uk).
- 7.2 Notifications of terminations received in advance of 30 days of the booking period will not be charged.
- 7.3 Notifications of terminations within 30 days of the booking period will be charged in full.

## 8 Press & publicity

- 8.1 Posters, leaflets, and other promotional materials must be submitted for approval prior to circulation. In the event that Isledon Arts deems any promotional material to be of poor quality, in breach of copyright or of an offensive nature we will require its use to cease immediately.
- 8.2 Where young people under the age of 16 appear in any promotional photographs then parental consent must have been procured by the hirer or recognised photo library used.
- 8.3 The Platform, Lift and Rose Bowl logos and Islington Council logo and branding may not be used without the agreement of the marketing team. Where the event is agreed as a partnership with a venue the relevant logo must be used as per branding guidelines.
- 8.4 The hirer is welcome to invite the press to visit the premises in relation to their booking, but must inform the general manager in advance of any visits.
- 8.5 The hirer retains all responsibility for promotion their service, however we can offer some support as part of the booking price, especially if the event targets young people. Request the document Support in Promoting Your Event for more information.
- 8.6 The name and address for the relevant venues must appear on all publicity material as:

Platform	Lift	Rose Bowl
2 Tiltman Place	45 White Lion Street	St Paul's Park
off Hornsey Road	Islington	Ramsey Walk
London	London	London
N7 7EE	N1 9PW	N1 2PT

## 9 Supervision and security

- 9.1 Platform, Lift and Rose Bowl will always have at least one first aid qualified member of staff on duty.
- 9.2 Any teachers, coaches and instructors employed by the hirer must be suitably qualified and copies of these qualifications made available on request.
- 9.3 If the event is to accommodate children or young people then the hirer must comply in particular with all statutory requirements in respect of the supervision of children. This must include specific risk assessments agreed with the manager within a reasonable time frame prior to the event.
- 9.4 Isledon Arts cannot accept under any circumstances accept responsibility or liability in respect of any property stored or left on the premises by the hirer or any other person.

## **10 Health & Safety**

- 10.1 The hirer will, in liaison with the general manager, ensure that all staff or volunteers engaged on behalf of hirer maintain adequate standards of health and safety throughout their booking in accordance with the appropriate legislation. They will also be aware of the buildings fire and evacuation procedures.
- 10.2 All electrical items brought into the building by the hirer must have been subjected to Portable Appliance Testing. Any found to be without a PAT test label will have to be removed immediately.
- 10.3 Candles, tea lights and incense should not be used.

## **11 Catering**

- 11.1 Catering is supplied by Lift Kitchen, our in-house catering operation. We cook and serve delicious, creative, freshly made nutritious food with locally bought produce.
- 11.2 We aim to cater well for people with allergies or special dietary requirements however can only provide this food with prior knowledge and agreement.
- 11.3 The menus are available on the Lift and Platform websites. Bespoke menus can be arranged on request.
- 11.4 The booking of catering should be done as part of the process for hiring space. Changes to the catering orders can be considered up to the day before the event (subject to availability) if the intention is to increase the requirements however reductions in quantities or value must be received in writing 7 days in advance.
- 11.5 Food and beverages will be delivered to the room or space that you have hired at the time(s) indicated on your booking form.
- 11.6 Both Lift and Platform have cafes run by Lift Kitchen. Hirers may opt to just use these as casual customers instead of pre-booking catering. You are advised in this instance to check the opening times prior to the day as these can vary for time to time.

## **12 Parking at Lift**

- 12.1 Seven parking spaces for cars, light vans and motorbikes can be booked for daytime 9am-5pm, evening 5.30-9pm or the whole day 9am-9pm. These parking spaces are exclusively for the use of bookers.
- 12.2 Parking spaces should be booked through the bookings team prior to your event. Spaces will be allocated on a first-come basis.
- 12.3 Parking spaces can only be booked and charged through a booking event and not directly to an individual attending an event.

- 12.4 Parking spaces can be requested on the day and will be added to the final invoice of the booking attached to the parking request.
- 12.5 You must use the parking space allocated to your booking. If the booking is made in advance, your name will be labelled on the wall beside your allocated space.
- 12.6 Isledon take no responsibility for damage or theft to any vehicle and all belongings remain the responsibility of the car owner.
- 12.7 Parking spaces must be vacated on time.
- 12.8 Isledon reserves the right to clamp and charge a release fee where individuals fail to adhere to this agreement.