

Terms and conditions for bookings

1 Isledon Arts CIC – who we are

- 1.1 Isledon Arts is a community interest company that delivers youth services at Lift and Rose Bowl on behalf of Islington Council. When the buildings are not being used by young people, the spaces are available for commercial hire. This generates revenue to help contribute to the costs of running youth services. We employ a high percentage of young people and help them transition into work and plan for their future careers.

2 Making a booking

- 2.1 All information about the spaces, including prices, layouts, dimensions, maximum capacities, photos and the booking request form can be found on our websites. Once you have decided which space you wish to hire please download a booking request form and return in a word document format to bookings@isledon.co.uk
- 2.2 The booking request form must be completed electronically, we do not accept scanned or hard copies. By submitting the booking request form, you are agreeing to these terms and conditions.
- 2.3 Once we receive a booking request form, we place a provisional hold on the space(s), if available. If not, we will get in touch about any suitable alternatives.
- 2.4 We aim to return quotes within five working days of a booking request form being received and this quote will be valid for seven calendar days. Note that all our prices and sums quoted are subject to VAT at the standard rate.
- 2.5 If you do not confirm acceptance of your quote within seven calendar days this may result in the provisional hold being released and the space(s) being made available to other hirers. If more time is required to agree the quote this should be requested within the seven calendar days.
- 2.6 Once a quote is accepted, we will send you a PayByLink request for a deposit.
- 2.7 New customers are expected to pay the full project total in advance to secure the booking via a PayByLink.
- 2.8 Once 5 project payments have been made future bookings will be confirmed via deposit payments which is normally 50% of the booking value or the whole amount if the booking value is less than or equal to £100 (excluding VAT).
- 2.9 Note that PayByLinks expire seven calendar days after they have been sent. Failure to pay by the set date will result in the space automatically being released for resale.
- 2.10 The booking is only confirmed and secured once the PayByLink deposit has been received.
- 2.11 Amendments must be requested via email. We will make the requested update(s) and return to you for confirmation. There is no need to complete a new booking form.

- 2.12 Note that amendments requested on the day are subject to availability and require the completion of a 'change form' available at the venue on the day.
- 2.13 The final invoice will be sent after the event and will reflect any amendments agreed in advance and/or made on the day. If the full amount has been paid any additions will be included on the invoice or a refund provided at this time where applicable.
- 2.14 Invoices must be paid within 15 days.
- 2.15 We cannot facilitate split invoicing for a single project.

3 Making changes to a booking

- 3.1 All changes, including cancellations, must be emailed to bookings@isledon.co.uk
- 3.2 Changes that might affect the value of a booking include but are not limited to; room hire duration, catering, parking and chargeable resources such as projectors, flip charts or teleconferencing.
- 3.3 Changes that increase the value of a booking are subject to availability and will be considered up to four calendar days before the event date.
- 3.4 Changes that decrease the booking value must be made seven calendar days in advance of the event date.
- 3.5 Cancellations or a change of date made more than seven calendar days in advance of the event will result in any deposit paid being refunded minus a £20 + VAT administration fee.
- 3.6 Cancellations or a change of date made within seven calendar days of the event will result in the deposit being retained and the full booking value being invoiced.

4 Access to the venue on the day

- 4.1 Booking times are calculated from the point of access to point of exit. This includes any set up or set down time.
- 4.2 If the spaces are available, we may allow access to the space(s) up to 15 minutes before the official booking start time.
- 4.3 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.
- 4.4 We reserve the right to charge for any overrun or extension of use beyond what was agreed prior to your event date. Our standard rates will apply.
- 4.5 Access outside of our standard operating times are subject to conditions and can be arranged in advance by email. Additional rates may apply.

5 Equipment hire

- 5.1 We hire a number of resources including projectors and screens, flip charts, teleconferencing, PA systems and microphones. The full list of available hire items can be found on our website along with the costs. No equipment other than what we provide can be used on the premises without advanced consent.
- 5.2 Requests for equipment are subject to availability and must be confirmed seven calendar days before the event.

6 Catering

- 6.1 All catering and refreshments required will be provided by Lift Kitchen, our in-house catering operation. We prepare freshly made food daily with locally bought produce. Hirers are not permitted to bring their own food or catering onto the premises.
- 6.2 Our menu is available on the Lift website. Bespoke menus can be arranged upon request. We cater for people with allergies or special dietary requirements however can only provide this food with prior knowledge and agreement.
- 6.3 Catering requirements should be confirmed no later than seven calendar days prior to the event.
- 6.4 Increases to catering are subject to availability and can be considered up to four calendar days before the event.
- 6.5 Reductions in quantities of catering orders cannot be considered within seven calendar days of the event.
- 6.6 Food and beverages will be delivered to the room or space that you have hired at the time(s) indicated on your booking form.

7 Parking

- 7.1 Lift has seven parking spaces for cars, light vans and motorbikes and these can be hired. Please see price list on website for details.
- 7.2 Parking spaces can be booked through the bookings team prior to your event and on the day via the on-site team. On the day parking can only be paid via card. Spaces will be allocated on a first-come basis.
- 7.3 Isledon takes no responsibility for damage or theft to any vehicle.
- 7.4 Parking spaces must be vacated on time and Isledon reserves the right to clamp and charge a release fee where individuals fail to remove their vehicle on time.
- 7.5 If you intend to leave the premises whilst your vehicle remains on site please check building closing times on the day.

8 Ongoing or long-term hires (same times and space every week)

- 8.1 A request to become an ongoing or long-term hirer must be sent via email detailing the nature of the project. We reserve the right to refuse such requests.
- 8.2 Ongoing hires begin as standard hires. See section 2.
- 8.3 All confirmations and payments detailed in section 2 remain the same.
- 8.4 Once you confirm the quote an invoice will be issued for the value of the first two months of the booking.
- 8.5 Payments should be received within 15 calendar days from the date the invoice was issued and in advance of the first event.
- 8.6 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.
- 8.7 Once the value of the deposit has been exceeded by the invoice value, payments must be received within 15 calendar days and each new month thereafter.
- 8.8 Requests to continue a long-term booking should be received in writing to bookings@isledon.co.uk.
- 8.9 Provisional longer-term bookings can be taken 12 months in advance and put on hold until confirmation of the booking.
- 8.10 Confirmation of longer-term bookings for future dates must 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 in the space being released even if you have placed a provisional hold.

9 Making changes or cancelling isolated dates within an ongoing or long-term booking

- 9.1 Changes or cancellations made to confirmed bookings must be made via email.
- 9.2 Changes that reduce the booking value including cancellations of isolated dates can be made without charge up to 14 calendar days in advance of the affected date(s).
- 9.3 Changes that reduce the booking value including cancellations of isolated dates within 14 calendar days will be charged in full.
- 9.4 A maximum of four isolated dates can be cancelled within a rolling three-month period.
- 9.5 Changes that increase the value of the booking are subject to availability and can be considered up to four calendar days of the booking date.

- 9.6 Additional fees are charged at our standard rates for any additional catering, resources or room hire that exceeds what has been agreed and quoted. These costs will be included in the monthly invoice.

10 Terminating an ongoing or long-term booking

- 10.1 Termination of confirmed bookings must be made via email.
- 10.2 Notifications of terminations received in advance of 30 calendar days of the booking period will not be charged.
- 10.3 Notifications of terminations within 30 calendar days of the booking period will be charged in full.

11 General

- 11.1 Public liability insurance must be held by all organisational and/or individual hires and certificates provided at least seven calendar days before the event if requested.
- 11.2 Where applicable, risk assessments must be provided at least seven calendar days before the event if requested.
- 11.3 Outdoor shoes should not be worn in the dance studios. Footwear that might damage, scuff or leave marks on the flooring should not be worn.
- 11.4 No food or drink other than bottled water is allowed in the dance studios.
- 11.5 Music appliances used must not exceed the indicated output level marked on the system.
- 11.6 The hirer shall not interfere with any part of the premises or attempt to fix any apparatus or equipment without the written permission of Management.
- 11.7 The use of decorations such as but not limited to, banners, bunting, confetti and balloons must be requested in advance. The use of these items will only be permitted if agreed by management.
- 11.8 The use of helium filled balloons is not permitted.
- 11.9 The hirer agrees to pay the cost of repairing or making good any loss or damage arising out of the booking. We reserve the right to use our approved suppliers to make good any damage caused, and we will recharge this to you.
- 11.10 We reserve the right to refuse entry to any person at any time and remove any person from the premises.
- 11.11 The right to use 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.

- 11.12 Where applicable organisations must have a policy in place to ensure safeguarding of children and young people and provide this upon request.
- 11.13 All hirers must share our commitment to equality and diversity and uphold our policies.
- 11.14 Isledon Arts reserve the right to close or prohibit the use of any facilities at its discretion, for example but not limited to:
- 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
 - if the theme or nature of the booking conflicts with our core values as a youth focussed organisation
- 11.15 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.
- 11.16 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. You agree to insure your event to cover this rare possibility or proceed at your own risk.

12 Press & publicity

- 12.1 The hirer retains all responsibility for promotion of their service; however, we may be able to offer support as part of the booking price, especially if the event is youth focussed.
- 12.2 Posters, leaflets, and other promotional materials must be submitted for approval prior to circulation. If Isledon Arts deems any promotion material to be of poor quality, in breach of copyright or of an offensive nature we will require its use to cease immediately.
- 12.3 If you are using a webpage to promote the event, please email us a link. We may be able to help promote your event via our social media.
- 12.4 Where young people under the age of 18 appear in any promotional photographs then parental consent must have been procured by the hirer or recognised photo library used.
- 12.5 The Lift and Rose Bowl logos and Islington Council logo and branding may not be used without the agreement of our marketing team. Where the event is agreed as a partnership with a venue the relevant logo must be used as per branding guidelines.
- 12.6 The hirer is welcome to invite the press to visit the premises in relation to their booking but must inform us by email in advance of any visits.
- 12.7 The name and address for the relevant venues must appear on all publicity material as follows:

Lift	Rose Bowl
45 White Lion Street	St Paul's Park
Islington	Ramsey Walk
London	London
N1 9PW	N1 2PT

13 Supervision and security

- 13.1 Lift and Rose Bowl will always have at least one first aid qualified member of staff on duty.
- 13.2 Any teachers, coaches and instructors employed by the hirer must be suitably qualified and copies of these qualifications made available on request.
- 13.3 If the event is to accommodate children or young people, then the hirer must comply 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.
- 13.4 Isledon Arts cannot 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.
- 13.5 If you, the hirer, have hired a space you are responsible for access control to that space. If someone you believe to be unauthorised or not connected with your hire project enters the space, you are required to inform one of the on-site management team.

14 Health & Safety

- 14.1 The hirer will, in liaison with the on-site management team, ensure that all staff or volunteers involved with the booking adopt and maintain adequate standards of health and safety in accordance with the appropriate legislation. They will also be aware of the buildings fire and evacuation procedures.
- 14.2 No naked flames are permitted anywhere on-site.