

## 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, photographs and the booking request form can be found on our websites.
- 2.2 Once you have decided which space/s you wish to hire, please fill in our online enquiry form to find out if the dates you want are available. You can also email or call.
- 2.3 If the rooms are available, we will send you a booking form (or you can download the form from the website) and we will hold a provisional booking for seven calendar days. If we don't receive a booking form within those seven days, the room will be made available for others.
- 2.4 We do not accept scanned copies or PDFs of the booking form.
- 2.5 We aim to return a quote within five working days of the booking 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.
- 2.6 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 others. If more time is required to agree the quote this should be requested within the seven calendar days.
- 2.7 Once a quote is accepted, we will send you a PayByLink or Proforma invoice as you prefer. Note we cannot facilitate split invoicing for a single project.
- 2.8 All customers must pay the full project total in advance to secure the booking.
- 2.9 By making payment, you are agreeing to these terms and conditions.
- 2.10 Note that PayByLinks expire seven calendar days after they have been sent. Failure to pay by the set date will result in the space being released for resale.
- 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. Any outstanding amounts must be paid within 15 days.

### **3 Making changes to a booking**

- 3.1 All changes, including cancellations, must be emailed to [bookings@isledon.co.uk](mailto: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 and chargeable equipment resources. These are subject to availability and will be considered up to four calendar days before the event date.
- 3.3 Changes that decrease the booking value must be made more than seven calendar days in advance of the event date.
- 3.4 The cancellation policy in section 4 below extends to any movement or postponements of booking dates.

### **4 Cancellations of a booking**

- 4.1 All cancellations must be emailed to [bookings@isledon.co.uk](mailto:bookings@isledon.co.uk)
- 4.2 Cancellations made more than 30 calendar days in advance of the scheduled date will result in a full refund minus a £25 administration fee.
- 4.3 Cancellations made within 14 - 29 calendar days in advance of the scheduled date will result in a charge of 50% of the room and equipment costs.
- 4.4 Cancellations made within 7 – 13 calendar days in advance of the scheduled date will result in a charge of 75% of room hire, equipment and catering costs.
- 4.5 Cancellations made within 7 calendar days in advance of the scheduled date will result in a charge of 100% of the room hire, equipment and catering costs.

### **5 Access to the venue on the day**

- 5.1 Booking times are calculated from the point of access to point of exit. This includes any set up or set down time.
- 5.2 If the spaces are available, we may allow access to the space(s) up to 15 minutes before the official booking start time.
- 5.3 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.
- 5.4 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.
- 5.5 Access outside of our standard operating times are subject to conditions and can be arranged in advance by email. Additional rates will apply.

## **6 Equipment hire**

- 6.1 We hire a number of resources including projectors and screens, flip charts, hybrid-conferencing, PA systems and microphones. The full list of available hire items can be found on our website along with the costs.
- 6.2 Requests for equipment are subject to availability.

## **7 Catering**

- 7.1 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.
- 7.2 Our menus are 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.
- 7.3 Catering requirements should be confirmed no later than seven calendar days prior to the event.
- 7.4 Increases to catering are subject to availability and can be considered up to four calendar days before the event.
- 7.5 Reductions in quantities of catering orders cannot be considered within seven calendar days of the event.
- 7.6 Food and beverages will be delivered to the room or space that you have hired at the time(s) indicated on your booking request form.

## **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.
- 8.2 Ongoing hires begin as standard hires. See section 2.
- 8.3 Once you confirm the quote an invoice will be issued for the value of the first two months of the booking.
- 8.4 Payments should be received within 15 calendar days from the date the invoice was issued and in advance of the first event.
- 8.5 An invoice will be sent at the beginning of each month for the value of the prior month. Please note these will be subject to price changes.
- 8.6 Requests to continue a long-term booking should be received in writing to [bookings@isledon.co.uk](mailto:bookings@isledon.co.uk).

- 8.7 Provisional longer-term bookings can be taken 12 months in advance and put on hold until confirmation of the booking subject to price changes.
- 8.8 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 by email 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 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.
- 9.5 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 (they can set the fire alarm off and result in an evacuation).
- 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 Lift and Rose Bowl or associated equipment is not transferable, and the hirer may not sub-let any facilities hired.
- 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 values as a youth focused 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 and publicity

- 12.1 The hirer retains all responsibility for promotion of their service; however, we may be able to offer support if the event is youth focused.
- 12.2 Posters, leaflets, and other promotional materials should 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 and 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.