

# SPACE HIRE TERMS & CONDITIONS - Compliance

This document sets out the Terms and Conditions of space hire by a hirer (you) at The Place (we/us).

By confirming your booking request in writing, you acknowledge and confirm that you have read, understood and agree to comply with the terms and conditions contained within this document.

**Failure to comply with these Terms and Conditions and to abide by our etiquette and studio instructions will result in some or all of the following; removal from the building, additional charges, cancellation of future bookings and/or termination of partnerships.**

## 1. BOOKING PROCEDURE

- 1.1. We can only provide general information over the telephone; all bookings must be requested and confirmed in writing via [space@theplace.org.uk](mailto:space@theplace.org.uk)
- 1.2. For general information and to speak to the Space team, please contact our reception. However, the Reception team is not equipped to book, change, or take payment for space hires.
- 1.3. We require contact, invoicing, and activity details for each booking before we can finalize your hire or raise your invoice.
- 1.4. Our minimum booking time is 1 hour. Where more than one booking is made within the same studio on the same day, the minimum gap between bookings is also 1 hour. **The studio must be vacated during this time for other bookings.**
- 1.5. Our cancellation policy applies once an invoice is issued. Amendments can be made to invoices already issued, but an administration charge will apply. *See section 3 for more information.*
- 1.6. **All hires must be paid for in advance** and we reserve the right to cancel or deny admission if confirmation of payment is not provided upon request.
- 1.7. Invoices must be paid immediately upon receipt (unless a different arrangement has been agreed in writing), otherwise you risk cancellation of bookings.

## 2. THE PLACE PROGRAMME AND BOOKING CYCLES

- 2.1. The place has a large programme of work across our studios, theatre, and other spaces. We operate booking cycles to prioritise internal activity before opening bookings for external hires.
- 2.2. The Place reserves the right to cancel or move bookings to a different space if changes in the internal programme require us to do so.
- 2.3. Where the hirer is moved to a space with a different rate, we will honor whichever rate is lowest.

- 2.4. Hirers will be notified of changes or cancellations in writing with as much notice as possible. If a hirer chooses to cancel the hire on this basis, a credit note, or a refund will be offered.
- 2.5. **Exclusive Hires.** Due to our internal programme, block booking our spaces from opening to closing times is very difficult to provide. However, please contact us for more information.

### 3. PERSONNEL AND FACILITIES

- 3.1. Reception staff and Duty Managers are on hand for information, wayfinding, first aid and evacuation. Our staff are not responsible for individual hirer set up and pack down. However, they can help troubleshoot throughout your booking.
- 3.2. The Place operates a zero-tolerance policy on abuse of any kind towards our staff and other building users. For more information, please read our policy here: <https://theplace.org.uk/index.php/actions/tools/tools/download-file?id=311121>
- 3.3. **Your time slot must reflect all activity in the space, and therefore must include activity such as (but not limited to), set up and pack down times. The Place reserves the right to invoice for any extra time in the space.**
- 3.4. All spaces have a set capacity which complies with our Health and Safety policy. These capacities cannot be adjusted and must be adhered to. Capacities must include everybody in the space (including, but not limited to participants, teachers, musicians, and bystanders).
- 3.5. Not all studios allow footwear. Please see table below for our dance shoe clarification.

STUDIO	SHOE POLICY	CLARIFICATION
<b>No outdoor shoes in any studios</b>		
<b>Studio 1</b>	<b>Sneakers/ Ballroom shoes allowed</b>	Socks, barefoot and Indoor dance shoes, tango or ballroom shoes and indoor dance sneakers/trainers with non-marking soles are permitted. No flamenco or tap shoes are allowed.
<b>Studios 3, 4, 6, 8 and 10</b>	<b>Soft dance shoes allowed</b>	Socks, barefoot and indoor dance shoes with soft and light-coloured soles only are permitted (such as ballet slippers, pointe shoes, or light-coloured split sole dance shoes). No trainers, ballroom, tap or flamenco shoes.
<b>Studio 7 and Founders Studio</b>	<b>All dance shoes allowed</b>	Socks, barefoot and Indoor dance shoes, flamenco, tango or ballroom shoes and indoor dance sneakers/trainers with non-marking soles are permitted. No tap shoes are allowed.
<b>Studios 2, 5 and 9</b>	<b>Socks/Barefoot Only</b>	No shoes of any kind allowed.

- 3.6. Please leave our spaces as you found them. You will be liable for any damage caused to the spaces during or as a result of your hire. This includes (without any limitation) damage to the floor, walls, or audio-visual system and any other items.
- 3.7. You are responsible for informing Reception if you notice anything unusual in the condition of the space you are using before commencing your booking.
- 3.8. The Place allows for one live musician per studio only, other than Founders Studio which is for quiet use only and does not permit the use of live music.
- 3.9. Pianos must not be moved as doing so can cause damage to the piano or the floor.
- 3.10. Noise levels in all spaces must be kept to a reasonable level. If you are disturbing other users, you will be requested to reduce your noise level. Our AV systems have noise limiters, and these must not be altered.

**Filming and Photography:**

- 3.11. All filming and photography must be agreed to at time of booking.
- 3.12. Flash photography and strong lighting is **prohibited in Studios 4, 6, 7, 8 and 10.**
- 3.13. We prohibit filming and photography in communal spaces, and therefore the capturing of other building users (artists, staff, members of the public, students and children).
- 3.14. If you are filming or taking photographs, the use of consent forms for participants is strongly advised, particularly when your participants are adults at risk or under 18.
- 3.15. When distributing any photographs or footage taken at The Place, you must include the following credit line: **Filmed/Photographed at The Place**

**Food and Drink:**

- 3.16. No food or drinks may be consumed in the studios except water.
- 3.17. Glass containers are **prohibited.**
- 3.18. Alcohol must not be consumed on our premises and should not be taken into studio spaces

**4. CANCELLATION AND AMENDMENT POLICY**

4.1. Cancellation breakdown – all cancellations must be made in writing.

NOTICE PERIOD	CANCELLATION FEE	
More than 30 days	No fee applicable	A full refund or credit will be offered
30 to 14 days	50% of invoiced amount	50% credit or refund will be offered
14 days or less	100% of invoiced amount	No refund or credit will be offered

4.2. Please note, refunds will require additional information and may take up to 30 days to process.

4.3. Amendment timeline – all amendments must be made in writing:

NOTICE PERIOD	AMENDMENT FEE
More than 30 days	Free of charge
30 to 7 days	50% amendment fee from invoiced amount
7 days or less	No amendments possible

- 4.1. These fees will apply if you are moving your booking ahead or if greatly reducing your hire time.
- 4.2. All amendments are subject to availability. In the case that we cannot accommodate changes, the above charges apply in accordance with notification dates.
- 4.3. Under unforeseen circumstances, such as industrial action, severe illness and severe weather conditions, The Place will strive to remain open so that your hire can take place. Therefore, the above policies apply. However, exceptions may be made on a case-by-case basis and communication must be in writing.
- 4.4. If The Place has to close, you will be offered a refund or credit note for your affected hire.

## 5. BEST PRACTICE AND DOCUMENTATION

- 5.1. You are responsible for ensuring your event/session is run in line with current health & safety legislation and best practice guidelines.
- 5.2. You are responsible for carrying out your own risk assessment for your activity. This should be made available for The Place staff upon request.
- 5.3. The Place takes no responsibility for the content or Health & Safety of events/classes run by external hirers.
- 5.4. All hirers must make themselves familiar with the fire evacuation routes. In an event of an evacuation, all hirers must be able to provide a register of attendees.
- 5.5. **We are not liable for and cannot cover loss of your personal property.**
- 5.6. **Hirers need to have their own insurance** to cover any situation involving loss of property or injury to participants as a result of their own activities or any damage to equipment.
- 5.7. If a session involves participants under 18 or adults at risk, the hirer is responsible for ensuring that the relevant safeguarding and DBS checks have been obtained and can be produced on request. Please refer to the above *Filming and Photography* section regarding consent forms for your participants.
- 5.8. You are responsible for ensuring that participants under 18 are accompanied by an adult at all times when on the premises.
- 5.9. The use of portable appliances must be agreed to at time of booking. All electrical items must be electrically safe/ PAT tested. Hirers are required to have a list of all equipment in use and relevant supporting documentation.

**The Place has a robust suite of policies available here**  
**<https://theplace.org.uk/policies/privacy-policies>, including Complaints, Freedom of Information and Privacy Policy**