# TERMS AND CONDITIONS FOR VENUE HIRE AND EQUIPMENT USE

These Terms and Conditions accompany confirmation of a Booking (the "**Booking**") issued by Faith Life Centre, Life Conferencing, ("**us**") for the hire of the Venue described in that Booking.

These Terms and Conditions, together with the Booking Confirmation and any annexes, schedules or other documents incorporated in such documents, comprise a legally binding agreement between us and the person and the person identified as the Hirer in the Booking Contract ("**you**") (the "**Agreement**").

The Agreement governs the hire to you of the Venue for the purposes of the Event, together with the provision of any associated services or equipment hire, or other additional service which we have agreed to provide.

The Agreement may be formed before the Booking Confirmation is complete (for example, if you have yet to determine certain details of the Event or to provide certain information). The parties may update the Booking Contract or associated documents by written agreement, including in e-mail correspondence and in these terms and conditions a reference to the Booking is to the most recently agreed iteration of the Booking together with its associated documents.

## 1. Interpretation

1.1 Capitalised terms in these Terms and Conditions have the meanings given in the Booking Contract if no other meaning is given below. Otherwise:

"**Accredited Supplier**" means a supplier of goods or services (such as floristry, lighting, staging, AV equipment or entertainment) on our list of approved suppliers;

"**Fees**" means those fees payable to us identified in the Booking Contract, together with any other fees, costs, or charges payable to us in accordance with these Terms and Conditions; and

**"Attendees"** means all individuals (other than our employees and contractors) who will be present at the Event at your instigation, including your Delegates and any of your staff, suppliers, or speakers.

"**Delegates"** means those individuals invited by you to attend the Event as guests.

**"Deposit"** means the deposit identified in the Booking Contract and or Quotation.

"**Premises"** means our premises, including the Venue and any accommodation or ancillary areas which we may permit you to use.

"Price" means those fees payable to us identified in the Booking Contract, together with any other fees, costs or charges payable to us in accordance with the Terms and Conditions.

Hire – means the arrangement to supply equipment supplied by us to the Client, (you).

1.2 Unless the context otherwise requires: i) the singular includes the plural and vice versa; ii) words following the terms "**including**", "**include**", "**in particular**" or similar

are illustrative rather than exhaustive; and iii) reference to a statute or statutory provision is a reference to it as amended from time to time.

1.3 Any reference to our consent, approval or instructions refers to consents, approvals or instructions from our Operations Manager/Conferencing representative (who shall serve as your first point of contact and who may escalate matters to Faith Life Centres Life Conferencing Representative as appropriate) or from the Faith Life Centre Life Conferencing Representative during the Hire Period.

1.4 In the event of any conflict between any Special Terms set out in the Booking Contract and the provisions of these Terms and Conditions, the Special Terms shall prevail.

## 2. Venue Hire and Payment

2.1 In consideration of the payment by you of the Fees, and compliance by you with the obligations set out in this Agreement, we will make the Venue available to you for the Hire Period, for the purposes of the Event (subject to our rights of substitution under clause 5) and provide any agreed equipment, catering, or other additional agreed services to you.

2.2 Once the Agreement is formed, we will issue an invoice for the Deposit in accordance with the Booking Contract.

2.3 Except in the circumstances described in clause 11.4, the Deposit is non-refundable. Failure to pay the deposit may result in the cancellation of your event.

2.4 All sums are stated exclusive of VAT, which will be payable in addition where applicable.

2.5 All Payments are to be paid by the date of the Event, unless previously arranged. Failure to make full payment by the day of the Event may result in the cancellation of the Event.

## 3. Equipment Hire

3.1 Faith Life Centre's Equipment Hire may include the hire of sound equipment, microphones, in ear systems, musical instruments, streaming equipment, camera and services. Use of Faith Life Centre's Equipment without prior booking and consent is not permitted.

3.2 Hire of In Ear systems includes the use of our In Ear packs, but for hygiene reasons headphones or 'in ears' must be supplied by the client and will not be provided by Faith Life Centre or Life Conferencing.

3.3 Hire of Streaming services requires the client to provide a person capable of setting up personal or business streams with their own codes, logins and accounts.

3.4 Hire of Faith Life Centres Sound and Media equipment includes the hire of a Faith Life Centre staff member who will operate and oversee the use of all Faith Life Centre's equipment.

3.5 The hirer agrees to rent the equipment from Faith Life Centre Life Conferencing (the Supplier) by paying the rental fee included as part of the initial quote. Any request to hire must take place at the time of booking,

3.6 The hire will commence and end on the date of the Event.

3.7 The equipment is the property of the Faith Life Centre (The Supplier) and will remain the property of the Supplier and will be returned to the Supplier at the end of the hire. The Hirer must not sell, rent or dispose of the equipment or any of its parts, spares and/or accessories. The Hirer must not give anyone any legal rights over the equipment.

3.8 The Hirer must not let anyone work on, or modify or attach anything to the product or equipment without the prior permission of the Supplier. Any defects or faults found with the equipment following use of equipment, must be reported to the Supplier as soon as possible.

3.9 The Hirer will only use the equipment for the purpose for which it was designed for and in accordance with the User Manual or Instructions for Use and undertakes to keep it in good repair for the duration of the hire. If any defects or faults are found when the equipment is returned, which are attributable to the Hirer, the Hirer must replace or repair the defective item.

3.10 If the equipment is damaged, lost or stolen during the period of hire, the Hirer will be responsible for all costs associated with its repair or replacement.

3.11 Stage Lighting is not to be moved, adjusted or removed. Changes made to the lighting will result in the Hirer being charged to return the lighting to its original positions and placement.

3.12 For Health and safety purposes and in respect of neighbouring premises, sound levels must remain under 90 dB at all times. We maintain the right to stop your event if sound levels breach these levels.

## 4. Co-ordination

4.1 The person named as your contact in the Booking Contract is responsible for co-ordinating all necessary arrangements relating to the Event with our Operations Manager. During the Hire Period a Faith Life Representative shall both remain at the Venue and shall liaise in relation to the conduct of the Event. Your Representative must remain sober, on site and available at all reasonable times during the Hire Period.

4.2 You warrant that:

(a) the person named as your contact in the Booking Contract has authority to agree all aspects of the use of the Premises for the Event, and to agree amendments to the Booking Contract, with us from time to time; and

(b) your Representative has authority to ensure compliance by all Attendees with the requirements of the Agreement, and in particular with our instructions to safeguard the Premises and their contents.

4.3 You must ensure that all Attendees are aware of the relevant requirements of the Agreement, fully comply with them, and follow the instructions of our personnel.

4.4 We are entitled to be present at the Premises at all times. The Premises will be staffed by our personnel throughout the Event. You will provide a representative to accompany them to identify Delegates and other Attendees attending your Event. We may request a full list of Delegates and Attendees prior to the Event, and in particular details of any high-profile Delegates' who may require additional security protection which you propose to arrange, of which we may at our opinion arrange on your behalf subject to the agreement of any additional fees. We reserve the right to not permit any person who has not been identified to us in advance as a Delegate or Attendee.

4.5 We will not unreasonably refuse a request from you to increase or decrease the number of Guests from the number specified in the Booking Contract, provided that:

(a) the request is made in good time (and no later than fourteen (14) days prior to the Event);

(b) we may require the payment of an additional Deposit in relation to increased numbers;

(c) no return of any Deposit will be made in relation to decreased numbers (although we may reduce the overall Fees in the Booking Contract).

4.6 If we are providing catering services to you, you must work with our Representative to ensure that all dietary requirements or allergen information of any Attendees have been communicated to us accurately and in good time prior to the Event, within such timings as we may specify. If you have not done so, it will be your responsibility and not ours to ensure that any special dietary requirements are met. You must also ensure that you have obtained the express consent of each Visitor to the disclosure to us of their dietary requirements. We do not guarantee that we will be able to accommodate all dietary requirements.

4.7 We maintain the right to not admit to the Premises any person who has not been identified to us in advance as a Visitor.

4.8 If any members of the press are expected to attend the Event, you must inform us at least five (5) working days prior to the Event, designate a representative to remain with them at all times and inform us in advance of the identity of that representative.

## 5. Your Responsibilities

5.1 You warrant that:

(a) all information provided by you to us (including in relation to the purpose of the Event) was at the time of disclosure and shall remain until the end of the Hire Period truthful and accurate;

(b) the Venue shall only be used for the purposes of the Event in accordance with the Agreement;

(c) if you are arranging the Event for a third party, you have notified us of that third party's name and business;

(d) the number of Delegates and the number of Attendees at the Event shall not exceed the respective maximum numbers set out in the Booking Contract.

(e) you shall at all times ensure the proper and careful use of the Premises and shall not allow any activity which may damage the Venue, Premises or any neighbouring site or which may be or become a nuisance, annoyance or disturbance to us or any neighbouring site;

(f) you shall strictly adhere to the Start Time and End Time for the Event. The End Time for the Event, any music, other entertainment or other loud noise must stop fifteen (15) minutes before the End Time; For Health and safety purposes and in respect of neighbouring premises, sound levels must remain under 90 dB at all times.

(g) you shall during the Event keep the Premises in a safe condition;

(h) you shall as soon as possible (and in any event within twenty-four (24) hours) notify us of any damage to the Venue, Premises or to any objects, instruments sound equipment, audio visual equipment, contents or fittings in or at the Venue or Premises (and clause 3.9 and 9.2 shall apply);

(i) you shall comply with any conditions imposed by any consent or permission that has been obtained for the purposes of the Event;

(j) you shall, and shall procure that all Attendees shall:

(i) comply with all laws, regulations and codes of practice (whether issued by us or otherwise) applicable to the Premises or the Event;

(ii) comply with such restrictions or conditions as we may impose in relation to the Event including in relation to access, supplies, parking, movement of vehicles and/or routing of power leads; and

(iii) comply with all guidelines issued by us, including in relation to power supply and lighting, fire safety precautions and precautions against causing damage; and

(k) you shall, where appropriate, inform the police, local fire, and rescue authorities, local government bodies (including environmental health) of the Event taking place at the Venue, comply with any recommendations they may be given on their behalf in relation to the Event, and supply evidence of such compliance to us on request.

5.2 You shall ensure that appropriate risk assessments are performed for all activities to be conducted at the Venue as part of the Event and that you or your suppliers provide such risk assessments to us on request. We may require you to implement, and/or to pay the cost of, any special precautions we require to address such risk. In particular, if any aspect of the Event may involve any fire risk you must seek written approval from us at least thirty (30) days in advance of the Hire Period.

5.3 Without limiting your other obligations under this clause 4, you agree and acknowledge that:

(a) our staff are entitled to a dignified and supportive working environment. We insist that they are treated with dignity, respect and courtesy at all times, and reserve the right to immediately remove from the Premises any person who bullies or harasses our staff or who we otherwise determine has behaved unacceptably towards them;

(b) it is of paramount importance to us that our reputation and core values are upheld, including in relation to ethical practices and social responsibility. We reserve the right to halt any activities at the Venue, and refuse entry to or remove any person, whose conduct is incompatible with that reputation and those core values, including in relation to any:

(i) unlawful activity, such as libellous, infringing or discriminatory activity, or any involvement in national or international crimes;

(ii) activity which we otherwise deem to be inappropriate, unseemly or offensive, especially if not disclosed to and approved by us in advance.

## 6. The Venue, Accommodation, Access, and Occupation

6.1 You may only occupy the Premises during the Hire Period, which includes access to the Venue for set-up and breakdown. Without limiting our other remedies, we may charge an overrun fee if you or any Attendees occupy the Venue beyond the Hire Period.

6.2 Guests may only arrive at the Premises at the Start Time and must report to the entrance specified in the Booking Contract. We will specify any areas of the Venue and/or Premises which can be used for preparation or set-up for the Event, and any permitted times for set-up.

6.3 No changes, additions or alterations in or to the Premises (interior or exterior) and/or the contents thereof may be made except as agreed in writing in advance by us, all of which shall be of a temporary nature only and strictly necessary for the purposes of the Event. You may not erect scaffolding or affix screws or nails to any building, structure or object at the Venue or the Premises without our prior written consent.

6.4 No equipment or structures of any kind may be erected on or attached to any part of the Premises, its contents or our equipment without our prior written approval.

6.5 Proposals for any temporary structures or fixings, supports for heavy-equipment, ground protection, and the like must be submitted for our approval at least forty-five (45) days before the Hire Period. All such items must be erected in accordance with applicable British Standards and to our satisfaction.

6.6 Equipment including lighting, sound equipment, speakers, projectors, cameras, instruments, furniture, display cases, signage, tv screens or all other contents in or at the Premises may not be moved without our prior written consent, and then only by our staff or under their direct supervision and at your additional cost.

6.7 You must take precautions to prevent damage to floors or floor coverings. For example, equipment may need rubber-tipped feet or protective boards underneath.

6.8 Any vehicular access to the Premises must be with our prior written consent and confined to such routes as are approved by us in advance.

6.9 We may insist on the immediate departure of any Visitor from the Venue and/or the Premises if we consider that the conduct or behaviour of that person is unacceptable.

6.10 We may enter any part of the Premises at any time during the Hire Period and interrupt or terminate the Event, without liability to you, if we believe that the structure or content of the Venue and/or the Premises is at risk of damage or the safety of the Attendees or other persons is at risk.

6.11 If for any reason the Premises or any part of the Premises becomes, or is likely to become, unavailable, we may without liability to you substitute alternative function space within the Premises of a similar standard to the Venue for the Event.. We will use reasonable endeavours to notify you as early as possible of any such substitution.

## 7. Publicity

You may not use our name, trade marks or logos, or the names, trademarks or logos of the Venue, without our prior written consent, except as necessary for inviting and directing Attendees to the Event; You may not advertise the Event to the public by any means without our prior written approval.

## 8. Insurance

You must before the start of the Hire Period take out public liability insurance cover with a reputable insurer to a level of cover of at least £5,000,000 per occurrence, either in your name or in the name of your representative (in which case both you and your representative must sign). You must provide a copy of any relevant policy or policies, together with evidence of payment of the applicable premium(s), to us prior to the start of the Hire Period.

## 9. Removal and Restoration

9.1 Unless agreed otherwise in writing, you shall be responsible for removing from the Venue, the Premises and any access routes before the end of the Hire Period and to the satisfaction of our Event Manager:

(a) all equipment used for the Event (including, without limitation, toilets, temporary structures, mobile facilities) not supplied by us; and

(b) all litter, waste or recyclable materials resulting from the Event, and if you do

not we may conduct our own removal and charge you for our costs.

9.2 You shall be responsible for all costs of fully restoring and reinstating the Premises to its condition prior to the Hire Period. Unless otherwise agreed, we shall undertake any repairs, reinstatements or restorations ourselves and pass all costs incurred on to you, which may include the costs of specialist craftspeople or consultants (particularly in relation to works or art or items of value).

9.3 We accept no responsibility for any items or articles brought to the Venue and/or Premises by any Visitor or for any item or articles left at the Venue and/or

Premises following the conclusion of the Event. We may remove and dispose of anything left at the Premises after the Hire Period.

## 10. Suppliers, Equipment, Catering and Entertainment

10.1 Unless otherwise agreed with us, you may only use Accredited Suppliers for the provision of services in connection with the Event. You acknowledge that:

(a) any agreement with an Accredited Supplier is between you and the relevant Accredited Supplier. We are not party to that agreement and not responsible for the Accredited Supplier or its performance; and

(b) breach of this obligation will entitle us to terminate under Clause 0.

10.2 You shall provide, at your own cost, any equipment required by us or by any relevant authority for health and safety reasons (for example, additional fire extinguishers) unless we have agreed in writing to provide them.

10.3 You may only bring equipment into the Premises for use at the Event with our prior written consent, and upon provision by you or the relevant supplier of a valid certificate showing that the equipment has been tested in accordance with applicable health and safety regulations. You must ensure that all equipment is removed from the Premises in accordance with our instructions by the End Time of the Event.

10.4 You must provide our Event Manager with a full list of suppliers and equipment to be brought on site at least two (2) weeks prior to the Event.

10.5 All suppliers must provide the Event Manager with a copy of their public liability insurance (to a level of cover of at least £5,000,000 per claim) valid at the time of the Event together with risks assessments and method statements for the work to be carried out.

10.6 Suppliers must report to the Premises reception area and will be escorted by our staff at all times whilst on the Premises.

10.7 The use of naked flames, strobes, smoke or haze machines, dry ice, internal fireworks, party poppers, crackers, balloons, soil, sand or similar items must be agreed by us at least two weeks prior to your event. Smoking and vaporising are not permitted within the premises. Alcohol and illegal substance(s) are not permitted anywhere on our premises.

10.8 No trading may take place at any Event without our prior written approval, any approval may be conditioned on:

(a) the relevant supplier having the required valid licences and regulatory documents and complying with all applicable legislation while carrying out trading activity; and/or

10.9 We may stop any trading and remove the relevant supplier if any of the conditions of trading required by us are not met.

10.10 You may play live and pre-recorded music during the Event in accordance with your PRS and PPL licences. You must adhere to any specified maximum level of sound or time restrictions specified by us in playing music or in any other entertainment.

10.11 Where the Event incorporates licensable activities which are not covered by licences held by us or by a relevant third party caterer, you must obtain the required licences at your own cost and provide copies to us on request.

## 11. Indemnity and Liability

11.1 You will indemnify us (and any of our officers, employees, agents or contractors) against all liabilities, losses, damages, costs and expenses suffered or incurred by us or them arising from:

(a) any third party claim brought or threatened against us or them arising from your breach of the Agreement, your negligence, or any other wrongful act or omission on your part or the part of any Visitor;

(b) any third party claim brought or threatened against us or them otherwise connected with the Event or your use of the Premises (except to the extent such claim is attributable to our breach of the Agreement or our negligence);

(c) any damage to the Premises, damage to or loss of any property or our equipment at the Premises, or injury to any person caused by any Visitor;

(d) misuse of our IT networks or facilities by you or any Visitor; or

(e) your breach of the Agreement or any other negligence or wrongful act or omission on your part or the part of any Visitor.

11.2 We will notify you promptly if we become aware of any claim against which you are required to provide an indemnity under clause 10.1. We will not make any admission or settlement in relation to such claim without your prior written consent, which you may not unreasonably withhold, condition or delay.

11.3 You must notify us promptly of any claim brought or threatened against you or any other dispute in connection with the Event, providing such details as we may require.

**11.4 We are responsible to you only for foreseeable loss and damage caused by us**. If we fail to comply with this Agreement, we are responsible for loss or damage you suffer that is a foreseeable result of our breach of contract or our failing to use reasonable care and skill but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time we entered into the Agreement with you, both we and you knew it might happen: for example, if you discussed it with us during the sales process.

**11.5 We are not liable to you for business losses.** We are providing our services to you for personal or private use. If the Event is for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

**11.6 We are not liable for Visitor's losses**. We will not be liable to you for loss of or damage to any property owned or hired by you or any Visitor, except to the extent

such loss or damage is our fault. We will not be liable to you for any loss suffered or incurred by you or any Visitor arising from any termination of this Agreement.

**11.7 We are not liable for your acts or those of your Attendees.** We shall not be liable to you for any loss you suffer arising from your own actions or omissions or those of your Attendees or those of any third party supplier (unless they are our sub-contractor). In particular, if we are not able to perform any obligations under the Agreement, or are

delayed in performing them, as a result of those actions or omissions, we will not be liable to you.

**11.8 Our liability is limited**. Our total aggregate liability to you under this Agreement, or in connection with its subject matter, will not exceed:

(a) an amount equal to one hundred and twenty-five per cent (125%) of the sums paid or payable by you to us under this Agreement (i.e. the overall contract price), if our liability arises due to our failure to perform our services with reasonable skill and care or to provide them in accordance with the main characteristics identified in the Booking Contract; or

(b) otherwise an amount equal to the sums paid by you to us under this Agreement.

**Because our liability to you is generally limited, and because we do not accept liability for matters outside our control, we strongly recommend that you take out appropriate event insurance.**

11.9 **Where our liability is not limited.** Nothing in the Agreement excludes or limits our liability for:

(a) death or personal injury caused by our negligence;

(b) fraud or fraudulent misrepresentation; or

(c) any other matter for which liability cannot lawfully be limited or excluded.

## 12. Cancellation and Termination

12.1 Because the Agreement is a contract for the supply of event services during an agreed period of performance, you do not have any statutory right as a consumer to cancel the Agreement under the Consumer Contracts Regulations 2013 or Consumer Rights Act 2015. The entirety of your rights of cancellation is set out below.

12.2 You may cancel the Agreement by written notice to us. In the event of cancellation, we shall be entitled to retain the Deposit and:

a) Cancellation more than four weeks in advance of the date booked will incur a charge of 50% of the total invoice (based on the indicated numbers). Cancellation four weeks or less in advance of the date booked will incur a charge of 80% of the total invoice (based on the indicated numbers). Cancellation less than 24 hours in advance will incur a full charge (based on indicated numbers).

b) The Fee is expected to be paid in full the day of the Event. Unless previously agreed in advance, the balance will be invoiced after the event and is payable within 30 days of

the invoice date. All fees are subject to the prevailing VAT rate at the time the invoice is issued.

provided in each case that we will reduce the cancellation fee if and to the extent we mitigate our losses by successfully re-booking the space and/or resources which would have been used to provide the cancelled Event.

12.3 We may terminate the Agreement by written notice to you, and may retain the Deposit, if:

(a) you commit a material breach of the Agreement and (in the case of a material breach which is capable of remedy) fail to remedy that breach within such a reasonable period of time as we may specify. In particular, if you have failed to obtain and provide evidence of necessary insurance, licences, consents, approvals or risk assessments as required by the Agreement then this will be a material breach which is incapable of remedy; or

(b) you become insolvent or bankrupt, or are the subject of an administration, or enter into any voluntary arrangement with creditors, or are subject to any equivalent event or proceedings.

12.4 We may terminate the Agreement by written notice to you, and shall return the Deposit to you, if:

(a) we are, or reasonably believe we will be, unable to perform the Agreement for reasons outside our control; or

(b) we otherwise require any material changes in the arrangement of the Event which are not acceptable to you (other than any substitutions we may make under clause 5.13).

We shall also return the Deposit to you if you cancel your booking by written notice within fourteen (14) days after receiving notice from us of any material revision to the Fees.

12.5 Termination of the Agreement, for whatever reason, shall not limit any rights or remedies of the parties which accrued prior to termination.

## 13. General

13.1 Relationship between the Parties. Nothing in this Agreement creates any partnership or relationship of principal and agent between us and you. Neither party may make any commitments on the other party's behalf.

13.2 Force Majeure. Neither party shall have any liability under or be deemed to be in breach of this Agreement for any delays or failures in performance of this Agreement which result from circumstances beyond the reasonable control of that party.

13.3 Confidentiality. You must keep in strict confidence any confidential information concerning our business or operations which you may obtain, restrict disclosure of such information to such of your personnel or contractors as need to know It for the purposes of the Agreement, and ensure that such persons keep it confidential.

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13.4 Data Protection. You must (and must ensure that all relevant Attendees) comply with applicable data protection law (including the Data Protection Act 2018 and General Data Protection Regulation) in relation to any personal data processed or provided by you in connection with the Event. We will likewise comply with applicable law in relation to personal data processed by us. In particular, you must ensure that your disclosure to us of any relevant personal data is lawful, that you have obtained any consents necessary to disclose relevant personal data to us and for our processing of it in connection with the Event (and provide copies of such consents to us if requested), and that you have drawn the Attendees' attention to any privacy notice or policy which we provide or make available to you (including via our website). Any personal information you give us will be stored and used exclusively by us and our suppliers for the purposes

of performing the Agreement, in accordance with our privacy notice or policy. We will not pass any such personal data to any other persons except with your consent or where otherwise permitted by law.

13.5 Assignment and sub-contracting. You may not assign, sub-contract or otherwise dispose of any of your rights or obligations under the Agreement without our consent.

13.6 Third party rights. No term of the Agreement will be enforceable by any third party.

13.7 Severability. If any provision (or part of a provision) of this Agreement is held to be invalid or unenforceable, then such provision (or relevant part, as the case may be) shall (so far as invalid or unenforceable) be given no effect and shall be deemed not to be included in this Agreement.

13.8 Waivers. Any waiver by us of any breach of any provision of the Agreement must be in writing and shall not be deemed a waiver of any subsequent or other breach.

13.9 Variation. Any variation of the Agreement must be in writing and signed by the parties or their authorised representatives.

13.10 Entire Agreement. The Agreement sets out the entire agreement and understanding between the parties in relation to its subject matter.

13.11 Law. The Agreement and any connected claims (including non-contractual disputes or claims) shall be governed by and construed in accordance with English law, and subject to the exclusive jurisdiction of the English courts.

13.12 Price Increase. As of August, each year we will review all costs and there might be a slight increase which we will inform you of.

## 14. Delegate Numbers

14.1 You agree to comply with, and procure that all Attendees comply with, any measures which we may communicate to you in order to ensure the safety of our staff and of Attendees. Without limiting that general obligation, we may take, and require you to comply with, reasonable measures such as (without limitation):

(a) imposing maximum Attendee numbers at the event;

(b) limiting food or drink availability, or changing the means by which either are served;

(c) imposing specific requirements regarding personal protective equipment such as the wearing of masks, or specific safety measures such as the use of sanitiser or distancing procedures; or

(d) limiting any planned entertainment for your Event.

14.2 If we are obliged to close the Venue or Premises due to Government restrictions, or if we decide to close them due to our own safety concerns, we will seek to agree with you an alternative date for the Event. If that cannot be agreed your booking will be cancelled and your Deposit will be returned. We will have no liability to you in connection with any such changes in date or cancellation.

14.3 We will not unreasonably refuse to accept a written request made by you in advance of the Event to increase the number of Delegates who attend the Event from that specified in the Booking Form, subject to

(a) The availability of the Venue and associated services

(b) Such request being made as early as is reasonably practical (and while we may endeavour to accommodate requests received later that fourteen (14) days prior to the Event we are under no obligation to do so.

(c) Any associated fees or payments are agreed and paid.

## Responsibility for Safeguarding

The Hirer is responsible for safeguarding all participants involved in activities under their control during the period of hire.

The Hirer must ensure that:

- Appropriate safeguarding policies and procedures are in place
- Staff and volunteers are safely recruited and suitably trained
- Appropriate DBS checks are completed where required
- Adequate supervision ratios are maintained
- Concerns, disclosures, incidents, or allegations are responded to appropriately
- Activities are delivered in a safe and appropriate manner

The Venue Owner reserves the right to request evidence of safeguarding arrangements where appropriate.

## Reporting Safeguarding Concerns

Any safeguarding concern arising during use of the premises must be responded to promptly.

Where there is immediate risk of harm, emergency services must be contacted immediately.

The Hirer must:

- Report concerns through their own safeguarding procedures
- Inform the Venue Owner of any significant safeguarding incident occurring on the premises
- Cooperate with statutory agencies where required

Confidentiality cannot be guaranteed where safeguarding concerns exist.

## Health, Safety, and Conduct

The Hirer is responsible for:

- Safe supervision of activities and participants
- Ensuring fire exits remain clear
- Following emergency evacuation procedures
- Using the premises and equipment appropriately
- Leaving the premises secure and in good condition

The following are not permitted:

- Abusive, discriminatory, or inappropriate behaviour
- Unauthorised access to restricted areas
- Activities that place individuals at risk of harm

## Photography and Online Safety

The Hirer must ensure appropriate consent is obtained for photography, filming, livestreaming, or online activities involving children or adults at risk.

Online communication and social media use must be appropriate and safely managed.

## Insurance

The Hirer must hold appropriate public liability insurance and any other insurance relevant to their activities.

Evidence of insurance may be requested prior to hire.

## Agreement

By hiring or using the premises, the Hirer confirms that they:

- Accept responsibility for safeguarding during their activities
- Will comply with relevant safeguarding requirements
- Will ensure appropriate safeguarding arrangements are in place
- Understand that failure to meet safeguarding expectations may result in termination of the hire agreement