

General Terms and Conditions of Hire

Please read carefully before returning your booking form. Bookings will not be considered confirmed unless the terms and conditions are accepted.

1. Bookings

Provisional bookings must be confirmed in writing, with a completed booking form, within 7 working days otherwise the room will be re-allocated.

2. Cancellations

All cancellations MUST be confirmed in writing to the Grassmarket Centre. Clients who cancel bookings will be charged a cancellation fee, based on a percentage of the total cost of the room hire of the event. The fee will be based on the sliding scale noted below. In the event of cancellation, The Grassmarket Centre shall have the right to impose a cancellation charge which shall be calculated as a percentage of the Price as detailed below:

- a) If cancelled **180-121 days** prior to first arrival date, by **10%**.
- b) If cancelled **120-91 days** prior to first arrival date, by **15%**.
- c) If cancelled **90-61 days** prior to first arrival date, by **25%**.
- d) If cancelled **60-31 days** prior to first arrival date, by **50%**.
- e) If cancelled less than **30 days** prior to first arrival date, by **100%**.

3. Number of Delegates

Final numbers MUST be confirmed no less than one week (7 days) prior to the event.

4. Catering

Final catering numbers are unable to change less than 2 working days before the date of the event. Most dietary requirements can be accommodated as long as the Catering Manager has been informed no less than 5 working days before the commencement of the event.

5. Changes to booking

All changes to your booking must be provided in writing or e-mail, not verbally.

6. Event Start

Grassmarket Centre aims to ensure that your space is ready on time for you with your room requirements met. However if you or your delegates arrive before the specified entry time on your booking form, we cannot guarantee that your space will be ready for you. If you require early access in order to set up or decorate the room, this will be chargeable.

7. Event End

We ask that groups adhere to the times stated on their booking forms and are leaving the room at the end time stated. Should the group not be able to adhere to this, additional charges of £10+VAT per 15 mins will apply. Please ensure that all materials and equipment are taken with you on departure unless previously agreed that they can be stored at the centre.

8. Registration

You are required to keep an accurate register of those delegates attending your meeting. In the event of a fire or building evacuation you should ensure that all delegates on the register are accounted for and pass this to the Centre Manager upon completion. This is your responsibility.

9. Damages

Grassmarket Centre reserves the right to charge for any breakages or damages to the building or its equipment, furniture, fixtures, fittings or fabric; this extends to Blu-Tack or Sellotape (or equivalent) marks on the walls. Blu-Tack and Sellotape (or equivalent), are strictly forbidden. Please speak to the Office & Building Manager if you have need of such items and they will advise accordingly.

10. Smoking

All rooms at the Grassmarket Community Project are non-smoking; this includes the courtyard. Groups who wish to smoke are requested to smoke outside the courtyard and to ensure that the entrance to the facility

is left in a clean and respectable manner. This applies to those smoking the e-cigarettes also. For private evening events who have booked the entire centre, smoking in the courtyard may be permitted.

11. Other Users

The Grassmarket Community Project is a multi-use building and groups are asked to respect other groups within the Centre at all times. We are a busy building and cannot always provide quiet spaces, but will do our best to meet your expectations. Please be aware that we do run a busy public café from 9am to 4pm, but we will do our best to keep noise levels to a minimum. If a problem with another group arises, please see a member of staff.

12. Rooms and spaces

We ask that groups ensure that all of their materials/delegates be contained within the rooms/spaces they have booked only. The café/hub area may be able to be used for registration or other purposes but only when previously agreed with Grassmarket Centre staff as this is a public space.

13. Cleaning

If your group has left extensive damage or cleaning after your event at Grassmarket Centre, you will be invoiced for the cost of necessary repairs and services. Additional cleaning charges are billed at £20.00 per hour, with a minimum of two hours billed.

14. Payment

Payment of the booking should be made on receipt of your invoice and within the time period noted. Weddings and private functions will be required to pay a deposit of £500 within 14 days of confirming their booking. They will also be required to settle their full invoice one week before the date of the event. Failure to do so will result in the event being cancelled. Any additional charges incurred after payment of this invoice will be invoiced separately after the event.

15. Health and Safety

- i) Do not obstruct marked fire exits with any equipment or furniture during the course of your booking. Should a member of staff notice such obstructions you will be asked to move the offending items to a new location. Any cables should be securely taped to the floor so as to avoid any trip hazards.
- ii) Any damage to our building or equipment that is noticed, prior to the event commencement, should be reported to the on-duty staff as it may pose a health and safety risk to you or others.
- iii) Grassmarket Centre is not responsible for providing First Aid treatment for your event. The centre holds a generic risk assessment for external events but you may be required to complete your own. If you require further advice about this please see the Office & Building Manager.
- iv) Grassmarket Centre is not responsible for insurance or managing your event in terms of health and safety but does reserve the right to stop an event if it believes the event is unsafe to the building or other groups.
- v) Due to fire regulations we insist that all groups who have members with mobility problems consider themselves responsible for such persons' evacuation during a fire (assisted by Grassmarket Centre staff).
- vi) Grassmarket Centre cannot be held responsible for any damage or theft of personal belonging whilst they are in the building.
- vii) If you wish rooms to be locked while your group is not using the space please again see the Office & Building Manager.
- viii) If you see any suspicious objects in the building please see the Office & Building Manager or a member of caretaking staff.
- ix) No money can be held on site at any time for any group within the building.

16. Licenses

- i) Grassmarket Centre holds a full Theatre License and Cinema License. We do not hold an alcohol licence but we can apply for an occasional licence if given at least 6 weeks' notice.
- ii) Any license that is required out with these will be your responsibility to organise and pay for. It is fully your responsibility to ensure the event is sufficiently staffed and all correct risk assessments carried out.

We hope you enjoy your time with us. If there are any problems please do let us know.

Grassmarket Community Project is a registered company in Scotland limited by guarantee – No 368576

Reg Charity No: SC041674 VAT registration No: 126465022