



## Terms & Conditions for Room Hire, Cookery School Hire & Catering (Effective 1<sup>st</sup> September 2024)

*Please read these terms and conditions of hire which provide information about your room booking, payment, cancellation and termination of the booking in addition to general rules to ensure the safety of the building/premises and its users. By signing or returning the Room Booking Form you have accepted these terms and conditions. Any questions regarding the terms and conditions please contact our Reception on 020 7549 8181 or at [reception@slpt.org.uk](mailto:reception@slpt.org.uk).*

### **1. General booking conditions**

These terms and conditions form the basis of the booking agreement between the Hirer and St Luke's Centre ("The Venue"). The Venue will not enter, accept or sign any third party's terms and conditions. The terms and conditions will not be varied except in writing and agreed by both parties.

**1.1 All Bookings are provisional until the completed Booking Form is returned/signed by the Hirer, accepted by the Venue and full payment of our Invoice has been received. Confirmation of the booking will be evidenced by the issue of a VAT invoice (see below)**

**1.2** We also reserve the right to refuse bookings where we believe the use will cause unacceptable noise and disturbance to our residential neighbours, especially at weekends, or if the hirer is likely to cause distress to others by holding and purporting views that, in our opinion, are discriminatory or intolerant of others, have a risk of public disorder or of alienating the Venue's beneficiaries or supporters.

**1.3** Hirers of the Centre will not normally be permitted to charge a fee to people attending their event without express written permission being given by the Venue prior to the event. In this case the Hirer would be charged at the full commercial rate.

**1.4** The Venue and any additional services requested may only be used for the purpose(s) for which they are hired.

### **2. Room hire, catering and equipment hire, invoicing and payments**

**2.1 Room and Equipment Hire.** Shortly after accepting the booking, the Venue will send to the hirer's email address a Proforma Invoice for the full cost of the hire; this is a preliminary invoice and not valid for VAT purposes. To secure the room booking payment of this invoice should be made in full as soon as possible. Once payment is received in full the room booking will be confirmed and a VAT invoice emailed to the Hirer. A room booking can only be reserved for 10 days after the issue of a Pro-forma invoice. Payment for a room booking within two weeks should be made on receipt of the Proforma Invoice to secure the room hire. For Cancellations see section 4

**2.2 Catering.** Shortly after the Hirer notifies the Venue of their catering requirements, the Venue will send to the Hirer's email address a Proforma Invoice for the full cost; this is a preliminary invoice and not valid for VAT purposes. Once payment is received the catering arrangements will be confirmed and a VAT invoice issued. To ensure the Venue can meet all the Hirer's requirements, catering requests or changes cannot be accepted later than 72 working hours before the start of the room hire. For Cancellations see section 4

**2.3 Equipment etc Hire.** The Hirer will be sent a VAT invoice after the event for any additional items hired or used during the event. Invoices for equipment etc hire are payable within 14 days of the invoice date. For Cancellations see section 4

**2.4 Payment** should be made to St Luke's Trading Limited ideally by bank transfer; our bank account details can be found at the bottom of every Proforma Invoice. Payment made be made by cheque, credit/debit card or in cash at Reception up to a total of £500.



**Terms & Conditions for Room Hire, Cookery School Hire & Catering  
(Effective 1<sup>st</sup> September 2024)**

**2.5** If your organisation requires a Purchase Order for your Finance Team to process payment, please ensure you have provided this to us.

**2.6** In case of non-payment the Venue will take appropriate action to recover the debt, including referral to debt collection services and shall be entitled to recover all costs, interest, damages and legal expenses (on a full indemnity basis) from the Hirer concerned.

**2.7** The Hirer will not be permitted to use the Venue unless payment for the room hire and catering has been received in the Venue's bank account. Hirers must allow at least 5 business days for a cheque to clear.

**3. Booking damage deposit and cost occurred for St Luke's**

The Venue reserves the right to ask for a damage deposit and will agree amount on a case-by-case basis depending on the activity taking place. The costs of making good to any damage caused by the Hirer to the premises, furniture and equipment will be charged in full to the Hirer. The venue will also charge the client for any other costs incurred for the venue or other parties by the client, for example, call out charges from the fire brigade or security call outs etc.

**4. Cancellation**

**4.1 Change of Room or Date**

Room hire clients are entitled to two changes of either date and/or room, any subsequent changes will incur a charge £25 plus VAT per change. This charge can be applied at the discretion of the room booking team.

**4.2 Room Hire for weekend (adult) party bookings**

60 days notification via email to [reception@slpt.org.uk](mailto:reception@slpt.org.uk) 100% of the date of hire

**4.3 Catering for weekend (adult) party bookings**

72 hours notification via email to [reception@slpt.org.uk](mailto:reception@slpt.org.uk) (3 working days) of the date of room hire.

In addition to the cost of food and drinks, the costs for hire of linen, equipment already hired, staff already booked, or any other cost incurred by St Luke's to run the event, will be passed on to the Hirer.

**4.4 Room Hire for all other bookings**

The Garden Room, The Loft, Bunhill and the Cooking School along with any breakout rooms

60 days notification via email to [reception@slpt.org.uk](mailto:reception@slpt.org.uk) – 50% of the invoiced cost

30 days notification via email to [reception@slpt.org.uk](mailto:reception@slpt.org.uk) – 100% of the invoiced cost

**4.5 Catering for all other bookings**

72 hours written notification (3 working days) of the date of room hire

In addition to the cost of food and drinks, the costs for hire of linen, equipment already hired, staff already booked, or any other costs incurred by St Luke's to run the event, may be passed on to the Hirer.

**5. Termination of the booking**

**5.1** The Venue reserves the right to cancel/terminate any booking before or during an event if it breaches Fire, Health and Safety or any other regulations, legislation, St Luke's own policies or is in any way deemed unsafe for the public, staff or performers.

**5.2** The Venue reserves the right to terminate any booking before or during an event if the Venue's staff, volunteers or other users and the public is being threatened, verbally or non-verbally abused, or in any way feel at risk. The



## **Terms & Conditions for Room Hire, Cookery School Hire & Catering (Effective 1<sup>st</sup> September 2024)**

Venue will operate a “zero tolerance policy” for use of racist, sexist or any form of demeaning and discriminatory language by the Hirer, guests/people or agreed 3<sup>rd</sup> party contactor attending the event.

**5.3 Force majeure:** If, due to an event beyond our control, the venue (in its opinion) is unable to fully or partly perform its obligations to a Hirer, the Venue will cancel the room booking and will promptly notify the Hirer accordingly.

### **6. Contracted access times**

**6.1** All areas or rooms within the Venue to which the Hirer has been granted access, including agreed time, are detailed on the Room Booking Form.

**6.2** The Hirer must arrive and vacate the room by the agreed time, as stated on the Room Booking Form. The Hirer will be charged for additional time at standard hourly hire rates. In the event of unauthorised overrunning (after initial verbal warning from the St Luke’s staff) the Venue retains the right to interrupt the Hirer and stop the event.

### **7. Use of other rooms or space**

Use of the room(s) detailed on the Room Booking Form does not imply any right to use any other part of the building, for deliveries, storage or other access unless agreed with the Venue in writing before the event.

### **8. Room set up**

**8.1** The Venue will set up the room based on the details confirmed in the Room Booking Form. Unless agreed in advance, significant changes to layout/set-up on the day of the event would be the responsibility of the Hirer. The Venue will always help with smaller alterations.

**8.2** Where the Hirer is providing their own electronic equipment, the Hirer must ensure that all electronic equipment has been Portable Appliance Tested (PAT tested) before use. The Venue reserves the right to forbid the use of equipment not PAT tested and ask for inspection records.

**8.3** The Venue reserves right to refuse the use of any equipment and property if it breaches Fire, Health and Safety, or any other regulation, legislation, St Luke’s own policies or is in any way deemed unsafe for the public, staff or performers.

### **9. Health and Safety**

**9.1** Hirer and users of the centre must comply with Health and Safety regulations and law (for further information please visit ([www.hse.gov.uk/pubns/hsc13.pdf](http://www.hse.gov.uk/pubns/hsc13.pdf))). Depending on your activity, the Venue may ask you to provide a risk assessment for your event and activity and for a copy of your public liability insurance.

### **10. Maximum capacity**

**10.1** The Venue and each room have a maximum capacity. Once the final number of attendees is confirmed on the Room Booking Form, the Hirer cannot exceed this number of guests unless agreed with the Venue in writing in advance of the event.

### **11. Intoxicating liquor and drugs**

**11.1** The Hirer cannot serve or sell any intoxicating liquors in the Venue without written permission from the Venue. A Temporary Event Notice (TENS) may be required for the sale of alcohol. Alcohol should not be served to any person under the age of 18. Any person suspected of selling or being under the influence of drugs in the Venue will be asked to leave the premises. See Termination Clause 5 above



**Terms & Conditions for Room Hire, Cookery School Hire & Catering  
(Effective 1<sup>st</sup> September 2024)**

**12. Complaints and disputes**

In the first instance, any problems or complaints relating to the Venue and our additional services should be referred to the Venue's Team during the event, who will do their utmost to resolve the issue.

If this is not satisfactory, the Hirer can contact the Venue by email, letter or telephone. The Hirer/Guest/Delegate may be required to make a formal written report prior to any formal investigation. Complaints and disputes will normally be investigated by the and solved by mediation between the Hirer/Guest/Delegate and the Venue. Or alternatively, please request for a copy of St Luke's Complaints Policy.

**13. Safeguarding**

The Hirer will be asked to comply with St Luke's Child Protection Policy and Safeguarding Vulnerable Adults Policy. Copies of which are available from our Reception team when making the booking.

**14. St Luke's Privacy Statement**

You can request a copy of St Luke's Privacy Statement from the Reception Team or visit our website on <https://www.slpt.org.uk/privacy-statement>.

**15. Items left behind in the Cookery Schools and meeting rooms**

We are not able to take responsibility for anything left in the cookery school or meeting rooms. We reserve the right to immediately dispose of items left behind on the grounds of health and safety and limited storage space. If notified promptly, however, we will do our best to hold on to items for up to 24 hours, to allow you time to collect them.

**16. Health and safety in the Cookery Schools**

**16.1** St Luke's Cookery School has a 5-star food and hygiene rating. We ask that you as our valued client also work to this high standard.

**16.2** It's St Luke's responsibility to ensure that the space and equipment meets relevant food safety standards and relevant health and safety standards. Please ask to speak to the Catering Manager if you have any questions T: 020 7549 8181.

**16.3** As the Client, it is your responsibility to ensure that your activity meets the relevant food safety and health & safety regulatory standards. You are responsible for the safety of your own clients and customers when they are in the cookery school or using other parts of the venue.

**17. Missing or damaged equipment**

We reserve the right to charge you for missing or damaged items that are beyond general wear and tear from usage.

**Any questions?**

Please do not hesitate to contact the Reception Team if you have any questions about the Term and Conditions on 020 7549 8181 or at [Reception@slpt.org.uk](mailto:Reception@slpt.org.uk)

**Where your money goes**

All income from room hires and catering is reinvested back into the community centre to support our commitment to provide a wide range of free or subsidised services for our community. We expect to welcome around 70,000 visitors annually. We pay all contractors and staff above the London's Living Wage. Thank you for your support!



## Terms & Conditions for Room Hire, Cookery School Hire & Catering (Effective 1<sup>st</sup> September 2024)

### General House Rules and Venue Information (for Room Hire)

*Our aim is to provide the highest level of customer service whenever possible and work with you to make sure that your meeting or event is delivered to the highest standard and perfection. These house-rules and venue information outlines the operational framework for the room booking, including use and care of the premises. Please read this information before your meeting/event. Please contact the Reception Team if you have any questions.*

**When you arrive on the day** the Venue will re-confirm your requirements and timings and explain your fire routes, how the fire alarm sounds, if there are any planned fire alarm tests scheduled for the time of your hire and first aid procedures. Wi-Fi code will be provided.

**Fire alarms** - In the event of a fire, or when you hear the fire alarm, the premises shall be evacuated in an orderly manner using appropriate exits. We ask that you keep a list of your delegates'/guests' names. You will be responsible to make sure that all your guests/delegates are accounted for. The Venue has fire evacuations procedures in place and will follow these when clearing and checking the building. **If you notice a fire, please press the red Fire Call Point Button** which will set off the alarm and then evacuate the building. We suggest that you use our Muster Point on Paton Street (by the football pitches). **We ask clients not to use live flame or smoke machines or use any other chemicals or equipment that risks activating the fire alarm.**

**Way finding signage for your event** – The Venue will provide way-finding signage from the Reception to your meeting room/event space.

St Luke's Events Catering is managed by our in-house team. The reception team will take your catering order. For larger event, we will organise for the Catering Manager to contact you directly and discuss your requirements. We do not permit for the Hirer to bring in their own food unless prior agreement of the Venue. We do not allow for cooking of food on the premises and regret that for Health and Safety hygiene reasons we are not allowed to let the Hirer use the main kitchen facility.

**Cleaning** - We request that the Hirer shall leave the premises and surrounding areas in a clean and tidy condition. Any additional charges for cleaning to the Venue will be passed on to the Hirer.

No **notices, decorations or signs** may be attached to the fabric of the premises without prior agreement with the Venue. Under no circumstances can tape, staples, nor any fixing be attached to the fabric of the building. After prior agreement with the Venue, we allow for use of **white tac** only to put up any notices and decorations on surfaces/walls. Subsequent costs of making good to any damage will be charged to the Hirer.

**Health and Safety incidents or accidents** on the day of the event/meeting must always be reported to Reception on the day. Most times, there will be a qualified **First Aider** at St Luke's, you can get hold of this person at the Reception, who also has access to a **First Aid Box**.

The Venue/St Luke's is a busy community centre with a wonderful diverse range of users. The Hirer and their guests/delegates must conduct themselves in a reasonable manner with due consideration to the other guests/delegates/users of the centre/members of the public/St Luke's staff and volunteers. Verbal abuse in any form would not be tolerated or any form of action that may cause discomfort and impose risk to others.

**Smoking/Vaping** is not permitted anywhere inside in the Venue. Smoking and vaping is only permitted outside the building away from the main entrance After 20.00 to limit **noise pollution** for our local residents. The doors to the



**Terms & Conditions for Room Hire, Cookery School Hire & Catering  
(Effective 1<sup>st</sup> September 2024)**

garden will be closed. We apologise for this restriction, but we get many complaints from our neighbours if there is a lot of noise in the evening. We ask that bands, PA systems and DJs set up and play music in our dining room for evening parties, again this is to limit noise pollution for our local residents. Music can be played until 23.00.

**Your obligation to please tell your guests about these house rules** – The Hirer has the obligation to tell all guests/delegates etc about these House Rules and make sure they comply with them. As part of signing or returning the booking form the Hire agrees to adhere to these House Rules (and the main terms and condition of hire).

**Access times to your hired room(s)** - All areas or rooms to which the Hirer has been granted access, including agreed hire time, are detailed on the Room Booking Form filled in by the Hirer. We recommend for the Hirer to allow a minimum of 30-minute set-up time and 30-minute break-down time when hiring the room. Access to the room will only be from the time stated on the Room Booking Form. The Venue will charge the standard hourly rates if the event/meeting is overrun. The Venue may ask you to leave the room if the room is in need to be set up for another event and another client is waiting to use the room.

**Intoxicating liquor and drugs**

The Hirer cannot serve or sell any intoxicating liquors in the Venue without written permission from the Venue. A Temporary Event Notice may be required for the sale of alcohol. Alcohol should not be served to any person under the age of 18. Any person suspected of selling or being under the influence of drugs in the Venue will be asked to leave the premises.

**We ask of you to listen to our staff** and any rules, regulation or technical advice and other reasonable requests made to you during the running of an event by the Venue and its staff should be adhered to. We reserve the right to terminate any event, before or during the event, that is in breach of any Health & Safety Regulations, our Terms and Conditions of Room Hire or General House Rules.

Signature:

Name:

Date: