



PHOENIX VENUE HIRE TERMS & CONDITIONS

CANCELLATION POLICY & DEPOSITS

A non - refundable deposit of 20% is required to secure bookings. The remaining amount for the hire will be due 2 weeks prior to the date of hire.

If the event is cancelled at least 2 weeks in advance of the booking then the hire charge will be refunded, less the non-refundable deposit.

If the event is cancelled within 2 weeks then the full hire charge will not be refunded. In some instances it may be possible to reschedule an event - please discuss your options with Phoenix Art Space

If the booking is made within 2 weeks of the hire date then the full amount for the hire is required to secure the booking and is non-refundable.

In some cases, for high risk events or hires, Phoenix will request an additional fully-refundable deposit held during the hire period, against breach of contract, loss or damage incurred in the course of the activity.

SPACE USE

Space must be returned to its original condition and ready for the next activity by the end of the hire date, and keys returned.

Storage of items related to the activity is limited and restricted to the period of venue hire. Any items left on the premises beyond this period are left at the owner's risk and will be removed, donated or disposed of at Phoenix Art Space's discretion.

The hirer is responsible for all elements relating the production of their activity and Technical support is not including in the hire charge. If you require a technician, please contact Phoenix Art Space Production Manager who can advise on getting the required support. Use of any AV equipment in the space must be pre-agreed before the date of hire.

ACCESS & SECURITY

The activity organiser may have access to the hired space/s during the entire duration of the hire period.

Please notify Phoenix Art Space if your activity is open to the public.

An authorised member of staff must be present in the building during all hires to oversee access, security and public safety. This staffing incurs an additional cost of £10 per hour outside usual staffing hours (Mon – Fri 9am – 5pm & 10am – 5pm on weekends). This additional cost when applied will always be outlined in the hire agreement.

In some cases where an event is deemed high risk by Phoenix Art Space, by way of a risk assessment, it may be necessary to employ professional security. This will be arranged by Phoenix Art Space on behalf of the activity organiser and the costs included in the hire agreement.

The activity organiser is also responsible for ensuring the building is secure at all times. All public entrances must be closed and locked except during public opening times when there is a staff presence at the front desk

Phoenix Art Space accepts no liability whatsoever for the loss or damage of personal property, artworks, etc. on the premises. If this is a concern, the organiser should take out insurance specific to their requirements. Phoenix has public liability insurance to cover activity taking place on the premises.

MARKETING AND DOCUMENTATION

Phoenix Art Space will provide marketing guidelines for all public activities. The organiser is required to adhere to the guidelines and to submit all marketing materials to Phoenix Art Space staff for approval prior to printing and dispatch.

Public events cannot be advertised as taking place at Phoenix Art Space until the agreement is signed and the deposit is paid.

Phoenix Art Space photographs selected events for its records, according to current data protection regulations. Any additional documentation is encouraged to ensure good coverage and we ask that such material is shared with us. We may occasionally use photographs of previous events in promotional material. Unless previously agreed, Phoenix Art Space allows audiences to take photographs on the premises for personal use.

ALCOHOL AND REGULATED ENTERTAINMENT

Phoenix Art Space holds a Premises Licence for the sale of alcohol and regulated entertainment including, the performance of dance, live and recorded music, and the showing of films. All regulated activities are legally subject to the conditions of this licence without compromise.

Notable conditions include (please note this list is not a full list):

- Alcohol sales and distribution must be carried out by Phoenix Art Space's designated bar service, as supervised by the Designated Premises Supervisor.
- All events and alcohol sales must end at 10pm
- The Red or White rooms are not included in the licence and so regulated activity is not permitted in these rooms.
- Visitors to events must sign in or be on a ticket sales guest list
- Vertical drinking is not permitted during the performance of live and recorded music. Such activities must have a seated audience.
- No loading or unloading after 11pm.

SAFE GUARDING

If the hire activity includes children unaccompanied by their parents/guardian or vulnerable adults, we require a copies of an enhanced up to date DBS check for those leading the activity/workshop, basic safeguarding training, and a copy of the relevant safeguarding policy. If you have any difficulties obtaining the above, or are unsure about anything, please let us know and we can advise.

HEALTH & SAFETY

All activities must undergo a risk assessment prior to starting and all H&S / fire regulations observed. Any activities or use of substances involving excessive levels of noise, fumes, dust, or risk to health of participants or audiences are banned.

IN THE EVENT OF AN EMERGENCY

The Phoenix Art Space alarm does not connect to the fire service automatically – if we want them to come we must ring 999.

If the fire alarms sound: a member of office staff who is trained as a Fire Warden will take charge of the evacuation. You can assist them in the following ways.

- Ensure all members of your group evacuate the building by the nearest exit. Exit route maps are posted next to alarm call points. We have an access ramp for wheelchair users at the front entrance. If the ramp is inaccessible due to fire, you will need to assist the wheelchair users out of the nearest exist.
- Report to the Fire Warden (they will be wearing a florescent bib) and Fire Service if any member of your group has not exited the building.
- Do not re-enter the building until told to do so by the Fire Warden.