



Priory Street Centre Terms and Conditions

Bookings:

All bookings are at the discretion of York CVS.

1. As part of a conference room booking a booking form must be completed with all correct details.
2. If you are a charity or voluntary organisation, please quote your charity number to qualify for the appropriate discount.
3. Any provisional bookings must be confirmed within 48 hours of the initial enquiry by sending a completed booking form to bookings@yorkcvcs.org.uk. Failure to do so may result in your booking being removed and we will actively market this room and seek to fill it.
4. We will respond and confirm your booking via email, and we will follow up a week before your event to double check your needs and requirements. It is the hirer's responsibility to provide correct information, check our communications and inform us of any alterations or mistakes as soon as possible.
5. The Priory Street Centre reserves the right to change the allocated room, either with or without the knowledge of the client. Should this be necessary we will ensure that your requirements are still met, and we will make every effort to contact you and advise you of the change prior to your event or meeting.

We have half day, all day, and evening rates. Should you over run or use our rooms without prior agreement we reserve the right to charge an additional fee. Timings are defined as the following:

- Half day 08:30 to 12:00 or 13:00 to 17:00

- All day 09:00 to 17:00
- Evening 18:00 to 22:00

Payments:

After your event, an invoice will be sent. Please note the invoice will be sent as per the invoice section on your booking form. We accept payment via BACs transfers or alternative methods. All items excluding room hire are subject to VAT and an invoice is payable within 30 days of receipt of invoice.

Please note our room hire and equipment prices are open to annual review and any amendments will usually come into force for the new financial year on April 1st. Refreshments and catering fall under a similar reviewing process, however due to the current climate and circumstances out of our control, they are being actively monitored and so may be subject to change throughout the year. You will be invoiced the price as it stands on the day of the event itself.

Cancellations:

Cancellations must be made by email to bookings@yorkcvs.org.uk. Should you have to cancel or postpone your event we will make reasonable effort to resell the facilities on your behalf. We reserve the right to charge the following cancellation charges where the booking cannot be resold:

- **31 - 15 days prior to event = 50% of the room hire fee**
- **14 days or less prior to event = 100% of the room hire fee**

Refreshments and Catering:

****Please note we do not allow outside food, catering and refreshments to be consumed on our premises****

- Clients are very welcome to order catering through ourselves, provided at least 7 days' notice is given prior to the date of the event. This notice includes final dietary requirements.
- Refreshments are prepared in-house by the Priory Street Centre team and can be booked via the Bookings team providing 7 days' notice is given.
- Refreshments and catering will be brought directly to your room for consumption.
- Please note we reserve the right to charge an additional service fee should any external food, drink, or catering be consumed during your event.

Parking:

Parking is not guaranteed onsite; however, customers will have access to a pay and stay car park located behind 17 Priory Street. Spaces here are on a first come, first serve basis and are not available for pre-booking. Please see www.priorystreetcentre.org.uk/access/parking/ for full details.

Additionally, the Priory Street Centre offers two blue badge spaces located opposite the Conference Centre entrance. These are also on a first come first serve basis and are available to all, provided a blue badge is clearly displayed.

On the Day:

York CVS staff will endeavour to set up the room to the specification of the hirer. **However, this may not be possible for evening and weekend bookings, and hirers should allow for sufficient set-up time when making a booking.** If no set-up instructions are received from the hirer, then rooms will not be set up.

In House Equipment:

We will do our absolute best to assist with technical set-up; however, we cannot accept responsibility for any technical issues unrelated to our audio-visual and presentation equipment on the day.

1. Our projector systems connect either via HDMI or VGA cables. Please contact a member of the Bookings Team to discuss these options. If you wish to hire and use our in-house digital projectors, you should ensure that your equipment is correctly set up to accept an external display via HDMI or VGA. While we have a limited range of adapters available for you to use, we cannot accept responsibility for incompatible equipment.
2. We strongly recommend prompt attendance of the presenter or meeting leader to ensure that your laptop (or any other presentation equipment) will work.
3. If you hire our projector and laptop, we will endeavour to have this set up for you on your arrival and you are welcome to email us your PowerPoint presentation in advance.

Evening and Weekend Bookings

1. It is the responsibility of the hirer to collect keys for their booked room in advance. Please contact the Bookings Team to arrange an appointment to collect keys at the York CVS reception (15 Priory Street).
2. All new clients must also complete a building induction to familiarise themselves with the centre. This is done so at the same time as the key collection.
3. Keys must be returned promptly to York CVS by either dropping them off at reception or placing them through the CVS letterbox, which is located on the door to the left of the main entrance.
4. Persons using the Centre must ensure that the building is secured, and that lights and electrical equipment is turned off before leaving.
5. York CVS cannot be held responsible for any loss, damage or theft of property and effects of persons using the Centre.
6. There is a charge of £250.00 if the key is lost as this could present a security risk to the Priory Street Centre.

Storage:

No equipment or materials may be stored on the premises prior to or after the hire period without prior agreement with the Bookings Team. Please note, storage is extremely limited and so this may not always be possible.

General:

1. The Priory Street Centre will not be liable for any failure in providing facilities, food, beverages, or services because of events outside its control. The Priory Street Centre accepts no liability for the loss or damage to the clients' or their delegates' personal possessions.
2. Hirers consent to the contact details above being held on the CVS' customer database.
3. Hirers agree to indemnify the Trustees of York Centre for Voluntary Service in the event of any loss or damage to York CVS premises or contents in the event of any claim for damages being made for bodily injury or damage to property arising out of my/our use of the premises.
4. The use of the kitchen area and boiler is an exclusive benefit to those hiring the Main Hall and not to be used by others (Weekdays only).
All evening and weekend bookings can use the kitchens boiler and sink only, bookings made in the Main Hall can use the kitchen as a breakout area.

Responsible Persons:

1. The hirer or person in charge must be over 18 and shall be on the premises for the entire period of hire or duration of activity. The person in charge should not be engaged in any activity that prevents them from exercising effective supervision. When the premises or any part of them are used for the purpose of public entertainment, there shall be a minimum of two persons, neither of them less than 18 years of age, on duty.

2. All persons in charge or on duty shall have been informed of the procedure for evacuation of the premises and shall be familiar with the firefighting equipment available.
3. The hirer or person in charge must keep an adequate record of those in attendance and be able to account for all their participants in the event of an evacuation.

Intoxicating Liquor:

No intoxicating liquors are permitted to be bought or sold on any part of the premises without the express permission of The Priory Street Centre Management, whose consent must be obtained prior to seeking any Occasional Licence or Permission for the sale of alcoholic liquor.

Betting, Gaming and Lotteries:

Nothing shall be done in relation to the premises in contravention to the law relating to betting, gaming and lotteries, and the persons responsible for functions held in the Centre shall ensure that the requirements of the relevant legislation are strictly observed.

Recorded Music Licence:

It is the responsibility of any independent user group which uses recorded music in its activities to check if it requires a licence from Phonographic Performances Ltd. (PPL) and if so, obtain one.

Nuisance:

We expect that the facilities are left as you found them. This can be achieved by considering the following:

1. Litter shall not be left in or about the premises
2. Materials will be correctly recycled in our labelled comingled recycling bins
3. Leaflets, publicity, and posters should not be left on site

4. Do not fly post or display information on our walls both internally and externally, anything found will be removed and discarded of.
5. Except in the case of trained guide-dogs or other working animals used to assist disabled people, animals shall only be permitted on the premises by permission of York CVS.
6. We ask that blue or white tack is not used on any walls other than designated labelled boards.

Hirers and organisers of events are responsible for ensuring that the noise level of their functions is not such as to interfere with other activities within the building nor to cause inconvenience for the occupiers of nearby houses and property. The permitted hours that the premises may be used for entertainment are 08:00 – 22.00.

Out of Hours:

The out of hours mobile number is provided for emergency use only and we reserve the right to charge a £75.00 call out fee if you are deemed responsible for a key holder having to attend the building. If you call the number then we will endeavour to sort out minor problems over the phone, however, please remember that staff are being called outside their normal working hours and do not provide a general customer service line.

The Priory Street Centre is a Non-Smoking/ Vaping Venue



These T&Cs are subject to change