

Priory Street Centre Terms and Conditions

Bookings

All bookings are accepted at the discretion of York CVS.

- As part of a conference room booking an online booking form must be completed with all correct details via our online booking system Lemon Booking.
- If you are a charity or voluntary organisation, please record your charity number on the booking to qualify for the appropriate discount. *Please note we require this information to enable us to offer you the VCSE rate.*
- Any provisional bookings must be confirmed within 48 hours (Monday to Friday) of the initial enquiry via the online system. Failure to do so may result in your booking being released for rebooking.
- We will confirm your booking via our online system within 48 hours (Monday to Friday) of your enquiry and will contact you approximately one week before your event to confirm your 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.
- The Priory Street Centre reserves the right to change the allocated room, either with or without the knowledge of the hirer. 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.

Room Times

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

Event length	Earliest arrival for organisers	Event start	Event finish	Pack down time	Closing time
Half Day AM	08.30	09.00	12.00	12.00 till 12.30	N/A
Half Day PM	12.30	13.00	16.30	16.30 till 17.00	17.00
All Day (Mon to Thurs)	08.30	09.00	16.30	16.30 till 17.00	17.00
All day (Friday)	08.30	09.00	16.00	16.00 till 16.30	16.30
Evening booking	17.30	18.00	21.30	21.30 till 22.00	22.00

The timings are based on the use of rooms at full capacity.

Please note that if you arrive for afternoon booking at 12.30pm, rooms may still be in the process of being set up for your event.

Should anyone within your group require to make phone calls or hold Teams/Zoom meetings in a room other than the room(s) booked for your event, we will try to accommodate this request. If a room is available there will not be a charge for the first 30 mins, however we will reserve the right to charge for use of the room after that time at an hourly rate of £12.

Please ask the reception team if there is availability on the day of your event if you require this service, otherwise, rooms are not available at an hourly rate.

Payments

- After your event, an invoice will be sent to you. Please note the invoice will be sent as per the invoice section on your booking form (**we require a full name, postal address and contact email for all invoices**).
- All items excluding room hire are subject to VAT and an invoice is payable within 30 days of receipt of invoice.
- If you require a Purchase Order to pay your invoice, details of this must be provided on your booking form at the time of booking.
- We accept payment via BACs transfer or alternative methods. You can pay via debit or credit card over the phone or in person, but we ask that you let us know in advance if this how you wish to pay so that we can prepare your invoice and set up the card machine.
- Any breach of these terms and conditions, including late payment, may result in us being unable to provide services to you in the future.
- Please note our room hire and equipment prices are open to annual review and any amendments will usually come into force in October each year.
- 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 at the rates applicable on the date of the event, not the date the booking was made.

Cancellations

Cancellations must be made via our online booking system by logging into your account and selecting cancel.

We reserve the right to charge the following cancellation charges:

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

For bookings that are over two or more rooms and/or cover multiple days we reserve the right to apply our full cancellation fee for cancellations of less than 30 days

We reserve the right to charge other cancellation costs at our discretion including (but not limited to) cancelled catering costs and evening/weekend staff costs.

Refreshments and Catering

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

- We are able to provide catering for your events, using our local suppliers, which must be ordered via our online booking system, and we require a minimum of 7 days' notice of such a booking prior to the event. This notice must include final dietary requirements. Please note that all catering requirements must be made directly through York CVS and under no circumstances directly with our suppliers.
- Refreshments are prepared in-house by the Priory Street Centre team and can be booked via the online booking form, providing 7 days' notice is given. **Please note, we serve a 50/50 split of filter coffee and hot water. If you wish for these ratios to be altered, please speak to a member of the team.**
- Refreshments and catering will be brought directly to your room for consumption.
- Additional refreshments may be purchased on the day and will be charged at the standard rates.
- Please note we reserve the right to charge an additional service fee should any external food, drink, or catering be consumed during your event.
- Please note that whilst we do our best to provide what you have ordered, catering and refreshments may be subject to change
- We will do our best to cater for all dietary and allergy requirements. Please note that we cannot guarantee that catering is allergen free. Information from our caterers is as follows:
 - *Whilst we strive to accommodate allergy related requests wherever possible and take dietary requirements seriously, due to the nature of our environment and food preparation processes, there is a risk of air born contaminations and cross contact that we cannot entirely eliminate.*
 - ***For individuals with severe allergies, we would recommend bringing your own lunch to ensure your safety and peace of mind.***
- Please speak to a member of the team if you have any food allergies.

Parking

There is no parking 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 served 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 outside 17 Priory Street. These are also on a first come, first served basis and are available to all, provided a blue badge is clearly displayed.

Please ensure that you share parking information with your event attendees/delegates prior to your event.

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.

If upon your arrival you need to move items around in your room, please ask a member of staff for assistance in this matter.

Should you require any additional items on the day (e.g. extra refreshments, flipchart etc.) you will be asked to sign an authorisation form, and these items will be added to your booking and invoice.

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.

- Our media screens and projectors connect via HDMI or USB cables. If you wish to hire and use our in-house digital projector and media screens, you should ensure that your equipment is correctly set up to accept an external display via HDMI (we have adaptors available for use if required).
- While we have a limited range of adapters available for you to use, we cannot accept responsibility for incompatible equipment or loaned adaptors to deliver sound and vision as you may require.
- We strongly recommend prompt attendance of the presenter/event lead to ensure that your laptop (or any other presentation equipment) will work.
- If you hire our screens, projector and/or 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 if you would find that helpful.
- If your laptop or setup is not working to your needs, please speak to a team member as soon as possible. The moving and plugging in cables repeatedly can affect the system we have so reaching out to a member of staff is essential when removing and plugging in cables.
- If you are bringing your own laptop/equipment this ideally should be PAT and suitable for the use intended.

Equipment Misuse

- In the event where damage is made to any of our equipment, please report this immediately to a member of staff.
- Equipment is checked before and after every event, if any damage is found this will be chargeable for a full replacement or fix of the affected item.

Please contact a member of the Bookings Team if you have any specific questions about our equipment

Evening and Weekend Bookings (Non-regular clients)

- All evening/weekend bookings must have a member of staff present due to the terms of our insurance and for health and safety purposes.

- All evening and weekend bookings will be subject to a staff charge based on the size and nature of their event and any requirements
- Evening/Weekend bookings that become long term will be provided with our long-term booking terms and conditions

Storage

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

Storing items 1 day before and 1 day after your event is free of charge, any days outside of this are chargeable at a daily rate of £10 per day.

General

- 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.
- Hirers consent to their contact details being held on the Priory Street Centre online booking system. The Priory Street Centre complies with all current data protection and GDPR regulations. Our privacy notice is available on the website.
- 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.
- The use of the kitchen area is an exclusive benefit to those hiring the Main Hall and not to be used by others. (Weekdays only).
- We do not allow the use of matches, naked flames, candles, balloons, confetti and single-use plastics
- York CVS cannot be held responsible for any loss, damage or theft of property and effects of persons using the Centre.

First Aid Provision

All accidents and/or incidents should be reported to reception immediately.

All first aid kits are stocked and ready to use in key areas, please speak to a member of staff for their location. All evening/weekend bookers, please report any use of the first aid kits to the Priory Street Centre team.

Responsible Persons

- The hirer must be over 18 and shall be on the premises for the entire period of hire or duration of activity. The hirer 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.

- Where the hirer is organising activities involving children (under 18) or vulnerable adults, including crèche or childcare provision, the hirer is fully responsible for the safeguarding, supervision, and welfare of those individuals at all times during the hire period.
- The hirer must ensure that all appropriate safeguarding measures are in place, including suitably qualified and vetted staff/volunteers, appropriate ratios, and compliance with relevant legislation and guidance.
- The Priory Street Centre accepts no responsibility or liability for the supervision, care, or safety of children or vulnerable persons brought onto the premises by the hirer or their attendees.
- The hirer is responsible for ensuring that all activities carried out on site are conducted safely and in accordance with safeguarding best practice.
- All hirers are informed of the procedure for evacuation of the premises in the event of an emergency
- The hirer must keep an adequate record of those in attendance and be able to account for all their participants in the event of an evacuation. An attendance register will be provided on the day if required.
- The hirer is responsible for ensuring they have appropriate insurance in place (if applicable) and may be required to provide a written risk assessment for their event (depending on the nature of the event).
- We reserve the right to charge the hirer for any damages caused to the building, furniture and/or equipment as the result of the event attendees

Alcohol Use

No intoxicating liquors are permitted to be bought or sold on any part of the premises of The Priory Street Centre.

Alcohol may be brought in for private events with the express permission of The Priory Street Centre Team.

A corkage fee of £1 per person will be added to your booking if alcohol is consumed on site. This is for covering additional cleaning and licensing-related responsibilities.

York CVS retains the right to eject anyone who is overly intoxicated and does not tolerate the misuse of substances.

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

Anyone using the Priory Street Centre should leave the facilities as they find them. This can be achieved by considering the following:

- Litter shall not be left in or about the premises
- All waste must be correctly recycled in our labelled, comingled recycling bins and food waste bins. (Please note that we reserve the right to charge for any excess waste and/or misuse of recycling bins).
- Leaflets, publicity, and posters should not be left on site
- Do not fly post or display information on our walls both internally and externally, anything found will be removed and discarded,
- Except in the case of trained guide-dogs or other working animals used to assist people with disabilities, animals shall only be permitted on the premises by permission of the Priory Street Centre Team.
- We ask that blue or white tack is not used on any walls other than designated labelled boards. We have magnets available for use upon request.

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. **All events must be finished by 22.00.**

We will not tolerate any negative or inappropriate behaviour or harassment from anyone using the Priory Street Centre facilities. We reserve the right to reject, cancel and/or terminate any event that does not align with our organisational values.

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. The charging of vapes is strictly prohibited

July 2026

Review Date – July 2027

These terms and conditions are subject to change without prior notice

