

# Terms and Conditions

**Contacts:** The hiring organisation must nominate a person to take responsibility for booking and administration of the event; details of name and contact to be shown on the Booking Form. The hirer's own Event Manager, who will be attending the event to arrange a pre-event on-site meeting with the Operations Manager.

**The facility fee & payment:** Details of the facility fees and any other charges are included in the booking form. A non-refundable deposit of £50 is payable when this document is signed and returned (please refer to payment details in the form). This will be taken in part-payment of the final fee. An invoice will be issued for the payment of the final amount.

**In the event of an emergency:** SLL House Manager and stewards will be available to deal with queries or emergencies. *See attached [Use of St Laurence's church for events](#).*

**Ticket sales on the door:** Event organisers should provide their own personnel to sell tickets in the South Porch (not within the church building).

**Piano (upright) & organ hire:** The hire charge is laid out in the Tariff of fees. The hirer will also be charged for tuning of the piano if requested on the Booking form. The hirer will be held responsible and will be charged for any damage incurred.

**Publicity posters:** Each organisation using St Laurence's for an event is responsible for its own publicity. A3 posters and flyers can be displayed in the South Porch two weeks prior to your event. Please contact the Parish Office to arrange this.

**Car parking:** There is no car parking available at St Laurence's Church. There are public car parks near to the church in the centre of town.

**Changes in agreed arrangements:** If you need to make changes in the arrangements please contact the Parish Office no later than 14 days before your event so that appropriate changes can be discussed before the performance, to ensure that the requested changes can be accommodated or alternatives suggested – these changes might include changes in programme, changes in duration of the event.

St Laurence's retains the right to pass on costs that may be incurred should any changes not be notified to us within the stated period.

**Church bells:** The bells ring out on the hour and the carillon plays a different tune for each day of the week at 8am, 12pm, 4pm and 8pm. The current carillon tunes have been playing since the mid-19th century and are not turned off during events.

**Closure of the church to visitors:** St Laurence's will remain open to the public during rehearsals conducted during regular opening hours. The church can be closed to the general public for daytime events, but only in exceptional circumstances and by prior arrangement; for lunchtime/afternoon concerts we normally close for the period of 1 hour, plus 30 minutes for performers to prepare prior to the event.

**Licences:** Hirers are responsible for arranging all necessary performing rights permissions and licences.

## **Insurance:**

Hirers will be held responsible for making arrangements to insure against any third-party claims (eg any accident or injury arising out of their activities) which may arise whilst using the church.

Hirers are responsible to carry out their own risk assessments.

Any and all insurance requirements, including Public Liability insurance, together with all Customs and Excise Liability for VAT, are entirely the responsibility of the organisation mounting the event. Furthermore, the event organisers will hereby agree and undertake to be responsible for and to release and indemnify the PCC, their servants and agents, from and against all liability for:

- Any personal injury or disease (whether fatal or otherwise)
- Any loss or damage to property
- Any other loss, damage or costs and expenses incurred arising out of or in connection with the said event, other than liability incurred due to the negligence of the PCC, their servants and agents.

# Use of St Laurence's church for events

These notes complement the information given in the Events Booking Form and constitute part of the basis on which St Laurence's Church shall be used for concerts and other events.

**1. House Manager:** Each performance event requires a House Manager who is responsible for the management of the audience. These responsibilities include: Health and Safety in consultation with the Custodian; organising the correct number and positioning of suitable stewards; accommodation of disabled people; programme sales (if any); and accommodation of sponsors (if any).

Normally, a House Manager and the requisite number of stewards will be provided by St Laurence's Church (the cost is included in the booking fee). In order to ensure that the appropriate professional standards are met it is important for event organisers, especially new users of the building, to have a pre-event meeting with the House Manager.

**2. Stewards:** In the same way as the House Manager will be provided by St Laurence's, the requisite number of trained stewards will also be provided.

The minimum number of stewards required for an event is one steward for each 50 members of the audience. In addition, it is necessary to ensure that all exits are covered in the event of an emergency. Given the uncertainty as to prediction of audience numbers in some cases (particularly for events where a significant number of tickets are likely to be sold at the door), the following guidelines will apply:

- 4 stewards for a small event such as an organ recital;
- 6 stewards for an event with an expected audience of up to 150;
- 8 or 9 stewards for a 'full house'

One of the stewards will normally be available to help in the porch, before and during an event.

All stewards will wear a distinctive "Steward" badge. In addition, high-vis jackets will be available for use by stewards who have responsibility for the exits, in case an emergency evacuation of the building is required.

All stewards will be aware of the emergency procedures – explained by the Custodian or the House Manager beforehand (with a laminated card available showing emergency evacuation routes). An air horn will be sounded and announcements made using a loud hailer.

If the above procedures are followed, there is no need for evacuation routes to be detailed at any event. It is the responsibility of the stewards, under the direction of the Custodian or the House Manager, to direct the audience to the designated area on Church Green in the event of an emergency. This is why there must be easily identified stewards on duty at all doors at all times.

Small events from local organisations can be stewarded by their members who are also stewards of the church. The Custodian will open the building and hand it over to the identified steward, and take the building back after the event. The steward needs to be identified on the booking form, and needs to sign their agreement before the event takes place. The steward will be responsible for the building and users during the event – they can take part fully in the event but, in the case of an accident etc, they are the identified responsible person; they must fill out an accident report and be the identified person to emergency services (ie all H&S responsibilities).

Clearing up will be done by the organisation, not by the Custodian – the Custodian would expect to work for ½ hour (charged at £10), any additional time (for clearing up etc) will be charged additionally

**3. Disabled Access:** The nature of St Laurence's Church, as a mediaeval building, means that disabled access is limited. However, level access is provided enabling a limited number of wheelchair users to be accommodated.

A total of 6 wheelchair spaces are provided, as shown in the seating plan. There are 4 spaces in the front nave (C11, C24, H11 and H24) and 2 additional spaces with restricted view (at a cheaper price) near the shop and beside the font (L6 and M30). Seats adjacent to wheelchair spaces need to be reserved for carers, if required.

Under no circumstances can wheelchairs be allowed to impede emergency evacuation; they cannot be accommodated on, or near, main evacuation routes. For safe evacuation, wheelchairs should be the LAST to leave the venue (escorted by stewards or carers) in order to allow the majority of the audience to leave quickly.

**4. Seating Plan & Ticketing:** For main commercial events in the nave there are 3 versions of the seating plan – the basic version is the one normally used and can accommodate an audience of approximately 400. The seating plan indicates the general availability of seating in addition to the specific provision for wheelchair users and their carers as indicated above. Whilst the plan indicates numbered seats, for the majority of events a numbering system will not be adopted and audience members will have the freedom to sit anywhere within the price zone to which their ticket applies.

Normally ticket sales prior to the event will only be via Ludlow Assembly Rooms (online, by telephone or in person). On the night, tickets still available will be sold on the door in the South Porch.

The seating plan makes provision for two ticket prices. The more expensive price applies to all seats in the Blue Zone (the entire central nave). The cheaper price applies to all seats in the Green Zone (the south aisle), some of which have restricted viewing. All hiring organisations are required to adhere to this two-zone policy, with the freedom to set the ticket price for each zone.

The higher Blue-Zone price will apply to disabled seating provision in Rows C and H; the lower Green-Zone price will apply to disabled seating provision in Rows L and M. Large scale events may have additional seating provided in the North Aisle (marked in green or purple on alternative seating plan versions) – lower ticketing prices will apply to such seating.

**5. Bar:** St Laurence's Church provides a bar for most performance events, making available wine and non-alcoholic drinks. Stewards for the bar are provided by St Laurence's and the hirer is not charged for this facility; the Ludlow PCC retains the profits from the sale of drinks.

**6. Light, Sound and Electrical Equipment:** A range of lighting configurations is available in order to suit the particular event. Equally a sound system is available. Requirements regarding these facilities should be discussed and agreed with the office in advance.

The hirer shall insure that any electrical appliances they bring to and use on the premises is safe and in good working order and that it is used in a safe manner.

**7. Other Facilities:** The church provides a disabled access lavatory and a small kitchen. There is a small charge for use of the kitchen – please ensure that it is left as clean and tidy as you would expect to find it.

The Choir Vestry and the Chapels may be used for changing, storing of belongings – your use of them should be discussed with the office in advance of the event and any property left is at your own risk. Again, please respect the nature of these spaces.

**8. Heating:** Heating Ludlow's largest historic building is no easy job. Until relatively recently it was not uncommon for the building to be as cold as 7 degrees in the winter. Since the installation of a new boiler plant, the temperature in the church is now constant. With so many historic artefacts a constant temperature is important, but it also means that we cannot heat the building to what might be considered that of a 'centrally heated home'. What we can do is provide a minimum of 16 degrees when it is really cold outside, and 17-18 degrees during the shoulders of the winter. So please be prepared. If you are in the building for up to two hours it will feel warm, because by providing a constant background heat, the stones themselves are not cold. If you are here for more than two hours, it may start to feel cold, so please be proactive and wear layers, a base layer and good jumpers will ensure comfort. It costs us £15k per year to provide this background heat, it costs nothing to wear an extra layer or two; please remind your colleagues.

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