

Information for external concert bookings

August 2021

Introduction

Thank you for looking at The Space in St Laurence's Church, Ludlow as a venue for your concert. It makes a dramatic setting in which to hold a wide range of events and concerts. SLL is a non-profit making organisation focused on supporting the local and wider regional community. SLL is a significant regional tourist destination with more than 100,000 visitors a year most of whom visit at the weekend. SLL is clearly not a concert hall and not what anyone would expect of a normal parish church. The costs of running the church are significant due to its size, mediaeval origins and history.

For those hiring any of our performance spaces we provide a professional experience supported by our experienced staff and dedicated team of event volunteers. The booking pack is available as a download from our website www.stlaurences.org.uk. The pack includes the current tariff of fees for using The Space and lists all the facilities we offer. The size of your performance group and the expected size of audience will determine the space you will use. SLL reserves the right to change without notice the fees charged for any item on the tariff where bookings have been made more than 4 months in advance. A final summary of fees will be notified when the contract for the event is issued.

If you need advice or help, please do get in touch with us directly. Costs and rates of using SLL as a venue, using our equipment and facilities are in the booking pack.

Booking

1. Send Key Contact details to SLL:

To ensure the best support for your event we need the contact details of the person(s) responsible for

- Administration and booking of the event/concert date.
- The Event/Concert and any emergencies on the day.

This could be the same person. If it will be two different people, we need details for both please.

2. Concert Space and seating: SLL is a very flexible space. We offer 3 main spaces- the Main Nave for larger concerts where other seating can be added as needed (audience of 100- 450) and either the South Aisle or the Chancel (audience of 30 to 120).

Once the booking form has been received SLL reserve the right to offer a different space where the event will offer a better experience for the performer/speaker and audience.

Seating rows are usually unreserved. The SLL stewards on duty will help the audience find their seat once inside the church.

Disabled Access & Seating: As a mediaeval building disabled access to some areas of the church is limited. However, for concerts the level access into the building and suitable seating spaces for wheelchair users will enable several wheelchair users to be accommodated.

- Nave and South Aisle events or concerts- There are up to 10 wheelchair user spaces on offer for larger concerts. Seats next to the wheelchair user need to be reserved if a carer is needed.
- Chancel or Lady Chapel events or concerts – there is no wheelchair access to these spaces.

3. Marketing: Promotion and marketing of the event is the sole responsibility of the hiring organisation.

Ticketing- Pre-Event Ticket Sales: We encourage using a 24/7 online service as they are available to those wanting to attend who do not have local knowledge or access to pick up tickets. We recommend using either:

1. Ludlow Assembly Rooms (online, by telephone or in person). LAR has the advantage of on-street purchasing of tickets. More details from www.ludlowassemblyrooms.co.uk.
2. Eventbrite (online or by telephone). More details from www.eventbrite.co.uk

Note SLL do not sell tickets through the Church Shop.

Ticket Sales immediately before the performance: Tickets on the door may be sold by the hirer in the South Porch (which is the only open entrance to events for the public). A table and 2 chairs are provided for your use. Your sales team will require their own float.

Merchandising: SLL need to be notified in advance of the event that you will be selling merchandise (eg CDs). Sales can take place in the porch away from the main entrance doors so not cause congestion for those arriving or leaving. Your sales team will require their own float.

Selling programmes: The SLL stewards are happy to distribute / sell programmes inside the church. The House Manager will arrange this for you. Please provide a separate float if programmes are to be sold.

4. Licences: Hirers are responsible for arranging the necessary performing rights permissions and licences.

5. Electrical Equipment: The hirer shall ensure any electrical appliances they bring on the premises are safe, in good working order and are used in a safe manner. Electrical equipment must have been PAT tested and have the current signed and test date labels on them. Failure to do this may mean we have to ask you to remove it.

6. Insurance & Risk Assessment: Hirers are responsible for making their own arrangements to insure against third party claims (e.g. any accident or injury arising out of their activities) which may arise whilst using the church.

Any and all insurance requirements, including Public Liability Insurance of up to £5 million, together with Customs and Exercise Liability for VAT, are entirely the responsibility of the organisation mounting the event. A copy of the Public Liability Insurance (PLI) and the hirer's event Risk Assessment should be sent or handed to the SLL Booking team prior to the performance. 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 of damage to property
- Any other loss, damage or costs and expenses incurred arising from or in connection with the said event, other than the liability incurred due to the negligence of the PCC, their servants and agents.

Hirers are responsible to carry out their own Risk Assessment.

7. First Aid: In the event of a medical emergency your named person is responsible for the performers and audience on the day. They will need a suitable first aid kit to match your RA.

Note that SLL does not provide First Aiders for events. SLL policy is to summon a first responder through the 999 services. A telephone is available to do this in the church.

8. Publicity: Each organisation is responsible for its own publicity. Please contact the Booking team to arrange their display.

- Posters A3/A4 size can be displayed in the South Porch entrance 2 weeks prior to the event.
- Flyers or postcards can be placed in the South Porch 6 weeks ahead of the concert.

Note that leaflets/postcards may not be left in the church itself will be removed.

- Social Media is used to promote all events held in the church. Please use social media to promote your event. SLL uses its Facebook page and is on twitter to support your own social media streams.

9. Safeguarding : The Hirer is responsible for the safeguarding of participants in the event and must advise SLL of any known safeguarding issues well in advance of the event taking place.

10. Concert Preparation Visit

- New users of our space will be invited two weeks before the concert date to meet with the House Manager for your event at SLL to see the facilities, to check your risk assessment is complete and establish if any changes to the booking form are required. This is the forum when appropriate changes can be discussed and alternatives

suggested. On the day of the concert before the rehearsal the House Manager & Custodian on duty will meet your event manager to fine tune arrangements for the rehearsal and concert if necessary.

- Regular users of SLL with a current Risk Assessment will be invited to meet with the House Manager & Custodian on duty on the day of the concert before the rehearsal; this is the opportunity to fine tune arrangements for the rehearsal and concert if necessary.

11. Changes to the agreed booking arrangements should be made no later than 14 days before your event / performance if you do not take up the recommended preparation. Items that need to be discussed at least 14 days before an event include changes in the programme, duration of the event, length of interval, use of other facilities e.g. the kitchen during rehearsal.

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

12. Booking Venue and Facilities

Four weeks before the event a draft invoice will be issued with the contract to indicate the expected total cost. If the booking was made more than four months in advance of the event and if SLL costs have increased and/or the details in the booking have changed from when it was originally accepted, then SLL reserves the right to cancel the event and refund the deposit.

Full details of charges are included within the booking form/information pack. For all events (not using the Steinway Piano) a non-refundable payment of £75 is payable. For a Steinway event a deposit of £200 is payable.

Hire of the Steinway- the normal hire fee is £150 per concert (this includes rehearsal time on the day). Moving onto the Nave dais or a space on the Nave floor is inclusive of the hire charge. The cost of moving the piano on and off a built stage is approximately £1,000 this cost being agreed in advance. Only our appointed movers may be used.

Cheques to be made payable to "Ludlow PCC" or electronic payment to Ludlow PCC, Sort Code:

40-52-40, Account: 00016766 to accompany the completed booking form. This payment will be taken as part-payment of the final fee.

After the concert a final invoice will be issued for the payment of the final amount. If the concert has had a larger audience than expected SLL reserves the right to increase its fee based on the published tariff charges.

Questions on pricing / invoicing should be directed only to the SLL Director of Church Management & Finance.

13. Musical Instrument Hire: The hire charges are shown in the tariff of fees document. The hirer will be charged for any damage to the equipment used.

- Steinway Concert Piano: Please request and read the separate Steinway Piano terms and conditions pack before booking this instrument. There is a separate charge for placing and preparing the Steinway for concert use.
- Upright Piano: The hire will include the cost of tuning it.
- Organ: The organ hire includes the use of the monitor camera to link the organist and conductor. This should be requested if required.

14. Light, Sound & Electrical equipment: A range of lighting configurations is available in order to suit the concert. A sound system is available for use. Requirements to use these facilities should be agreed with the SLL booking office in advance.

15. Green Room & Storage Space: The Choir Vestry and the Lady Chapel may be used for changing, the storing of belongings and instrument cases. The space you will use will be identified by the House Manager or Custodian on duty during your visit to SLL prior to the rehearsal. Please respect the nature of these spaces as part of the church and they must be left clean, tidy and clear.

All instruments / clothing / bags etc must be kept only in the allocated space(s) and must not block any exits and throughways.

16. Disabled Access Lavatory & Kitchen: The church provides a disabled access lavatory and a small kitchen. There is a small charge for use of the kitchen. We ask it should be left as clean and tidy as you would expect to find it.

For audiences over 150 people extra toilet facilities are required and will be hired in at cost. This is shown on the booking form.

17. Heating: SLL is one of the warmest mediaeval churches in England. We aim to have a constant temperature within the Church which is determined by the need to conserve our many historic artefacts. The temperature should not be less than 17 degrees & if you are in the building for up to two hours it feels warm. Longer than this time some visitors may start to feel cold. We cannot boost or increase the temperature for a concert. Please remind your colleagues to come prepared. Experience shows wearing a base layer or a good jumper will ensure your comfort.

18. Staging: This is available by arrangement. Please contact the SLL Director of Church Management & Finance by email: finance@stlaurences.org.uk.

19. Exhibition Boards: These are available by arrangement with the Ludlow Arts Society. Please contact them at www.ludlowartsociety.co.uk

Rehearsal and Concert

20. Closure of the Church to Visitors

St Laurence's Ludlow is not a concert hall. During normal opening hours the church can only be closed for lunchtime/afternoon concerts. We close to stop new access to the church 30 minutes before the scheduled start time. If you need absolute silence for rehearsal, please contact us to find a time when the church will be closed to the public.

The church will remain open if your rehearsal time is booked during the usual opening hours. However, the SLL stewards on duty will request visitors to respect the rehearsal and move quietly within the church and as they leave.

If you are holding an evening event the church is closed to performers and the public at 5 pm. At the end of the booked rehearsal time (which may be earlier than 5 pm) all performers leave the building. Re-admittance to the church will only take place after the church event manager has completed the SLL health and safety checks. The public will have left the building and if performers are unable to vacate, they must meet in a designated area while this takes place.

The church will reopen one hour before the event is due to start. Ticket sales & merchandising can take place from this time. The audience will be allowed into the Space no later than 30 minutes before the published start time.

21. Custodian: The Custodian is on hand during the rehearsal and performance to support the smooth running of the performance with any performance layout changes / new seating requirements / lighting / microphone / organ monitor camera set up / green room access.

22. Stewarding: SLL Stewards will wear a distinctive sash and name badge. The role of Stewards is to direct and assist the audience with finding their seats or other facilities. In case of a safety emergency the stewards are in place to ensure the safe evacuation of the church.

23. House Announcements:

Digital and Video Recording Policy St Laurence's, Ludlow:

- All Recording of church services, choir rehearsals or events is prohibited without the written permission of the Rector and/or the Church Wardens.
- Recording includes all forms of digital, video and audio recording and photography whether by mobile telephone, camera or other device.

Prior to the event starting, the audience will be reminded that photography / recording of the event is prohibited unless you have specifically stated that it is the policy of your organisation to allow photography or video recording of your participants. Nothing in the policy of St Laurence, Ludlow prevents hirers from allowing recording or photography of the hirer's event.

Mobile phones should be switched to silent or turned off during the performance.

24. Bar and other refreshments: SLL will provide a bar with wine/soft drinks; ice creams and tea/coffee from the pop up cafe before the start of the performance and during the interval.

25. Clearing up: If the church requires cleaning up after the event this will be charged at cost on the final invoice.

26. Car Parking: There is no car parking at SLL. We have no reserved parking spaces. There are public car parks near to the church in the town.

27. Church Bells: The bells ring out on the hour and the Carillon plays a different tune of the week at 8am, 12pm, 4pm and 8pm. The current Carillon has been playing since the mid 19th century and is not turned off during performances.

SLL Booking Office details:

The Parish Office

St Laurence's Church, Ludlow

No.2 College Street, Ludlow, Shropshire SY8 1AN

office@stlaurences.org.uk

01584 872 073

www.stlaurences.org.uk