

# Friends House - Terms & Conditions of Booking

## 1 Definitions

<b>The Society</b>	The Religious Society of Friends (Quakers).
<b>FHH</b>	Friends House (London) Hospitality Ltd. A wholly owned subsidiary of The Society. Details of the services FHH provide can be found at <a href="http://www.friendshouse.co.uk">www.friendshouse.co.uk</a>
<b>Hirer</b>	The person(s), body corporate, or unincorporated association legally responsible for the hire of the Premises
<b>Guest</b>	The Hirer or any person invited or permitted access to the Premises by the Hirer.
<b>The Premises</b>	The building is defined as the address of the Premises in which the hired Rooms are situated – Friends House, 173 Euston Road, London, NW1 2BJ, Telephone: Switchboard - 020 7663 1000, Events Booking Office – 020 7663 1094/1095. The hired part of the building is defined as that part of the building hired under the terms of this Hire Agreement. The building is also the head office of the Society. Please visit the main Quaker website <a href="http://www.quaker.org.uk">www.quaker.org.uk</a> for more information on Quakerism.
<b>Services</b>	The hire of halls or meeting Rooms and/or function facilities and/or the provision of Services to be provided by FHH including food and beverages within the Premises.
<b>Rooms</b>	The halls and Rooms within the Premises to be hired by the Hirer under the Hire Agreement.
<b>Hire Agreement</b>	The Agreement made between FHH and the Hirer for the hire of the Rooms and the provision of the Services, incorporating these Conditions, as may be amended from time to time in accordance with these Conditions.
<b>Hire Charge</b>	The Charge payable by the Hirer for the hire of the Rooms and the provision of the Services as set out in the Hire Agreement.
<b>Hire Period</b>	The Period specified as such in the Hire Agreement.

## 2 Bookings and Confirmations

### General

- a) Hirers may book Rooms in advance up to 12 months. Hire Charges will be charged in line with the price lists effective at time of Hire Period.
- b) FHH operating practices of entering into a Hire Agreement with the Hirer are guided by the Society's Lettings policy for Friends House – details of which can be found on the main Quaker website [www.quaker.org.uk](http://www.quaker.org.uk).
- c) Facilities are offered to a great variety of organisations as a general reflection of Friends long held belief in the rights of everyone to express diverse opinions. The Premises offer a valuable safe meeting place for many groups, which would otherwise find it difficult to meet together peacefully and in reasonable surroundings. Any organisation or individual may be granted permission to hire any part of the Premises normally available for lettings. Written details of the aims and policies of new groups wishing to hold meetings on the Premises are normally requested to enable FHH to understand and be sympathetic of any requirements needed during the Hire Period.
- d) FHH reserves the right to refuse the proposed booking if:
  - The aims and policies of the organisation or individual are in serious conflict with Quaker beliefs. Written details of the aims or policies of new groups wishing to hold meetings in Friends house are normally requested
  - Violence or the encouragement of violence at the meeting may reasonably be anticipated
  - Contravention of fire or health and safety regulations may reasonably be anticipated
  - Misbehaviour has occurred at a previous meeting on the Premises organised by the Hirer
  - A Hirer persistently breaches Friends House Room Hire Terms & Conditions
- e) FHH will make a decision whether such a booking will be refused on a case-by-case basis with regard to all the circumstances at the time of the application. Doubtful cases will be referred initially to the Head of Hospitality who where necessary will consult the Society - Recording Clerk or other members of Management Meeting as appropriate.
- f) It is the Hirer's responsibility to ensure that the Rooms and Premises are suitable for the Hirer's intended use. Any booking requirements that may affect suitability for the Hirer should be discussed with FHH before confirming a booking.
- g) Viewing of the Rooms and facilities are welcomed when pre-arranged with FHH.
- h) Unless otherwise stated, all prices quoted are exclusive of any applicable value added tax.

### Provisional Bookings

- i) Provisional bookings can generally be held for up to 2 weeks. If FHH receives interest from another party within 1 month of commencement of the agreed Hire Period, confirmation within 24 hours of notification may be required.

### Confirmed Bookings

- j) We require written confirmation and payment of applicable deposits within 2 weeks of making a provisional booking for it to be secured. Email confirmations should be sent to [events@quaker.org.uk](mailto:events@quaker.org.uk).
- k) Final room setup, equipment and catering requirements (including final numbers) to be supplied by Hirer at least 7 days prior to the Hire Period commencing.
- l) FHH reserve the right to hire the Rooms to other interested parties if written confirmation and payment of any applicable deposits are not received within 2 weeks of making a provisional booking.
- m) When confirming a booking, the Hirer acknowledges and agrees to the 'Friends House Terms and Conditions of Booking' which form part of the Hire Agreement.

## 3 Payments

### Deposit - New Customers

- a) Room Hire only bookings - A deposit for the full value of Room hire for Hire Period is required.  
Day delegate package bookings – a deposit of DDR for minimum numbers of selected room is required

### Deposit - Existing Customers

- b) Deposits may be required for any bookings as specified at the time of booking by FHH.

### Deposit - Large Meeting House Bookings

- c) All bookings for the Large Meeting House require a non refundable deposit equal to 50% of the agreed room hire cost (or full deposit for first time users of which 50% would be non-refundable and is subject to our terms for cancellation listed in section 4).

- d) Deposit amounts may be amended for existing customers who regularly use the Large Meeting House at least 5 times per year. Where this is done this will be confirmed by FHH in writing.

**Final Invoices**

- e) The Hirer agrees to accept and pay for the Services in the Hire Period at the prices specified. Final invoices will be issued within one week of the event. Payment should be made by return.

**Late Payments**

- f) Accounts where invoices remain unpaid for a period exceeding 30 days from date of invoice will be regarded as overdue.  
 g) FHH reserves the right to claim interest on overdue accounts, pursuant to The Late Payment Of Commercial Debts (Interest) act 1998, as amended.  
 h) FHH reserves the right to refuse future bookings until all invoices are settled on overdue accounts and may request full prepayment on all subsequent bookings.

**4 Cancellation and amendments of Services by FHH**

- a) FHH reserves the right to increase its Hire Charges.  
 b) If due to circumstances beyond the reasonable control of FHH, it is necessary to make changes in the arrangement relating to the Services, FHH shall immediately notify the Hirer and if reasonably possible, offer alternative Services to those originally specified. Where appropriate the cost to the client will be adjusted to reflect the change in the Services. If FHH is unable to offer a satisfactory alternative the Hirer shall have the right to terminate the Agreement at time of notification by FHH at no cost.  
 c) FHH reserves to itself the right to cancel at any time for any reason whatsoever the hiring of the hired Rooms and any equipment without paying compensation and without incurring any liability in respect of such cancellation.

**5 Cancellation and amendments of Services by the Hirer**

- a) Any cancellation of a confirmed booking must be in writing and will incur the following cancellation charges:

Period before Commencement of Event	Room Hire – Large Meeting House	Room Hire – All other rooms	Catering Services (including reducing confirmed numbers)	Delegate Rate Minimum Numbers – Large Meeting House	Delegate Rate Minimum Numbers – All other rooms	Equipment Hire (In-house)
Within 6 months	25%	Nil	Nil	Nil	Nil	Nil
Within 3 months	50%	Nil	Nil	25%	Nil	Nil
Within 1 month	100%	100%	Nil	75%	75%	Nil
Within 6 days	100%	100%	100%	100%	100%	Nil

- c) Large Meeting House bookings - a deposit may be transferred to another date within 12 months of the original hire period (less any cancellation charges incurred). Once a deposit has been transferred to another date no further transfer of date will be permitted. Any transferred date may be subject to revised hire charges. If the deposit is subject to cancellation charges the balance will be payable to return deposit for new date to 50%.  
 d) If FHH are able to re-let the available space from a cancelled booking the cancellation charges will be waived.  
 e) Provisional bookings do not incur any cancellation fees.  
 f) FHH will use its reasonable endeavours to make other arrangements for the hire of the Rooms, but the Hirer acknowledges and agrees that this does not mean, without limitation, that FHH will be obliged to utilise the Rooms in preference to any other Rooms which will be vacant during the Hire Period. Should the Hirer not wish to pay Hire Charges increased by FHH, the Hirer may cancel the booking without penalty.

**7 Hirer’s Use of Rooms, Premises & Equipment**

**Catering**

- a) No alcohol is allowed on the Premises or its grounds: FHH may at its discretion terminate the hiring forthwith if this clause is not complied with and in such event the Hirer will not be entitled to be reimbursed, either wholly or in part, for the cost of the hiring.  
 b) Hirers are not permitted to provide own food and beverages on the premises.

**Business Services**

- c) Telephone calls, fax transmissions, photocopying and other business services are not included in the room hire charge and will be separately itemised on the hirer's invoice.

**Health & Safety**

- d) The Hirer must ensure that:
- The Premises are safe for the purposes for which they intend to use them and shall be responsible for ensuring that all activities performed in the Rooms give reasonable consideration to other users of the Premises.
  - Fire and safety regulations are to be observed. Hirers should familiarise themselves with location of fire exits and fire appliances. Access to all doors and fire exits must be kept clear at all times. In the event of a fire the Hirer shall ensure that the Fire Brigade is called immediately and all steps taken to evacuate the Premises and ensure the safety of all occupants. Smoking is not allowed in any part of the Premises.
  - Candles or naked flames are not used on the Premises without prior approval.
  - The maximum capacity of each room hired is not exceeded.
  - Registration tables outside hired Rooms to be agreed with FHH before the Hire Period to ensure health and safety regulations are complied with.
  - Stewards for large meeting house bookings are provided appropriate to the total number of anticipated Guests to ensure there is a smooth movement of Guests during the Hire Period and to assist in the direction of Guests in an emergency or evacuation. (as a guide – a minimum of 1 steward per 100 Guests attending).

**Welfare of People within Friends House**

- f) The Hirer shall ensure that:

- Any activities for children and young people comply with current child protection legislation. It is the responsibility of the Hirer to ensure that all necessary Child Protection checks have been undertaken before Hire Period commences. FHH cannot accept any responsibility for the Hirer's failure to comply with this requirement.
- All current legislation and regulations are complied with during Hire Period so as to ensure no discrimination takes place regarding gender, race, colour, ethnicity, nationality, religion or belief, sexual orientation, disability or age.

#### **Insurance**

- g) The Hirer agrees to accept full responsibility for and to indemnify FHH against all claims in respect of any accident, loss or damage (including personal injuries) however caused in any hired part of the Premises or upon any of the approaches thereto:
- to any person who is in the building or is approaching or leaving it (whether with or without the consent or knowledge of the Hirer) in connection with or in intended attendance upon any event carried out by the Hirer or on his behalf
  - to any property or belongings brought into the building by the Hirer, Guests or any other person(s) whether invited by the Hirer or not but who attends the building in connection with any event carried out by the Hirer on his behalf
  - to any other property or belongings whatsoever placed or left in any part of the building by or on behalf of the Hirer with or without his consent or knowledge, or by the order of or with the consent of the Hirer for his use and purposes whether or not any such property or belongings have been left in the charge of any person employed or authorised by FHH

#### **Damage**

- h) The cost of making good any damage done to Premises or equipment therein will be invoiced to the Hirer.

#### **Use of Hirer's Property on the Premises**

- i) FHH may remove or store any property left by the Hirer or any other person in or upon any part of the building outside the times provided for the use of the hired part of the building. Neither FHH, nor anyone employed by them, shall in any circumstance be held responsible for damage to or for the theft or removal of any such property during such removal or storage and the Hirer shall indemnify FHH against all such claims, demands, action, proceedings and costs in respect of any such damage, theft or removal.
- j) All property which has been brought into the building by the Hirer or any person on his behalf for the purpose of or in connection with the hiring must be removed immediately after the hiring by the Hirer.

#### **General**

The Hirer undertakes to confine his occupation to the space and times agreed in advance with FHH. FHH reserves the right to make additional charges for the use of facilities or times not agreed in advance.

- k) The Hirer at the expiration of the Hire Period shall leave the hired part of the building and all the approaches to the building and to the hired part of the building in a clean and orderly state and the Hirer shall reimburse FHH in respect of the cost of cleaning the hired part of the building and all the approaches to the building and to the hired part of the building which cost has been incurred as a result of the Hirer's breach of this condition.
- l) The Hirer must not sub-license or give up occupation to a third party any part of the hired Premises permitted by this Hire Agreement. If the Hirer fails to comply with this clause this Hire Agreement will immediately terminate and the Hirer's right to occupy under the hiring shall cease forthwith and the Hirer shall be liable to FHH for any costs or damages whatsoever incurred by FHH and arising from the failure to comply with this clause. In the event of termination of this Hire Agreement because of the Hirer's failure to comply with this clause the Hirer will not be entitled to reimbursement of the costs of hiring the hired Premises either wholly or in part.
- m) There is no intention on the part of FHH or the Hirer to create a tenancy of any sort by entering into this Hire Agreement.

### **9 Media, Advertising and the Distribution or Sale of Literature**

- a) The hirer will obtain prior permission from the Society to carry out any of the following activities in the building or its grounds:
- Organise or carry out any TV or radio recordings, broadcasts or interviews, live video links or any other video / audio recording or photography for external publication or distribution
  - Distribute advertising or promotional material in relation to the event
    - (Invitations to events held at Friends House must carry the RSVP address of the hirer and not that of the Society.)
  - Affix or attach banners, bills or posters to any walls or fabric of the building or railings in the garden / building approaches
  - Sell books and other publications on the Premises
- b) The Society reserves to itself the sole right to sell books and other publications on the Premises
- c) Any free distribution of literature that may take place by the Hirer must be done inside the hired part of the building and not in the corridors or other parts of the building or outside approaches.
- d) The Hirer is responsible for obtaining any entertainment, performing rights, or copyright licences or other permissions necessary for activities to be conducted on the Premises during the Hire Period. A copy of any necessary license(s) or permission(s) must be provided to FHH.
- d) The hire of a room does **NOT** carry with it any implied endorsement from the Society and the hirer is not permitted to make any claim for endorsement.

### **10 Right of Entry**

- a) FHH reserves to itself, its employees, agents and those authorised for the purpose, at all times a right of entry into the hired part of the building and a right to refuse admission or to eject from the building any person for any reason and without stating the reason.
- b) The Society monitors sections of the building with CCTV for the purposes of health & Safety and Security.

### **11 Customer Satisfaction**

- a) FHH values being able to provide good service in meeting the requirements of the Hirer. If the Hirer is in any way not satisfied with the service provided or has any comments or recommendations for improving the facilities, they are invited to write to the Head of Hospitality at the address above.