

Terms and Conditions

for Room hires/ Facilitators/ Volunteers

**The
Salisbury
Centre**



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(Last updated: 03/12/2020)

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About us

The Salisbury Centre is a registered charity, No SCO14432.

Management of the Centre on a day to day basis is carried out by the Centre Manager and the Office Administrator.

Vision

To offer a place of welcome, safety, warmth and community for all those who are seeking to grow and develop spiritually, psychologically and creatively in the company of like-minded others.

Our intention is to be inclusive of all spiritual traditions, and to create a place where those exploring their deepest nature can find and develop their own path, while also having opportunities to meet with others and be part of a vibrant, and supportive community.

We are committed to working towards ecological sustainability, in the belief that personal development goes hand in hand with awareness of the needs of the planet.

Mission

The Salisbury Centre aims to offer a holistic and dynamic program of activities such as courses, workshops, lectures, meditations and one-to-one therapeutic work. Our intention is to provide an open, welcoming and accessible space to explore spiritual, psychological, and creative dimensions of being.

The constitutional aims of the Centre are:

To provide education, training and support for the development of personal growth, spiritual practice, creativity, self-discipline and responsible living for individuals and the community.

The provision of, and research into, spiritual, psychological and physical healing for those in need.

The relief and prevention of suffering caused by mental and physical ill health or by social or economic.



Opening Hours

The Salisbury Centre Office is staffed between 14:00 and 17:00 Monday through Friday, with exceptions for illness and other unavoidable circumstances. Access to the Centre outside these hours is possible per agreement and keys may be issued.

Rooms may be hired between 07:00 and 22:00 daily. Loud activities are not allowed after 21:00 on Sunday through Thursday. The building should be vacated entirely by 22:30.

The Salisbury Centre is closed and not operational for the two weeks around Christmas and New Year.

Use of the Venue

The Salisbury Centre does not provide a reception service. You are responsible for receiving your group/clients and answering the doorbell to your own attendees – even during our office hours. You may appoint someone to do this on your behalf.

Under no circumstances are you or your clients/members of your group permitted to leave the front door open, ajar, unlocked or 'on the latch'. This is in the interest of everyone's safety and security.

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Please ask your group/clients to arrive and depart quietly as noise in the halls travels to all parts of the building.

You are under no obligation to answer the door to or admit anyone unknown to you.

We **would prefer that you did not admit anyone not known to you.** A list of groups active on any given day will be displayed on the notice board in the entrance hall.

You have access to the room specified in your booking schedule only. If you require additional 'breakout space' – other than the kitchen and garden – please make your reservations to include this.

The Library is not a common area outside of office hours.

It is your responsibility to ensure your group is aware which areas are accessible to them.



Use the 'do not disturb' sliding sign on the door to indicate that the room is in use. Please in return respect these signs on other doors.

Access to the Venue

Location

2 Salisbury Road, Edinburgh EH16 5AB. [View on Google Maps.](#)

Lothian Bus Service Number 14 stops near the Commonwealth pool or number 3, 5, 7, 8, 29, 31, 37, 47, 49 and 300 buses stop on Newington Rd.

The Centre has no allocated parking. Visitors can be dropped off outside the Centre.

Access

We apologise as the Salisbury Centre is not yet fully accessible to wheelchair users. We are in the process of upgrading our premises as there are no disabled toilets. For full information on accessibility on our premises, if you should have any queries or would require any assistance, please phone +44 (0)131 667 5438 or email office@salisburycentre.org.



Health and Safety

Manual Handling

The Art Room and Studio are equipped with additional items available to Centre users (yoga mats, foldable tables, carpets, cushions and chairs). We do not take responsibility for any unreasonable use of this equipment. Please ensure that the people carrying, setting up and tidying after use do so in a reasonable way, using the handles, avoiding unreasonable loads in order to avoid sprains, strains and pains.

Falls, trips and spills: many stairs can be found throughout the building. Please ensure to hold the hand-rail as going up or down, avoid carrying mugs and hot liquid in the stairs (the Studio is equipped with its own kettle and cups). When opening a fire door, please make sure to do so slowly in case someone is behind it.

Incident reporting

During office hours, please report to office.

Outside of office hours:

- In case of an accident, after dealing with the emergency and calling 999 if needed, please fill in the form found in the accident book in the last drawer of the entrance cabinet and return it in a sealed envelope in the mailbox to the right of the office door. If needed, please call one of the Salisbury Centre emergency contacts– numbers available in the last drawer of the entrance cabinet.
- In case of an incident or near miss, please send an email to virginia@salisburycentre.org who will provide an incident and near miss form.

Fire Safety & Evacuation

The Salisbury Centre contracted a fire safety consultant to complete our Fire Risk Assessment and we also have a complementing Emergency Response Plan to be implemented in the event of a fire. The evacuation strategy for the Salisbury Centre is a single stage evacuation. This means that



there is only one evacuation signal and all persons must evacuate on this signal. Failure to do may be deemed an offence under the fire legislation and could result in prosecution.

It is required by law that prior to your session you make your clients/participants aware of the procedures to raise the alarm and exit the building safely in the event of a fire.

It is advisable that you keep a register of clients/people in your group.

The following procedures are abbreviated extracts from our Fire Emergency Plan and it is incumbent upon you that you familiarise yourself with the procedures to ensure that you and the people in your charge can safely and quickly evacuate the Centre.

In booking any of our rooms, you will be required to sign these Room Hire Terms and Conditions and in doing so it is implied that you have accepted your responsibilities.

Fire Exits

All rooms have diagrams on the wall near the door indicating how to leave the building by the nearest fire exit.

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Fire Detection & Alarm System

The Centre is fitted with an automatic smoke detection and alarm system. In most circumstances, the fire will be detected and a warning given by this system, however, there may be occasion, due to the type of fire or its location, that it is not detected immediately and therefore fire may be detected by a person in the Centre. The fire alarm **is not** monitored by a third-party contractor and therefore the Fire & Rescue Service will need to be summoned by dialling 999 or 112.

If Anyone Discovers a Fire

1. Immediately **raise the alarm** by shouting '**FIRE, FIRE, FIRE**' and if the fire alarm is not yet sounding, operate the nearest fire alarm break glass call point.
2. **DO NOT** attempt to tackle a fire – evacuate to safety.



3. If safe to do so, close the door to the room or compartment to contain the fire and smoke.
Continue to Step 4.

When you hear the fire alarm sounding

4. Usher all persons in the near vicinity to leave the premises and follow the exit route signs to the nearest safe emergency exit.

5. On leaving the building make your way to the designated evacuation assembly point in

The car park at the Salisbury Arms

6. Call the Fire & Rescue Service (FRS) by dialling 999 or 112 as soon as you are safe.
7. At the evacuation assembly point take a roll call of your group to ensure you can check everyone is safe in case of an emergency. Upon arrival of the FRS inform them immediately if there is anyone missing suspected of still being in the Centre.
8. Remain at the evacuation assembly point until given instruction to do otherwise.
9. Do not return to the building until given the all clear by the FRS Office in Charge or a representative of the Salisbury Centre.

Fire Doors

All doors leading out of the entrance hall into the corridors are designated fire doors.

Under no circumstances are these doors to be wedged or otherwise forced to stay open; they are to remain shut at all times to provide a smoke-free exit route and ensure safe escape in the event of a fire.

Firefighting Equipment

Fire extinguishers shall not be moved from their positions under any circumstances other than a fire – in other words, please do not use fire extinguishers as door stops.



The Centre is furnished with appropriate numbers and suitable-for-risk fire extinguishers. Employees, volunteers, or other occupants are not expected to use these unless they have received appropriate training.

Room Furnishings

You have use of the regular furnishings and provisions in the room(s) booked only. If you require additional items of furnishings or provisions, this should be discussed at the time of making your booking. In general, we would suggest a different room to meet your requirements better. **Please do not move chairs, tables, cushions, blankets, bells, clocks, whiteboards, etc. between rooms.**

Please do not place furniture or any other large objects in corridors or on staircases, causing tripping hazards.

Fire extinguishers may not be moved from their positions under any circumstances other than a fire – in other words, please do not use fire extinguishers as door stops. Fire doors must be kept closed at all times.

Good Order and Nuisance

Set-up, Changeover, Break or Pack-up Time

We allow a buffer between bookings of 30 minutes to allow changeover, cleaning and ventilation. If you require exclusive time for setting up and/or packing up, please make your reservations to include this allowance.

This also applies to changeover and note-taking times for Therapist block bookings.

Noise

The Salisbury Centre is a spiritual centre offering a tranquil place for groups of various denominations to practice meditation and devotion. To maintain a peaceful setting, we ask that all users of the Centre respect our request for silence in the public areas.



Please ask your group/clients to keep quiet in the entrance hall, corridors and stairwell, so as to not disturb others using the centre. When you or your group/clients relax in the Kitchen or Garden, please be mindful of other activities in the Studio, Library or Garden Room.

Room hirers are within their rights to ask other users to be quiet in a respectful manner.

Often on weekday evenings and on weekends, the Studio may be in use by groups moving around and causing some noise. This affects the peace in the Library. When considering private hire of the Library, please discuss this with the Office before making a decision.

Eating in rooms

We would prefer that users of The Salisbury Centre only eat in the kitchen or the garden. If you serve refreshments in any other room, please take care to clean all surfaces afterwards. Brooms, brushes and cleaning materials are located in the boiler room (in the passage leading to the kitchen, below the stairs to the Studio).

Please refrain from serving hot food or food with strong smells (e.g. fish) in any rooms other than the kitchen. When you leave, please ensure the room is free from any food smells.

All dishes should be returned to the kitchen and cleaned. We ask you to use the dishwasher for all small items for hygiene reasons. No foodstuff may be left in any rooms other than the kitchen, and there only in the plastic crates, refrigerator or the bins provided. (This is to discourage mice.)

All rubbish must be put into the appropriate bins as labelled in the kitchen. If you find a bin full, particularly over the weekend when the Centre isn't staffed, you may wish to assist by taking the full bin outside to the bins in the front garden. New bin bags can be found in the right cupboard under the sink.

Closing up

Please time yourself and ensure you vacate your booked room on time, in case a next group is booked to use it after you.



Please leave the room as you found it, returning any furniture, fixtures, stools, mats, cushions, blankets, candles, bells, matches, clocks, plants, whiteboards, stationery, books, music, pictures, etc. that have been moved to their original position, so that the next group/therapist will find the room as expected.

Please also remove all personal belongings, dirty dishes, rubbish and food or drink.

Regardless of how you found these when you arrived, **please ensure that you turn all individual radiators to the settings indicated** (off in summer not higher than 2 in winter), close and lock all windows, switch off all lights, and unplug all electrical equipment, when leaving the room. (But please do not unplug or switch off the doorbell repeater in the Studio.)

If members of your group assist in packin up after your session, please check everything over as you, the hirer, are responsible for this.

If others are still busy in the building, please leave on the lights in the corridor and entrance hall.

You are responsible for ensuring **all** members of your group depart from the building before you leave, and that the front door is not left open by them.

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If you are the last one leaving, please ensure the back door is shut and bolted and that both front doors are securely locked.

Copyright & Licencing

Copyright

In case of film projection or performances, please ensure you have the correct rights and permissions to perform your show. The Salisbury Centre will not be held liable for any copyright issues.

Licencing

If you are using music as part of your event or projecting a film you may be liable to pay a licensing fee. Please ensure that license fees are covered for every music/film used.



This ensures that the people who create music are fairly rewarded for their talent and work.

Staffing & Catering

Staffing

The Office Administrator is the contact person for all aspects regarding marketing and communication and room information. If any special requirements are needed for the room booking, please speak with the Office Administrator. The facilitator is responsible for all aspects of event/activity management, ensuring the event/session runs as advertised and does not exceed curfew. Any decisions and/or changes to the agreed plan must be agreed with the Office Administrator or Centre Manager.

Catering

The Centre's kitchen is available to be used before the event and during breaks. Coffee and tea are available on donations. Any specific catering requests must be agreed in advance with Centre management. No alcohol is allowed on the premises.

If room hirers, community members or events facilitators wish to prepare food in the kitchen please consider the environmental and ethical issues surrounding food. The Salisbury Centre encourages all Centre users to reflect on the sustainability of food consumption (e.g. food miles, energy usage, carbon footprint). Please also take into account that other Centre users may hold firmly held beliefs about the ethics of food - some are vegan, some vegetarian, some omnivorous. If preparing food please be considerate of the beliefs of others who may be using the Centre at the same time.

Please note: for health and safety food standards, any non-vegetarian food items must be cooked in advance and not on the premises.

If you have any further questions or want to check who else is using the Centre at the same time, please contact the office.



Additional material

Tables & chairs

The studio and the art room are provided with foldable plastic tables (to be found on top of the stairs leading to the studio and in the art room shed). Please make sure to fold them back in their place after use.

Yoga mats & meditation cushions

Yoga mats are provided in the studio and the art room. Facilitators are responsible for making sure the mats swiped clean if needed, rolled up and stored away at the end of their class.

Projector

The Centre has a projector available for hire upon reservation. The fee is of £15 full day and £10 half day. Please get in touch with the office for more details.

Soundsystem

The Centre has a sound system available for hire. The fee is of £20 full day and £15 half day. Please get in touch with the office for more details.

Fire wood

When hiring the garden, fire wood can be provided for the fire pit for fee of £20 per bag. A responsible person should be appointed by the hirer who will be in charge of the health and safety around the fire during the event. The hirer is also responsible to putting out the fire at the end of the event.

Liability and Insurances

The Salisbury Centre facilities are covered by appropriate Public Liability Insurance.



All Facilitators/Therapists are required to take out their own Professional Indemnity Insurance.

Proof of this (photocopies) should be delivered to the office. Therapists should also provide certificates demonstrating their qualification(s), as well as current registration with a relevant professional body.

All of this documentation should be kept up to date with The Salisbury Centre office.

Damages

Any damages or maintenances issue should be reported to the office in person or on office@salisburycentre.org immediately. Any damage done by people or animals connected to a room hire must be paid for by the room hirer and we operate an honesty policy in this respect.

Keys

For out-of-office-hours access, you may be issued with a set of keys to The Salisbury Centre.

A £10 deposit will be required. The keys that you hold on loan from The Salisbury Centre remain the property of The Salisbury Centre.

When you no longer require them for the purpose for which they were issued, you will be responsible for returning them to the office and receive your deposit back.

Please do not mark these keys in any way that will identify them as The Salisbury Centre front door keys.

If you lose the keys, report the loss to The Salisbury Centre office immediately.

It is of great importance that the security of The Salisbury Centre is not compromised and we ask you, therefore, not to lend, give away or share these keys with anyone; not even another registered key holder.

Garden

All individuals using The Salisbury Centre enjoy equal shared access to the rear garden.



Please respect the privacy and peace of others using the Library or Garden Room when accessing the rear garden.

When in the rear garden please respect the privacy and peace of our neighbours and other users of the garden as well as those in the building.

When you or members of your group access the garden, please ensure you shut both back doors (bolt the outer and double-lock the inner) when you come in. The back door poses a security risk to all. If others are still using the garden when you come in, it is their responsibility to lock up, but you should inform them that you are leaving.

The garden is available for hire at the same rates as the library.

Kitchen

All groups using The Salisbury Centre enjoy equal shared use of the kitchen.

Everyone is free to use any utensils, appliances, etc...

Please wash up, clean up and tidy away after your group has used the kitchen. We ask that you make use of the dishwasher rather than washing up by hand to ensure the level of cleaning required in a public place. Kindly follow the instructions on the sign above the sink and that affixed to the dishwasher. If you must hand wash – say pots and pans – please dry and put the items away. Please do not leave things stacked on the surface by the sink. Additional tea towels can be found in the boiler room.

After making a hot drink, please do not leave used spoons on the surface. Pop them in the dishwasher right below. Please put tea bags in the compost bin. Coffee and tea is provided at a recommended 50p per cup.

Use of the kitchen equipment is at your own risk. **Electrical or gas appliances should not be left on unattended.** If you use the urn, please unplug and empty it at the end of your session.

Please do not unplug the fridge.



Please pay attention to the instructions on the various refuse bins. These are in accordance with the City of Edinburgh Council's refuse removal and recycling services and everyone is therefore required to adhere to them. If you find a bin full, particularly over the weekend when the Centre isn't staffed, you may wish to assist by taking the full bin outside to the bins in the front garden.

Food may be kept in the fridge. Please ensure anything left in the fridge is sealed or covered properly and is labelled for personal or community use. Please refer to instructions on the wall above the fridge.

Food left outside the fridge must be sealed in airtight storage containers.

Food should never be left open, as this attracts mice to the work surfaces and cupboards.

Please remember to keep noise levels down, as while you are relaxing in the kitchen, others may be busy meditating, etc. nearby.

Candles

Candles may only be used in glass tea light holders or on a glass, ceramic or metal base. Tea light holders are provided in all rooms. Should you need more or larger bases for candles, please bring them with you.

Please do not leave any candles burning unattended, as this is a fire hazard.

Please do not carry around candles that are burning or while the wax is still runny, to prevent wax spills that are difficult to clean.

Always snuff candles before you leave a room, even if only for a short break.

Children and Animals

The Salisbury Centre is open to all beings, but we must note that children and animals must be supervised for their own safety and that of others in the Centre. Badly behaved animals must be taken away immediately.



Smoking/Alcohol

Smoking (including vaporisers and electronic cigarettes) and alcohol consumption are not permitted anywhere on the premises, including the garden.

Troubleshooting

In the unlikely event of power sockets or lights 'tripping', you should be able to reset the switch on the main board which is located in a built-in cupboard in the entrance hall, to the right of the inner front door.

If you need to replenish or refresh towels, dish cloths, toilet paper or soap, these are kept in the Laundry (in the passage leading to the Kitchen, below the stairs to the Studio), along with cleaning materials and equipment if needed in an emergency.

Storage & Lost Property

The Salisbury Centre does not provide a storage facility. Room hirers are not permitted to leave any personal effects or equipment anywhere on the premises outwith their hires.

If you would like to be able to leave a room set up overnight – for example, from Saturday evening to Sunday morning – please discuss this with the office. Pending availability and within reason, this may be arranged at an additional charge equivalent to two hours' rent in the case of full-day bookings.

The Salisbury Centre accepts no responsibility for any personal effects left anywhere on the premises.

We will keep items found for a limited time – up to 1 month and store it in the 2nd drawer of the entrance cabinet. They will then be given to a local charity or reused in the Centre if appropriate.

Contact office@salisburycentre.org.



Right of Admission

The Trustees and appointed staff of The Salisbury Centre reserve the right to refuse entrance to individuals, or request them to vacate the premises if their conduct is considered disruptive, disrespectful or wilfully in breach of our conditions of use, or if they are found to be intoxicated.

This applies to Room Hirers, their groups or clients, or any other member of the public.

Administrative staff

Please note that our administrative staff are employed to manage the day-to-day running of The Salisbury Centre only and are not authorised to handle administrative duties for Room Hirers, for example contacting clients on your behalf or printing or copying.

Our office also doesn't provide a reception or telephone service to users of The Salisbury Centre.

Please refrain from using our office as a breakout space and disturbing our staff from doing their work.

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WiFi

Access to The Salisbury Centre's broadband service is free to all users, but not a supported service you may insist on. We cannot guarantee reliable connection or signal, so please make sure any presentations, etc. you may need to access during your workshop are downloaded onto your device. Please be responsible and considerate to other users and do not do any heavy internet work here in the Centre. Please get in touch with the office (office@salisburycentre.org) to request the wifi password.

Hiring a room

How to hire a room / Booking Requests and Bookings

Please email your room hire requests to office@salisburycentre.org. If we are able to meet your requirements, we will provide you with an invoice detailing the rooms, dates and times agreed, as



well as the cost and payment terms. You may only use The Salisbury Centre for events, courses and practice approved by the Trustees.

New Facilitators/Therapists or Facilitators/Therapists seeking to do new work at The Salisbury Centre are requested to submit a brief written (per email) proposal for approval. This proposal should introduce the Facilitator/Therapist, describe the proposed activities, and demonstrate how these activities fit with the Mission and Vision of The Salisbury Centre as published on our website.

If the nature of your work at The Salisbury is to change in any way, you are required to notify us of this so that we may reconsider your proposal. The Trustees reserve the right to give one month's notice to Facilitators/Therapists who are found to practice in contradiction with what was agreed, or who do not observe our terms and conditions or who are found to act in a disruptive manner.

Room hirers are advised to not assume availability of a room, unless they are in possession of a written contract or booking for the time in question.

Hire rates are listed on [our website](#).

Timing and minimum charge

Bookings can start and finish on the quarters of hours only, e.g. 08:00, 08:15, 08:30 or 08:45. All other start times will be charged from the preceding quarter of an hour, and all other end times will be charged up to the following quarter of an hour.

The minimum hire period on all rooms is one hour, except for peak times in the Studio, when a minimum hire period of two hours applies.

Consecutive fractions of hours up to 30 minutes will be charged as an additional half hour, based on the 1 hour rate while anything over 30 minutes will be charged as an additional one hour. (ie, no 15 minute booking fees)

Discounts on longer hires apply to consecutive hours booked only, so if you take a break in-between bookings on the same day, the clock starts at zero again after your break.

Recurring bookings



Where possible, recurring bookings may be secured on a regular (e.g. weekly or monthly) basis, and extend beyond 2 months. Such bookings are guaranteed for the duration booked, invoiced, and deposit paid only.

The Cancellation Policy applies to all bookings placed and invoiced, including recurring bookings.

Recurring bookings will enjoy priority over ad-hoc bookings. Room hires are considered regular only under a minimum six-month contract. All other times may be claimed under new contracts at any time, without any notice to any room hirers.

While the Salisbury Centre will keep recurring bookings “pencilled in” for the foreseeable future, it is the responsibility of the hirer to communicate in good time about future bookings.

Block bookings by contract

Pending availability, Room Hirers are encouraged to take out a Contract for regular times.

Contracts can be negotiated for a weekly block of time(s) guaranteed for either six months or one year.

A 5% discount applies for contract bookings. This means a room hirer has a regular booking they can rely on, without having to arrange availability with the office.

A block is the length of time the room is booked and would encompass any “changeover” time the hirer needs between sessions. Contracts are permitted on a weekly basis only. Hirers may ‘club together’ to share weekly block bookings among themselves. Hirers holding contract blocks may swap or transfer time slots among themselves, but the original invoiced ‘owner’ of the booking remains responsible for the hire payable to the Salisbury Centre. Hirers may only share/swap bookings with other Hirers already authorised to work at The Salisbury Centre.

Contract bookings are billed monthly in arrears for each block. Invoices are payable within seven days. Hirers holding contract bookings are responsible for the weekly rental charges regardless of whether the room and all sessions were used – except in the case of pre-arranged rent holidays.

In other words, no cancellations are permitted on Contract Blocks.



Contracts are binding for the term contracted and cannot be cancelled. Therefore, the Changes to Bookings Policy only applies to changes to dates/times; not cancellations.

Rent Holidays for Contracts

Contracts include rent-free allowances (rent holidays) to use as and when needed.

A six-month contract includes up to two weeks' rent holidays (plus the two weeks around Christmas and New Year where relevant, when The Salisbury Centre is closed), while a one-year contract offers four weeks' rent holidays (plus the two weeks around Christmas and New Year, when The Salisbury Centre is closed).

The Salisbury Centre requires fourteen days' written (email) notice of your wish to take a rent holiday.

Deposits

Deposits apply for bookings outside block booking contracts. Whilst we prefer 100% of the hire fee is paid upon receipt of your invoice a minimum 50% deposit is required to secure a booking. We are under no obligation to hold rooms and/or promote your work where this deposit has not been paid. If a deposit remains unpaid after seven days from the invoice date, The Salisbury Centre reserves the right to offer the time slot to other hirers.

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Billing

Upon your request for a new hire, you will receive an invoice for the full schedule, detailing all dates and times.

It is your responsibility to check all details on the invoice(s) are correct. If you do not notify us of any errors and changes required or that you no longer require the booking within 48 hours of issue, you become liable for payment(s) according to the Terms and Conditions set out in this document and in the invoice, and the Cancellation Policy comes into force.

As above a minimum of 50% is payable immediately. If a deposit remains unpaid after 7 days from the invoice date, we reserve the right to re-advertise the room.



Any balance is payable within 7 days before each respective date billed. A £5 late payment fees will be applied after the due date for the first reminder and £20 for the second.

Where alternative monthly billing has been arranged, monthly bills are payable within 7 days from the last date booked in that month. A £5 late payment fee will be applied after the due date for the first reminder and £20 for the second.

Remittance

The Salisbury Centre doesn't have the facility to receive card payments and due to high banking fees, The Salisbury Centre will not accept payment by cheque. BACS payments are preferred.

Please email office@salisburycentre.org to advise of payments made.

Our bank details are as follows:

Payee/Account name: The Salisbury Centre SCIO

Bank: Unity Trust Bank

Sort code: 608301

Account Number: 20336123

Reference: Your booking reference / invoice number

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We prefer not to be paid in cash however, cash may be handed in at the Office to a member of staff only, during Office hours. A receipt will be issued for all cash received in-hand. Kindly don't post cash or leave cash at/under the Office door or in the box outside the office. The Salisbury Centre cannot assume responsibility for cash payments lost in the post or in the building.



Discounts

The Salisbury Centre is a charity and operates on a tight budget. Our room hire rates are based on absolute baseline operational costs. Discounts in room hire should be applied for formally, based on a genuine need only. Where discount is offered at the Centre's discretion, the Room Hirer may be asked for volunteering in lieu. Discounts for building up clients or a group may be granted at our discretion.

Cancellation & Rescheduling Policy

Please notify us of your intention to cancel or amend/change a booking in writing to office@salisburycentre.org.

If a change of booking is requested respecting the below time frame, a £3 fee will be charged for any changes to a confirmed booking (ie a booking that has been invoiced).

For the Studio and Art Room:

Bookings cancelled before 6 weeks before the event will be fully refunded (minus admin fee).

Bookings cancelled after 6 weeks before the event will be subject to the total room hire cost.

For the Wellspring room, the Garden room and the Library:

Once week notice or more: No charge (minus admin fee)

Less than one week notice: Full hire rate payable

Note that the Cancellation & Rescheduling Policy also applies to any changes in dates or times and cessation of your work at The Salisbury Centre. Bookings or deposits are not transferrable.

The Salisbury Centre may – at their own discretion – consider discounted charges where a cancellation/Rescheduling was the result of – for example – illness or a bereavement.

Cancellations/Rescheduling due to acts of God or similar unforeseeable circumstances will be refunded only when The Salisbury Centre was unable to provide the rooms booked. Partial refunds or waivers may be considered at our discretion under these circumstances.

In case of an early cancellation, the Salisbury Centre will raise a credit note for any monies paid.



Should you require a refund instead, an administrative charge of 10% - up to a maximum of £20 – applies.

Refunds will be paid by BACS to a UK bank account only. Please provide your UK bank details for this purpose – or that of a third party if you don't have a UK bank account.

Promotion – Social Media & Website

If you would like The Salisbury Centre to advertise your event, course or therapy offered at The Salisbury Centre, we can provide a full page with text and photo on our website at an extra cost of £3. Please send details in plain text, so we can copy and paste this to our website. Pictures are to be sent in JPG or PNG formats. Please do not send PDFs.

If you have a webpage or Facebook event set up to display details of your work or to take bookings, please provide us with the URL for this to share, or better ask us to be co-hosts by ticking the appropriate box on your FB event when you set it up.

Follow us on [Facebook](#), then share your Facebook post and/or event with us so that we can repost and share.

The Salisbury Centre doesn't have the facilities to print promotional materials. We are happy to display your posters and/or flyers in The Salisbury Centre if you post or deliver them to us. (Posters for the entrance hall should be A5 or A4 portrait format). We will also at our discretion display posters for your events elsewhere.

Please, instead of displaying them yourself, leave any posters and flyers in our indoor letterbox or by the office door and we will do the necessary. Unauthorised posters and flyers will be removed.

Note that you are responsible for taking your own bookings and payments, and for handling queries relating to your event. Please ensure we have your correct contact details to share along with your event details.



Complaints, requests and suggestions

Should you have a complaint, request or suggestion, please make this in writing to the Office – either by email to office@salisburycentre.org, or by leaving a message to the office at the indoor letterbox next to the Office door. Your communication will be handled and/or distributed by the administrative staff, with escalations referred the Trustees.

GDPR / How we use your Personal Information

All personal information provided when hiring a room is stored electronically in our system with access provided only to office staff. As a rule, we avoid to store paper copies of any document provided by room hirers. The few documents we hold are stored in a locked cabinet which is accessed only by the manager.

Emergency contacts

In case of life-threatening emergency, please refer as a priority to the emergency services calling 999.

Please, once the emergency services have been contacted, get in touch with the Salisbury Centre people to report the incident.

During opening hours, please see with the Salisbury Centre staff onsite. When outside of office hours, an emergency contact list is provided in the bottom drawer of the entrance hall cabinet.

Please contact us if you have any questions or further issues: **+44 (0)0131 667 5438**,

www.salisburycentre.org

Virginia Bjertnes

Centre manager

virginia@salisburycentre.org

Maria Almudena Garrido Diez

Office Administrator

office@salisburycentre.org

