



Terms and conditions for Bookers

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For more information about The Salisbury Centre and our ethos [click here](#)

Opening Hours

The Salisbury Centre Office is staffed 11:00-14:00 Tuesday, Thursday, and Friday with exceptions for illness and other unavoidable circumstances. Access to the Centre outside of these hours is possible per agreement with the Office.

Room may be hired between 07:30-22:00 daily. Loud activities and drumming are not allowed after 21:00. The building is to be fully vacated by 22:00.

The Salisbury Centre is closed and not operational for two weeks in over the Winter holidays and New Year. Please contact the office for exact dates.

Use of the Venue

The Salisbury Centre does not provide a reception service. You are responsible for all aspects regarding bookings and marketing, communication, room information, receiving your groups/clients and answering the doorbell to your own attendees (even during office hours) and not exceeding booking times. You may appoint someone to do this on your behalf. If you have any special requirements or changes to your booking, please email or speak with the Office Administrator.

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.

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

You are under no obligation to answer the door or admit anyone unknown to you. A list of groups active on any given day will be displayed on the notice board in the entrance hall.

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. Please read our health and safety document for our fire evacuation information.

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. 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.

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

We allow a buffer between bookings of 15 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.

Closing up

Please time yourself and ensure you vacate your booked room on time, as another group may be booked to use it after you (even if this is not on the timetable).

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 2.5 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 packing up after your session, please check everything over as you, the hirer, are responsible for this.

The lights in the corridor, kitchen and toilets are on a PIR system.

You are responsible for ensuring all members of your group depart from the building through the front door (not fire escapes) before you leave, and that doors are not left open by them.

If you are the last one leaving, please ensure the back door is shut and bolted (checking that nobody is in the garden) and that both the inner and outer front doors are securely locked.

Entering the building

The centre will send out entry information to recurring bookers and new hirers at the time of booking or at the beginning of each month. If invoices are left unpaid information about entering the building will not be sent.

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.

Access

For access information including physical accessibility and travel information please [click here](#). For further information please email office@salisburycentre.org

Hiring a room

Please email your room hire requests to office@salisburycentre.org. If we can 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.

All hirers will be required to complete a private hire form. A new form is required per new event. If you are a regular booker, you will be required to complete a new form annually.

New therapists to the centre are required to meet a member of the Salisbury Centre prior to booking.

New facilitators and therapists are required to send in copies of their professional indemnity insurance, certifications, and membership to a regulating body (if applicable).

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](#).

Timings and minimum charge

There is a minimum charge of 1 hour hire of any room. Booking can finish on quarter hours; however, we do not offer 15-minute fees. Hirers will be charged in 30-minute intervals after the initial hour hire.

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

Payments and Cancellation Policy

Deposits

All bookers are required to pay a 50% deposit within 7 days of receiving an invoice to secure your booking. It is your responsibility to check all details on the invoice(s) are correct. You are required to notify us of any errors and changes required within 7 days. We are under no obligation to hold rooms

and/or promote your work where the 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. We do prefer payments to be paid in full.

Full payment must be made prior to the date of hire.

Cancellation Policy

Cancellation Policy applies to all bookings paced and invoiced, including recurring bookings. 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. 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 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 or a refund for any monies paid.

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.

It is the responsibility of the recurring booker to let the office know about any planned breaks and holidays no less than 2 weeks prior to a planned break.

Room/s	Cancellation policy
Studio and Art Room	6 weeks or more: full refund 4 weeks or more: 75% refund 3 weeks or more: 50% refund Less than 2 weeks: no refund
Garden	3 weeks or more: full refund 2 weeks or more: 50% refund Less than 2 weeks: no refund
Library	2 weeks or more: full refund 1 week or more: 50% refund

	1 week or less: no refund
Garden Room and Wellspring Room	48 hours: full refund Less than 48 hours: no refund

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 on your invoice and available from the office on request. Please use your invoice number as the payment reference.

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. Discount is offered at the Centre's discretion.

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 deciding.

WiFi

Access to The Salisbury Centre's broadband service is free to all users. We cannot guarantee reliable connection or signal and cannot be held responsible for any outages or patchy service.

Therefore 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.

The WiFi password is SaLiSwlfl. It can also be located on the noticeboard in the foyer and kitchen.

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 storing 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 manage

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.

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 documentation is stored on the Salisbury Centre private online data base.

Damage and maintenance

Any damage or maintenance issues should be reported to the office in person or on office@salisburycentre.org immediately. We would expect any damage done by people or animals connected to a room hire to be paid for by the room hirer and we operate an honesty policy in this respect.

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 to the Trustees.

Other services

Storage is available at the centre however this is limited and all users who store items at the centre must pay a storage fee. If you would like to store any items at the centre, please email office@salisburycentre.org to discuss details and costs.

If you would like to use the centre as your registered office address, please email office@salisburycentre.org. There is a monthly £10.00 payment for this service.

Unique team away experiences (please email with what you are interested in including to your team away day).

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:

Main Office: 0131 667 5438

Office Administrator: 07572 684577

Centre Manager: 07765 423444

Building and Room information

Kitchen

The centre kitchen is available to be used by all users of the centre. Coffee, tea, and oat milk are available, and donations are most welcome.

No alcohol is allowed on the premises including the Garden. For ethical, ecological, and spiritual reasons, many centre users, residents and team members are vegetarian or vegan. For some this is a deeply held belief and important to their ability to feel comfortable and/or create a sacred space for their spiritual practice. We ask that all attending the centre please be sensitive to these considerations, as well as ecological sustainability of animal products and food packaging, when deciding what food to bring to the centre. For health and safety reasons, as well as for the comfort of all centre users, no meat or fish is to be cooked or prepared 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.

Eating in rooms

If you serve refreshments in any room, please take care to clean all surfaces afterwards.

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 (rather than hand washing) for all items – this is for hygiene reasons. 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. 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. 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.

No foodstuff may be left in any rooms other than the kitchen cupboards and refrigerator (this is to discourage mice).

All rubbish must be put into the appropriate bins as labelled in the kitchen.

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. 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 under the sink.

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 lawn and fire pit are available for hire, but exclusive hire of the entire garden is not available as staff/volunteers may need to access the vegetable garden, sheds, etc

Room Furnishing

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 you're 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, as this blocks fire exit routes and is a trip hazard.

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 always **closed**.

Equipment and materials

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 annex). Please make sure to fold them back in their place after use. Chairs are available in all rooms.

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.

Firewood

When hiring the garden, firewood 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.

Blankets

Blankets are available in all rooms. We request that you please put them away neatly after use.

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 holders for candles, please bring them with you. Candles that could drip wax onto surfaces must not be used. Please exercise extreme caution with the placement of candles to ensure that they are not below or close to items that might catch fire (such as curtains, dried flowers, paper, soft furnishings, blankets).

Please do not under any circumstances leave any candles burning unattended,

as this is a fire hazard. Always snuff candles before you leave a room, even if only for a short break. 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.

Children and Animals

The Salisbury Centre is open to all beings. Please take responsibility for ensuring that your children (and animals) treat the centre, including the garden and plants, with respect, and do not leave them unsupervised at any time as there is a pond, tools, chemicals, 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 out with 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.

They will then be given to a local charity or reused in the Centre if appropriate.

Contact office@salisburycentre.org