# **Down to Earth Project**

## **Venue Hire – Terms & Conditions**

### **1. Booking & Confirmation (via Lemon Booking Platform)**

* All venue hire bookings must be made via the **Down to Earth Lemon Booking Platform**.
* At the time of booking, you will be asked to review and agree to these Terms & Conditions via a **confirmation tick-box**.
* Once your booking is submitted, it will be **provisionally held** and reviewed by our team.
* You will receive an **email confirmation and invoice** if your booking is accepted.
* A **25% non-refundable deposit** is required to secure your booking.
* Your booking is **not confirmed** until payment of the deposit is received.

If your event is within 4 weeks, **full payment is required immediately** to confirm the booking.  
You are responsible for ensuring that all event details provided are accurate and complete.

### **2. Payment Terms**

* A **25% deposit** is due upon confirmation to secure your booking.
* The **remaining balance is due 4 weeks prior** to your event.
* If your booking is made within 4 weeks of the event, **full payment is required immediately**.
* Failure to pay on time may result in cancellation of your booking and loss of deposit.

### **3. Cancellations & Amendments**

All cancellations must be submitted **in writing** (email is acceptable). Charges apply based on how far in advance the cancellation is made:

|  |  |
| --- | --- |
| **Notice Period** | **Cancellation Charge** |
| More than 6 weeks | 25% deposit retained |
| 3 to 6 weeks | 50% of total hire cost charged |
| Less than 3 weeks | 100% of total hire cost charged |

* Amendments (e.g. date/time changes) are subject to availability and may incur an admin fee.
* If **Down to Earth cancels** due to unforeseen circumstances (e.g. extreme weather, site issue), a **full refund** will be issued.  
  We cannot cover your external costs (e.g. travel, catering, or suppliers).

### **4. Access, Setup & Overruns**

* Access is permitted strictly during your **booked hire window**.
* Setup and pack-down must be completed **within your booking slot**.
* Additional time must be arranged and paid for in advance.
* Early arrival or late departure **without prior agreement** will incur a **£50 fee per 30 minutes** of overrun.

### **5. Quiet Hours & Community Respect**

* **Quiet hours begin at 11:30pm** at all Down to Earth sites.
* We ask all guests to behave respectfully towards other site users, staff, and our surrounding community.
* Events that breach noise limits or quiet hours may be ended early at D2E’s discretion.

### **6. Use of the Venue**

* You may only use the spaces included in your booking.
* Furniture may be rearranged during the hire but must be returned to its original position before departure.
* No unauthorised equipment, decorations, or alterations may be made to the space.
* No nails, staples, or tape on walls or ceilings. No smoke machines or open flames indoors.
* **Smoking and vaping** are allowed only in designated outdoor areas.

### **7. Cleaning & Waste**

* The venue must be left **clean and tidy**:
  + All rubbish to be removed or disposed of in bins provided.
  + Floors swept and surfaces wiped if mess is created.
  + Kitchen, toilets, and shared spaces left in a clean condition.
* Failure to do so will result in a **cleaning fee charged at cost**.

### **8. Health, Safety & Risk**

* A brief **site-specific safety welcome** will be provided upon arrival.
* You are responsible for your group’s safety and conduct during your hire.
* You must ensure all **fire exits are kept clear** and guests are aware of evacuation procedures.
* Children must be supervised at all times.

### **9. Insurance & Liability**

#### **9.1 For Businesses, Community Groups, or Public Events:**

* You **must have your own public liability insurance** (minimum £1 million is recommended).
* Proof of cover may be requested before your event.

#### **9.2 For Private Events (e.g. Weddings, Parties):**

* While not required, you are **strongly advised** to take out **event insurance** to cover:
  + Public liability
  + Supplier failure
  + Cancellation due to unforeseen circumstances

**Down to Earth is not liable** for injury, loss, or damage during your event unless caused by our own negligence.

### **10. External Contractors & Suppliers**

* Any external suppliers (e.g. caterers, musicians, instructors) must:
  + Be pre-approved by Down to Earth.
  + Provide their own insurance and equipment.
  + Follow all relevant health and safety guidance.
* All electrical items must be **PAT tested** and used safely.
* You are responsible for their conduct and any damage they cause.

### **11. Force Majeure / Site Closures**

In the unlikely event that Down to Earth must cancel due to:

* Flooding
* Severe weather
* Utilities failure
* Staff illness
* Emergency site closure

We will provide a **full refund** of hire fees paid.

We cannot cover your additional costs (e.g. transport, external supplier fees, or third-party losses).

### **12. Changes to Terms**

* These Terms & Conditions are current as of your booking date.
* Down to Earth reserves the right to update these terms periodically.
* The version you agreed to via the Lemon Booking Platform will apply to your hire.

## **✅ Summary Checklist**

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| --- | --- | --- |
| **Item** | **Your Responsibility** | **Timing / Fee** |
| Deposit | 25% non-refundable | Due on confirmation |
| Full payment | Remaining 75% | 4 weeks before event |
| Cancellation (3–6 weeks) | 50% charged | Per cancellation terms |
| Cancellation (<3 weeks) | 100% charged | Per cancellation terms |
| Overruns | £50 per 30 mins | Charged post-event if applicable |
| Cleaning/damage | Charged at cost | If additional work required |