# VENUE HIRE TERMS & CONDITIONS

**Last updated: November 2026**

## 1. About These Terms and Conditions

1.1. These Terms and Conditions apply to the hire and use of spaces at St Ethelburga's Centre for Reconciliation and Peace, 78 Bishopsgate, London EC2N 4AG (the "Venue").

1.2. These Terms apply to all individuals and organisations hiring the Venue, to the extent permitted by applicable law.

1.3. The Venue is owned by St Ethelburga's Centre for Reconciliation and Peace, a charitable company limited by guarantee, registered in England and Wales under company number 06408424 and registered charity number 1121983 (the "Charity").

1.4. St Ethelburga's Centre (Trading) Limited is a wholly owned subsidiary of the Charity, registered in England and Wales under company number 10300521 (the "Trading Company").

1.5. The contract for your venue hire will be with either the Charity or the Trading Company, as specified on your invoice. References to "St Ethelburga's", "the Centre", "we", "us" or "our" mean the relevant contracting entity.

1.6. References to "you", "your" or "the Hirer" mean the individual, company or organisation to whom the venue hire invoice is addressed.

1.7. References to "your Group" include all attendees, guests, employees, contractors, suppliers, performers, speakers, caterers and other individuals attending or working at the Venue in connection with your event.

1.8. References to a "third-party platform" mean any external website or online service through which the Venue is advertised or bookings are made.

### 1.9. Acceptance of These Terms

Payment of a venue hire invoice or the acceptance of a venue hire booking offer through any third party platform constitutes your acceptance of these Terms and Conditions and creates a binding agreement between you and the relevant contracting entity identified on the invoice.

By making payment, you confirm that you have read, understood and agreed to comply with these Terms and Conditions, and that you will ensure that all members of your Group are made aware of and comply with the relevant requirements.

These Terms and Conditions apply to the entire period of your hire, including access for setting up and clearing away.

Where a booking is made through a third-party platform, payment and acceptance may also be subject to the platform's applicable terms and conditions.

**Contact details**

Telephone: +44 (0)20 8064 1635
Email: venuehire@stethelburgas.org
Address: 78 Bishopsgate, London EC2N 4AG

# 2. Booking Confirmation and Payment

2.1. A booking will only be confirmed and added to the Venue diary once full payment of the relevant venue hire invoice has been received, unless alternative payment arrangements have been agreed with us in writing.

2.2. The invoice(s) will specify the agreed venue hire space, date, times, hire charges and any additional services or equipment included in the booking.

2.3. By paying the invoice, you confirm your acceptance of the agreed hire arrangements and these Terms and Conditions.

2.4. Any changes to your booking must be requested in writing, either by email or through the relevant third-party booking platform. We will make reasonable efforts to accommodate requested changes but cannot guarantee that they will be possible.

2.5. Full payment means payment of the total amount stated on our invoice(s) or in the booking offer issued through a third-party platform.

2.6. Any additional items, services or changes not included in the original invoice will be charged separately.

2.7. Additional costs incurred during your event, including extended use of the Venue, additional equipment or additional staff time, will also be invoiced and payable immediately.

2.8. Venue hire fees, equipment charges and other associated costs are subject to periodic review. If charges change between your initial enquiry and confirmation of your booking, we will discuss the revised costs with you before issuing the invoice.

# 3. Right to Refuse or Decline Bookings

3.1. St Ethelburga’s reserves the right to decline any booking enquiry or refuse a request to hire the Venue at its discretion. An enquiry, provisional quotation or discussion about availability does not constitute a confirmed booking or guarantee that a booking will be accepted.

3.2. While we aim to accommodate a wide range of events and activities, we reserve the right to refuse a booking where, for example:

- The proposed event, activity or intended use is inconsistent with the charitable objectives, values or ethos of St Ethelburga's.
- The nature or content of the event may reasonably be considered inappropriate for the Venue or may cause reputational damage to the Charity or Trading Company.
- The proposed activity presents unacceptable risks to the safety, security or wellbeing of staff, visitors, attendees or members of the public.
- The event may involve unlawful activity or breach applicable legislation, licensing requirements or regulatory obligations.
- The Hirer has previously failed to comply with our Terms and Conditions, has outstanding unpaid invoices or has a history of inappropriate or unacceptable behaviour towards our staff.
- The proposed event requires facilities, staffing, equipment or arrangements that we are unable to provide.
- The requested date or time conflicts with the operational requirements, charitable activities or other commitments of the Centre.
- The proposed use of the Venue is inconsistent with its historic, architectural or practical requirements.
- The booking would create unreasonable operational demands or disproportionate costs for the Centre.
- Accepting the requested hours would restrict our ability to make effective use of the Venue for other bookings that day.

# 4. Cancellation and Termination

## 4.1. Cancellation by the Hirer

If you wish to cancel a confirmed booking, you must notify us immediately in writing by email or through the relevant third-party booking platform. We cannot accept cancellations made by telephone.

## 4.2. Cancellation within the Grace Period

You may cancel your booking without further financial obligation within 24 hours of payment of the venue hire invoice, provided that your event is scheduled to take place at least 48 hours after the cancellation request.

## 4.3. Cancellation Charges

Where a booking is made less than 48 hours before the event, or where cancellation takes place more than 24 hours after payment, the following cancellation charges will apply:

- **60 or more calendar days before the event:** Full refund.
- **Between 30 and 60 calendar days before the event:** 50% refund, less any applicable third-party platform service fee. Such fees are outside our control.

- **Less than 30 calendar days before the event:** No refund will be given.

### 4.4. Cancellation or Termination by St Ethelburga's

We reserve the right to cancel or terminate a booking, with immediate effect upon written notice, where we reasonably consider that:

a. The proposed event is likely to bring the Charity or Trading Company into disrepute or cause significant reputational harm.

b. The event may involve a breach of applicable laws or regulations.

c. The event is inconsistent with or may undermine the charitable objectives of the Charity.

d. The event is materially different from the description provided to us at the time of booking or from any subsequent changes agreed with us in writing.

e. The expected number of attendees exceeds the maximum permitted capacity stated on the booking form or otherwise agreed in writing.

f. You have materially breached these Terms and Conditions.

We may also take immediate action where a breach cannot reasonably be remedied, or where allowing the booking to continue would create a risk to people, property, legal compliance or the Venues interests.

4.5. Where we terminate a booking under this section, cancellation charges may apply at our discretion, taking into account the circumstances and the reason for termination.

4.6. We may also cancel or terminate a booking without liability where circumstances beyond our reasonable control make it impossible or impractical to provide the Venue. These circumstances include, but are not limited to, fire, emergency repairs, safety concerns, other emergencies, acts of God, refusal or withdrawal of a necessary licence, and industrial action involving our employees or third parties.

## 5. Venue Access and Use

5.1. Once your booking has been confirmed, you will have access to the hired space only during the dates and times specified on your invoice or otherwise agreed with us in writing. Your booked hours are your hours of access to the site.

5.2. You must allow sufficient time for setting up and clearing away when arranging your booking. Your event must finish, and the hired space must be vacated and cleared, by the agreed finish time.

5.3. A member of our team will be available to show you the space and provide reasonable assistance where appropriate. However, responsibility for setting up and clearing away rests with you.

5.4. Additional occupation time, caretaker time or staff time required as a result of an overrun or failure to leave the Venue in the agreed condition may incur additional charges.

5.5. Any accident or injury occurring at the Venue must be reported immediately to the member of staff facilitating your event and recorded in the Venue Accident Book. Any damage to the building, equipment or contents must also be reported immediately.

### 5.6. Care of the Building and Its Contents

The Venue is a Grade I listed building. All Hirers and their Groups must take particular care to protect its historic fabric and contents.

The following rules apply:

- Nothing may be attached to walls, ceilings or floors without prior approval.
- Only white tack may be used, and only in appropriate locations.
- Any electrical equipment brought into the Venue must be PAT tested and approved by us in advance.
- Shoes must not be worn inside the Tent.
- No furniture, fittings, equipment, artworks or other contents may be moved without permission.
- All instructions provided by staff regarding the care and use of the building must be followed.

5.7. You are responsible for the cost of repairing or replacing any damage caused by you or any member of your Group to the Venue, its fixtures, fittings or contents.

5.8. Attendance must not exceed the maximum number approved for your booking without our prior written permission.

5.9. You must not use the name, trade name, trademark, service mark, logo or other identifying symbol of the Charity or Trading Company without prior written permission.

5.10. You must not sublet, sublicense or share occupation of the Venue with another individual or organisation without our prior written permission.

5.11. Company signs, notices, promotional materials or other displays must not be put up without prior written approval. All approved materials must be removed immediately after the event.

5.12. Hiring the Venue does not imply any endorsement, sponsorship, partnership or affiliation between St Ethelburga’s and you, your organisation or your event.

5.13. Smoking, vaping and the use of e-cigarettes are prohibited in all indoor areas as well as the courtyard immediately surrounding the Tent.

5.14. You must leave the Venue in accordance with the standards set out in Schedule 1.

## 6. Catering and Refreshments

6.1. The Centre can provide tea, coffee and biscuits at a charge of £3 per person, per serving or tea, coffee and biscuits & fruit at a charge of £4 per person, per serving.

6.2. We do not provide general catering services. You may bring pre-prepared food or arrange for food to be delivered to the Venue.

6.3. Where food is prepared, supplied or served by you or a third-party provider, appropriate public liability insurance must be in place.

6.4. Waiting staff and bar staff must be arranged through the Venue.

6.5. Food and drink may be consumed in the Tent, provided reasonable care is taken to avoid damage or spillages. Additional cleaning charges may apply where necessary.

6.6. Kitchen access is only available when hiring the Nave.

6.7. Where alcohol is served, an 18+ policy must be enforced. You are responsible for ensuring that alcohol is not served to anyone under the age of 18.

# 7. Equipment and Technical Facilities

7.1. Subject to availability and the applicable hire charges, the Centre can provide:

- Projector (Nave only).
- Sound equipment (Nave only).
- Microphones (Nave only).
- Flipcharts.

7.2. We reserve the right to adjust or reduce music and sound levels where we consider them unreasonable or disruptive to other activities, staff, neighbours or the surrounding environment.

7.3. Sound systems other than those available for hire at the Venue must not be used without our prior consent.

7.4. Drinks and other liquids must not be placed near speakers or electrical equipment. Liquid damage may cause equipment failure and disruption to the Venue's electrical systems.

7.5. Printing, photocopying, telephone calls and other administrative or business services are not included in the hire fee. Such services may be available by prior arrangement and may incur additional charges.

# 8. Health, Safety and Security Requirements

8.1. You and your Group must comply with all applicable health and safety requirements and the Centre's fire, emergency and safety procedures.

8.2. Fire exits and emergency escape routes are clearly displayed throughout the Venue. These routes must remain unobstructed at all times.

8.3. You and your Group must comply with all security requirements and follow reasonable instructions given by members of staff.

8.4. You are responsible for ensuring that all attendees are made aware of any relevant safety requirements and behave in a way that does not endanger themselves or others.

8.5. We reserve the right to take immediate action where a safety, security or safeguarding concern arises.

# 9. Respectful Behaviour and Treatment of Venue Staff

St Ethelburga's is committed to providing a safe, respectful and welcoming environment for everyone who works at, visits or hires the Venue. This includes our permanent staff, casual staff, caretakers, contractors, volunteers and other representatives.

We expect all Hirers and their Groups to treat members of our team with courtesy, dignity and respect at all times.

## 9.1. Acceptable Behaviour

You are responsible for ensuring that you and everyone attending your event behaves appropriately and treats our staff professionally and respectfully.

We will not tolerate behaviour directed towards our staff that is abusive, threatening, intimidating, aggressive, discriminatory, harassing or otherwise unacceptable.

## 9.2. Unacceptable Behaviour

Examples of unacceptable behaviour include, but are not limited to:

- Shouting, swearing, insulting or using offensive or degrading language towards staff.
- Making threats, whether verbal, written, physical or implied.
- Intimidation, bullying, harassment, discrimination or personal attacks.
- Aggressive, confrontational or deliberately obstructive behaviour.
- Repeatedly contacting or pursuing individual members of staff in a manner that is unreasonable, intimidating or distressing.
- Making malicious, knowingly false or personally targeted allegations against members of staff.
- Using abusive or threatening language in emails, telephone calls, messages, online communications or in person.
- Any behaviour that causes a member of staff to feel unsafe, threatened, harassed or distressed.

Disagreement, dissatisfaction or the raising of a complaint does not in itself constitute unacceptable behaviour. We recognise your right to raise concerns and seek a resolution. However, this must be done in a reasonable and respectful manner.

## 9.3. Responsibility for Your Group

The Hirer is responsible for the conduct of all members of their Group, including guests, employees, contractors, suppliers, speakers and other representatives.

If a member of your Group behaves in an unacceptable manner towards our staff, we may require you to take immediate steps to address the behaviour. This may include asking the individual to stop, leave the Venue or cease contacting particular members of staff.

## 9.4. Threats and Abusive Communications

We reserve the right to end a conversation, telephone call or meeting where a member of staff is subjected to abusive, threatening, intimidating or persistently unreasonable behaviour.

Where necessary, further communication may be restricted to written correspondence, a designated contact person or a senior member of the Centre's management team.

Any serious threat, incident of harassment, violence or other potentially unlawful behaviour may be reported to the appropriate authorities.

## 9.5. Online Reviews, Complaints and Coercive Behaviour

We recognise and respect the right of Hirers and their representatives to express their opinions and share genuine experiences of using the Venue, including by leaving honest reviews on third-party websites and review platforms.

However, the threat of negative publicity or the prospect of removing or changing a review must not be used as a means of pressuring, intimidating or coercing our staff or the Centre into providing refunds, discounts, compensation, preferential treatment or other concessions to which the Hirer is not otherwise entitled.

Examples of unacceptable conduct include:

- Threatening to publish a negative review unless a benefit is provided.
- Threatening to leave further negative reviews or encourage others to do so unless the Centre agrees to a particular demand.
- Offering to remove, amend or improve an existing review in exchange for a financial or other concession.
- Using the threat of reputational damage or adverse publicity to intimidate individual members of staff.
- Making repeated or unreasonable demands accompanied by threats of negative reviews or public complaints.

We will not require a Hirer to remove or amend a genuine review as a condition of considering a complaint or resolving a dispute.

### 9.6. Action in Response to Unacceptable Behaviour

Where we consider that this section has been breached, we reserve the right to take appropriate action, having regard to the seriousness and circumstances of the behaviour.

This may include:

- Issuing a verbal or written warning.
- Requiring the behaviour to stop immediately.
- Restricting communication to a nominated contact or written correspondence.
- Requiring an individual to leave the Venue.
- Refusing entry to an individual or removing them from the premises.
- Suspending or terminating the event or booking.
- Declining future booking requests from the Hirer or associated organisation.
- Reporting serious incidents to the police or other relevant authorities.

In cases involving serious threats, violence, harassment or a significant risk to staff or others, we may take immediate action without first issuing a warning.

Where a booking is terminated as a result of unacceptable behaviour, no refund will ordinarily be payable, subject to applicable law and the circumstances of the case.

We reserve the right to recover reasonable additional costs or losses arising from a breach of this section, where legally recoverable.

## 10. Insurance, Indemnity and Liability

10.1. You agree to indemnify the Charity and Trading Company against claims, demands, actions, costs, expenses, losses or damages arising from any act or omission by you or a member of your Group in connection with your use of the Venue or the event, to the extent permitted by law.

10.2. Where requested, you must obtain and maintain appropriate event insurance, public liability insurance or other relevant insurance cover and provide evidence of this upon request.

10.3. To the fullest extent permitted by law, neither the Charity nor the Trading Company shall be liable for:

a. Increases in costs or expenses.

b. Loss of profit, business, contracts or goodwill.

c. Indirect or consequential loss or damage.

10.4. Subject to clause 10.5, the total aggregate liability of the Charity and Trading Company arising under or in connection with these Terms and Conditions shall not exceed the total fees paid by you under the relevant booking.

10.5. Nothing in these Terms and Conditions excludes or limits liability for fraud, death or personal injury caused by negligence, or any other liability that cannot lawfully be excluded or limited.

# 11. Complaints and Feedback

11.1. If you have a concern or complaint before or during your event, please notify a member of staff as soon as possible so that we have an opportunity to understand and address the issue.

11.2. Any formal written complaint relating to your booking or event should be submitted within seven days of the event.

11.3. Complaints should be sent to venuehire@stethelburgas.org and should include sufficient detail for us to investigate the matter.

11.4. We will consider complaints fairly and respond as appropriate. Where a complaint concerns a member of staff, it will be referred to an appropriate manager wherever possible.

11.5. Complaints must be raised and pursued respectfully, in accordance with Section 9 of these Terms and Conditions.

# 12. Security and Personal Belongings

12.1. Where two or more individuals or organisations are named on the invoice or a split invoice issued to two individuals or organisations, their liability under these Terms and Conditions shall be joint and several, where legally applicable.

12.2. You and your Group are responsible for the security of personal belongings and valuables at all times. The Centre accepts no responsibility for items that are lost, stolen or damaged, except where liability cannot lawfully be excluded.

12.3. We reserve the right to refuse entry to, or require the removal of, any person who appears to be intoxicated or who poses a threat to the Venue, its equipment, staff, visitors or other attendees.

12.4. We may take any reasonable steps necessary to protect the safety and security of people and property at the Venue.

12.5 Nothing can be left on the premises outside of booked hours.

# 13. Accessibility and Wheelchair Access

13.1. The Venue's public areas are wheelchair accessible, with the exception of the kitchen and two toilets (a separate accessible toilet is available).

13.2. Please advise us in advance of the number of wheelchair users expected to attend your event so that we can discuss and make appropriate arrangements.

13.3. If you or any member of your Group has particular access requirements, please contact us before confirming your booking so that we can discuss the available facilities and arrangements.

# 14. Use of Name, Logos, Photography and Media

## 14.1. Use of Name and Logos

The use of St Ethelburga’s name, logos, branding or other identifying materials for promotional or commercial purposes is not permitted without prior written permission.

14.2. Hiring the Venue does not imply endorsement, sponsorship, partnership or affiliation with St Ethelburga’s Centre for Reconciliation and Peace.

14.3. You must not misrepresent your relationship with St Ethelburga’s, imply endorsement where none exists, or use the Centre's name, logo, branding or reputation in a misleading manner.

## 14.4. Photography, Filming and Recording

You must notify St Ethelburga’s in advance of any photography, filming, audio recording, livestreaming or other media production intended for public distribution, broadcast, publication or commercial use.

14.5. Commercial filming, broadcast production and other media activities may require additional written permission and may be subject to separate conditions and charges.

14.6. We reserve the right to require the correction or removal of materially false or misleading statements about the Centre where these arise in connection with your use of the Venue.

14.7. You are responsible for obtaining any necessary permissions and consents relating to photography, filming, recording and the use of personal data associated with your event.

# 15. Urban Noise

15.1. The Venue is situated within the City of London and operates within a busy urban environment. The Customer acknowledges that, as is usual for a central London location, the Venue may be subject to external noise and disturbance arising from traffic, public activity, street works, maintenance, construction, redevelopment, demolition and other building or infrastructure works taking place in the immediate surrounding area.

Such external noise or disturbance may occur at varying times and may include, without limitation, vehicle noise, alarms, machinery, drilling, hammering, vibration, deliveries and other sounds associated with the operation and development of an urban environment. The Venue cannot guarantee that events will take place in an entirely noise-free environment and the presence of such external noise or disturbance shall not, of itself, constitute a failure to provide the Venue in accordance with these Terms.

The Customer acknowledges that the possibility of external urban noise and disturbance is a characteristic of the Venue's location and has been considered when making the booking. Customers with particular requirements concerning noise or sound levels are advised to raise those requirements with the Venue and seek advice on construction hours before confirming a booking.

We are aware of the following active development sites within 500m of the Venue in the City of London:

- 99 Bishopsgate (starting mid-2026)
- 55 Old Broad Street
- 1 Undershaft
- 75 London Wall
- 65 Gresham Street

# 16. Enforceability and Severability

16.1. Each provision of these Terms and Conditions operates independently.

16.2. If any provision is found to be unlawful, invalid or unenforceable, that provision shall be treated as severed to the extent necessary. The remaining provisions will continue in full force and effect.

16.3. If any provision is unenforceable against a consumer under applicable consumer protection legislation, this will not affect the enforceability of the remaining provisions.

# 17. Governing Law and Jurisdiction

17.1. These Terms and Conditions, and any dispute or claim arising out of or in connection with them, shall be governed by and interpreted in accordance with the laws of England and Wales.

17.2. Subject to any mandatory legal rights or protections that apply, the parties submit to the jurisdiction of the courts of England and Wales.

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# SCHEDULE 1: VENUE CLEARING AND HOUSEKEEPING STANDARDS

The Hirer is responsible for ensuring that the hired spaces are left clean, tidy and in the condition in which they were provided.

Please follow the requirements below.

## Nave

- All chairs and folding tables must be put away after the event.
- The piano must not be moved and may only be played with permission.
- The Cross of Nails may be moved to the niche on the right and must be returned to its original position after the event.
- The altar and lecterns must not be moved without permission.
- The sculpture must not be moved.
- The two sets of speakers must never be moved.

## Aisle

- Chairs must be neatly positioned around the circular table in a horseshoe arrangement.
- Brush crumbs from seats.
- Remove all tables, rubbish and crockery.
- Leave all surfaces clean and clear.

## Kitchen

- Keep surfaces clear, apart from appliances and the washing-up rack.
- Wash crockery and cutlery and put them away once dry.
- Leave counters clean and clear.
- After the event, load the dishwasher and ask a member of staff to run the cycle.

## Tent Courtyard, Garden Courtyard and Passage

- Sweep up all litter and cigarette butts and dispose of them in the appropriate bins.
- Ensure that no ice is left in the garden.

Additional cleaning or caretaker charges may apply if these standards are not met or if the Venue requires additional work to be returned to its original condition.

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London EC2N 4AG

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Email: venuehire@stethelburgas.org