

Terms and Conditions for Venue Hire at St Mary-at-Hill

All references to the rights of the Church or promises to the Church refer to The Parochial Church Council of the Ecclesiastical Parish of St Mary-at-Hill, St Andrew Hubbard, St George Botolph Lane, and St Botolph by Billingsgate, registered charity number 1161347.

1. Arrivals, Departures, and Booking Extensions

1.1. Booked Time

1.1.1. The booked period must include all time required for set-up and clearing away. The Hirer must not access the church before the agreed time, and is responsible for ensuring the premises are fully vacated by the agreed end time.

1.1.2. St Mary-at-Hill staff are present to oversee compliance with these Terms and Conditions, assist with locating items, and liaise with the Hirer. They act under the authority of the Parish Administrator and are not under the direction of the Hirer. Staff are not obliged to undertake tasks beyond those agreed in advance with the Parish Administrator or instructed by the clergy, PCC, or St Mary-at-Hill Management Team.

1.2. Amendments and Extensions

1.2.1. Bookings may be altered up to 30 days prior to the commencing of the booking, subject to availability.

1.2.2. Requests for extensions made less than 7 days before the booking commencement date may not be accommodated due to existing bookings, staffing constraints, or Church commitments.

1.2.3. Where an extension is possible, this needs to be agreed in writing by the St Mary-at-Hill Team. The additional time will be charged at a 25% uplift on the standard hourly hire rate.

1.3. Overrunning

1.3.1. The Church is under no obligation to permit any overrun beyond the agreed booking period.

1.3.2. Staff reserve the right to begin closing procedures up to 30 minutes before the end of the booking to ensure the premises are cleared and vacated on time.

1.3.3. If the Church and staff are available and willing to accommodate an overrun, the following charges apply:

1.3.3.1. Hirers must vacate the premises by the agreed end time. A grace period of up to 15 minutes may be permitted for clearing and departure. Any overrun beyond 15 minutes will be charged as an additional full hour.

1.3.3.2. The current charge for additional time is £210 per hour

2. Cancellation and Refund Policy

2.1. Notification

2.1.1. Any cancellation or amendment made within 30 days of the event must be notified in writing by email to hire@stmaryathill.org.

2.2. Cancellations:

2.2.1. Cancellations made more than 30 days before the event incur no charge and can be made online on Skedda.

2.2.2. Cancellations made between 14 and 30 days before the event will result in a charge of 25% of the total booking value.



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- 2.2.3. Cancellations made within 14 days of the event will result in the full booking amount being due.
- 2.3. Amendments:
 - 2.3.1. Amendments made more than 30 days before the event incur no charge and may be made via Skedda, subject to availability.
 - 2.3.2. Amendments made between 14 and 30 days before the event will incur:
 - 2.3.2.1. A 25% uplift on the additional hire fee and staff cost; and
 - 2.3.2.2. Where timings are altered without extending the overall duration, a minimum charge equivalent to one additional hour.
 - 2.3.3. Amendments made within 14 days of the event:
 - 2.3.3.1. The full original booking amount remains payable; and
 - 2.3.3.2. Any additional time requested will be charged at a 50% uplift on the applicable hourly hiring rate and staffing cost, subject to availability.
- 2.4. St Mary-at-Hill PCC reserves the right to cancel any booking in exceptional unforeseen circumstances, in which case a full refund will be provided.

3. Grounds for Booking Refusals or Cancellations

- 3.1. A booking may be refused or cancelled if it:
 - 3.1.1. Is likely to provoke controversy, violence, or attract negative publicity.
 - 3.1.2. Conflicts with St Mary-at-Hill's charitable objectives, religious character, ethos and values.
 - 3.1.3. Involves Hirer, speakers, or guests with links to violence, incitement to hatred, or unlawful activity.
 - 3.1.4. Is not fully paid by the due date of the invoice in accordance with the terms agreed.
 - 3.1.5. If the Hirer has a history of misconduct, failed payments, or breach of venue terms.
 - 3.1.6. If the event is likely to lead to public nuisance (including noise-related issues), or crime, or disorder.
 - 3.1.7. The conduct of the Hirer, their representatives, or associated parties prior to the event gives rise to reasonable concerns regarding safety, safeguarding, compliance with these Terms and Conditions, or the respectful treatment of staff and the premises.
 - 3.1.8. The Hirer fails to comply with reasonable requests for information, cooperation, or risk mitigation measures required by St Mary-at-Hill.
- 3.2. In such circumstances, St Mary-at-Hill PCC reserves the right to cancel the booking without liability. Refunds, if any, shall be determined in accordance with the Cancellation Policy, and may be withheld where cancellation results from the Hirer's breach of these Terms and Conditions.

4. Responsibilities and Obligations of the Hirer

- 4.1. Purpose and Use of Venue
 - 4.1.1. The booking form must accurately state the purpose of the hire, and the venue must not be used for any other purpose.
 - 4.1.2. Guest speakers' names must be provided prior to the booking taking place.
- 4.2. Compliance and Conduct
 - 4.2.1. The Hirer must follow all reasonable instructions given by St Mary-at-Hill personnel, and treat them with kindness and respect.
 - 4.2.2. The Hirer must comply with all laws, including the Public Order Act 1986.
 - 4.2.3. The Hirer must adhere to St Mary-at-Hill's safeguarding policy (available from the Parish Office admin@stmaryathill.org).



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- 4.2.4. Venue capacity limits must be adhered to; overcapacity must be rectified immediately, or the event may be shut down.
- 4.2.5. Stairs, passageways, entrances, and fire exits must remain unblocked.
- 4.2.6. Smoking is prohibited anywhere inside the premises.
- 4.2.7. Nothing may be affixed to the floor, walls, ceilings, or furniture, as the building is Grade I listed and must be preserved.
- 4.2.8. Red wine and other staining liquids that could permanently stain or damage carpets and stonework are prohibited.
- 4.2.9. All decorations, equipment, catering waste, and litter must be removed by the end of the booking. Charges apply for any additional cleaning required.
- 4.2.10. Helium balloons are prohibited as they cannot be retrieved from the ceiling.
- 4.2.11. The use of candles or open flames is not permitted without prior written approval from the Parish Administrator. If permitted, they must be enclosed (e.g., in lanterns or holders), placed on stable, non-flammable surfaces, and supervised at all times.
- 4.2.12. The piano must not be moved unless prior permission is obtained.
- 4.2.13. Organ access requires prior approval from the Parish Administrator or Director of Music and is subject to a fee.
- 4.2.14. The curtain behind the altar must not be touched to avoid damage.
- 4.2.15. Due to noise restrictions, events must finish and all music or noise must cease by 11 pm.
- 4.2.16. The church must be cleaned and vacated latest by midnight.
- 4.2.17. Permission must be obtained to film any part of the event. Separate policies apply for filming St Mary-at-Hill as a distinct location.
- 4.2.18. When the Hirer collects data from individuals, the Hirer is responsible for ensuring compliance with the General Data Protection Regulation (GDPR).
- 4.2.19. The Hirer is fully responsible for ensuring that all external vendors, including but not limited to caterers, performers, and equipment providers, adhere to the terms and conditions in this agreement.
- 4.2.20. The Hirer must provide a list of all external vendors and their contact details to St Mary-at-Hill Church prior to the event.
- 4.2.21. The Hirer is responsible for ensuring appropriate supervision is provided for any children or vulnerable adults directly involved in their booking while on the premises during the hire period.

5. Code of Conduct

5.1. Behavioural Expectations

- 5.1.1. The Hirer, their guests, and any external vendors must conduct themselves in a respectful and considerate manner at all times while on the premises.
- 5.1.2. Any behaviour that disrupts or interferes with other activities of St Mary-at-Hill Church, its staff, or other hirers will not be tolerated.
- 5.1.3. As an active place of worship, St Mary-at-Hill Church must be treated with appropriate respect. The Hirer and attendees must conduct themselves in a manner that upholds the dignity of the space, refraining from any actions that may be considered disrespectful, blasphemous, or contrary to the Christian teachings upheld by the Church of England.

5.2. Zero-Tolerance Policy



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- 5.2.1. St Mary-at-Hill Church operates a zero-tolerance policy towards harassment, abuse, or discrimination of any kind, including but not limited to harassment or abuse based on race, gender, religion, sexual orientation, or disability.
- 5.2.2. Violations of this policy will result in the immediate termination of the booking without refund, and the offender(s) may be reported to the relevant authorities.
- 5.2.3. The Hirer is responsible for the conduct of all attendees and external vendors associated with their booking.

6. Licensing and Legal Compliance

- 6.1. The Hirer is responsible for obtaining TENS licences for alcohol sales, or for any music (recorded and/or live) or dancing after 11pm.
- 6.2. The Hirer is responsible for obtaining a PRS/PPL licences for music.
- 6.3. The Hirer must ensure compliance with all relevant legislation, and avoid causing a nuisance or breaching any licences.

7. Damage and Liability

- 7.1. Any damage to the venue or property caused by the Hirer or attendees must be reported immediately and will be charged to the Hirer.
- 7.2. St Mary-at-Hill is not responsible for loss or damage to personal property, which is left at the Hirer's risk.
- 7.3. Insurance and Indemnity
 - 7.3.1. The Hirer must have suitable insurance, including third-party liability.
 - 7.3.2. The Hirer is obligated to indemnify the Church for repair costs related to damage to the premises.

8. Force Majeure

- 8.1. St Mary-at-Hill Church shall not be held liable for any failure or delay in performance of its obligations under these Terms and Conditions caused by circumstances beyond its reasonable control, including but not limited to:
 - Natural disasters (e.g., floods, fires, earthquakes).
 - War, riots, or civil unrest.
 - Government actions, restrictions, or regulations.
 - Strikes, labour disputes, or industrial actions.
 - Power outages or failure of utilities beyond the control of St Mary-at-Hill (e.g., grid failure, external fault, etc.)
- 8.1.1. In the event of a Force Majeure, the Hirer will be notified as soon as reasonably practicable, and both parties will use their best efforts to reschedule the booking or make alternative arrangements.
- 8.1.2. If the booking cannot proceed due to Force Majeure, the Hirer shall be entitled to a refund of sums paid, less any unrecoverable costs reasonably incurred by St Mary-at-Hill in relation to the booking.



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9. Event Publicity and Marketing

9.1. Use of St Mary-at-Hill Church's Name, Logo, and Images

- 9.1.1. The Hirer must obtain explicit written permission from St Mary-at-Hill PCC before using the Church's name, logo, any other branding, or images of the Church in promotional materials or advertisements.
- 9.1.2. The use of images of St Mary-at-Hill Church requires prior approval from the PCC, and the Hirer must ensure that any such images accurately represent the venue and are used solely in connection with the event being held at the Church.
- 9.1.3. Under no circumstances may the Hirer use the Church's name, logo, or images in a way that may cause confusion or imply that the organiser owns or operates St Mary-at-Hill Church or that the PCC is endorsing the organiser, unless specifically approved by the PCC.

9.2. Promotional Materials

- 9.2.1. Proofs of promotional materials that mention or refer to St Mary-at-Hill must be approved by St Mary-at-Hill PCC before publication.
- 9.2.2. Permission from the Parish Administrator must be obtained before promotional materials may be displayed on the church premises and require prior arrangement.
- 9.2.3. Advertising must clearly state the organisation responsible for the event.
- 9.2.4. Public announcements must not be made until the booking is confirmed.

10. Monitoring Compliance

- 10.1. St Mary-at-Hill reserves the right to visit the venue at any time during an event to ensure compliance with these Terms and Conditions.
- 10.2. If the Hirer does not comply with St Mary-at-Hill's Terms and Conditions during the booking, the Church reserves the right to end the booking early without refund.

For any queries please contact admin@stmaryathill.org



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