BOOKING PROCEDURE

- We do not take bookings over the phone. All reservations must be made via The booking system and will be approved within 48 hours.
- 1.2 We reserve the right to cancel any booking where payment is not received before the event.
- An invoice is raised as soon as a booking is confirmed. From this point onwards,
  - a 50% cancellation fee is applicable if the booking is happening within 30 days of the activity date
  - the total amount on the invoice will be liable if cancellation is made within a week or less of the activity date
  - If the booking is cancelled before the required 30 days’ notice, a cancellation fee will not apply.
- Please ensure all booking details and invoicing/personal details are correct before finalising your booking.
- Once we have received a request for booking, a confirmation email with the booking details will be sent to you. It is your responsibility to ensure you have received this message. If you do not receive this message, please contact the space bookings team as soon as possible. The same rules and procedure apply for booking cancellations.
- Invoices must be paid by the 15th of the month (unless a different arrangement has been agreed in writing), otherwise you risk cancellation of future bookings. A payment schedule can be negotiated if the booking is more than two months in advance; please contact the space bookings team for more information about this.
- Booking slots are made available on specific dates throughout the year, usually for the term ahead. For more information about our booking cycles, please contact the space bookings team.

Unit 12 CIC reserves the right to move bookings to a different space if changes in the internal programme requires us to do so. Where the hirer is moved to a larger space, they will not be charged for the upgrade; where a hirer is moved to a smaller space, they will be refunded the difference. You will be given notice of changes/cancellations in writing as far in advance of the booking date as is reasonably practicable.
FOOD & DRINK

- No food or drink may be taken into the studios except bottled water. Please avoid bringing in glass containers.

DAMAGE TO THE SPACES

You will be liable for any damage caused to the spaces during or as a result of your hire. This includes (without any limitation) damage to the floor, walls, or audio-visual system.

You are responsible for informing the building manager if you notice anything unusual in the condition of the space you are using before commencing your booking.

BOOKING TIMES

Our booking policy allows for back-to-back bookings and we expect our hirers to include time for setting up and packing down in their booked timeslot. Please notify Reception about any delays affecting your booking as a result of the previous hire.

- Unit 12 reserves the right to invoice for any extra time in the space according to Reception’s report.
- Our spaces are bookable till 23.00 on weekdays and till 23.00 on weekends. Please make sure to vacate the facilities by 23.15 on weekdays or 23.15 on weekends.
- If you fail to keep to your allotted time, our staff will prompt you to vacate the space. Persistent late finishes may result in future bookings being cancelled.
- We can arrange for early access (before 9.00), or late opening (after 23.00)

USE OF EQUIPMENT

- Some spaces are equipped with an audio-visual (AV) system. User guides are available in the space, and upon request can be emailed in advance. You can plug in your device or camera, but you are advised to bring your own device-specific cables. There are mini-jack cables tied to the equipment. We do have studios that includes a projector.
- Please note that the equipment must not be moved around the space without permission and objects should not be kept on top of the cabinet (especially any liquids).
- Tables and chairs are available for use in our studios on request (subject to availability).
- The building is equipped with Wi-Fi signal and this is accessible through a guest account. Please note this is a free service which is not set up for the purpose of live streaming and there are no guarantees from our part as to its speed and reliability.
- Any equipment brought into the building should be compliant with current guidance and legislation. All electrical items must be PAT tested and
flammable objects must be treated with fireproof spray. Hirers are required to have a list of all equipment in use and relevant supporting documentation.

**Any set or props brought into the studios must be specified and agreed in advance.** These items must be planned and risk-assessed in consultation with our Health and Safety manager.

**The use of flash photography must be stated at the time of the booking** as it can only be accommodated in certain spaces.

We prohibit filming and photography of artistic work, staff, members of the public and children using the building. We have a safeguarding policy (available on request), so if your hire involves filming/photographing children within The Place, we ask you to be able to produce the necessary consent forms upon request.

For most shoots a credit line acknowledging Unit 12 as the location is sufficient, i.e.: ‘Filmed/Photographed at Unit 12’. If the images will be broadcasted, we might be interested in using the images, videos or stills from such shoots in our communication activities.

**HEALTH & SAFETY, BEST PRACTICE AND PUBLIC LIABILITY INSURANCE**

- You are responsible for ensuring your event/session is run in line with current health & safety legislation and best practice guidelines. A risk assessment should be carried out and be available for The Place staff in advance and on the day. The Place takes no responsibility for the content or health & safety of events/classes run by external hirers.
- A first aid kit and accident book are kept in each studio. Should a participant in your session sustain an injury, the building manager is first aid trained. However, they are only on site for certain times.

**All hirers must tell us in advance if they are expecting any wheelchair users.** Unit 12 is partially accessible, and we have a lift on each side of the building.

All hirers must make themselves familiar with the fire evacuation procedures and must make sure participants are briefed on course of action in case of fire.

Unit 12 insurance will only cover defects with the building. **We are not liable for and cannot cover loss of your personal property.** Studios can be locked if you leave the space during your booking. Please ask the building manager for more information.

- Hirers need to have their own insurance to cover any situation involving loss or injury to a member of the public as a result of their own activities.
- If a session involves participants who are under the age of 18 or considered as vulnerable adults the hirer is responsible for ensuring that the relevant DBS checks have been obtained and can be produced on request.
- Hirers must not exceed the recommended studio/room maximum capacity (see below).
LOCATION AND BUILDING FACILITIES

Address is:

Unit 12 CIC
Winnall Valley Road
SO23 0LD

Building manager’s contact number 07596322066

There are toilets throughout the building; these are clearly signposted around the building. Changing facilities are available on site; these are accessible via the disabled toilets.

https://www.google.com/maps/place/Winnall+Valley+Rd,+Winchester...741272a1c50af9}0x1e77429c4ce5214d!8m2!3d51.0663702!4d-1.298917

Limited parking in the Unit 12 car park
MARKETING AND PUBLICITY GUIDELINES:

External hirers are only allowed to mention Unit 12 in advertising as the venue where the activity is taking place.

The Unit 12 logo must not be used in connection with any external hires, unless the performance or workshop has been directly commissioned by Unit 12. External hirers are encouraged to post information about their events on Unit 12 social media pages.

We have limited space to display posters, but if you have flyers you are welcome to leave them in the café. Please note we do not allow any flyers for external activity to be left at Reception. You can email your event poster to admin@unit-12.com were this will be promoted on social media and our website.

PRICING AND SPECIFICS:
Rates are calculated by the hour (one hour minimum hire, after which fractions of 30 and 15 minutes are permitted).

Concession rates apply to not-for-profit organisations or independent artists/teachers. 11.5
As a charity ourselves, unfortunately we are not able to offer discounts for other charities.

Maximum capacity for studios is recommended for movement-related activities involving adults, calculated at an average of 4.5-5 m² per person. Please see Covid guidelines on our website for more information.