

Harmonic Haven

Studio Conditions of Hire

For practitioners, facilitators, teachers, organisations and community groups

Venue operator: Harmonic Egg Hastings Limited, trading as Harmonic Haven | Hastings, East Sussex

Please read before booking. Submitting a booking request confirms that the Hirer has read these conditions. A request becomes a confirmed booking only when Harmonic Haven approves it in LemonBooking and any required payment has been received.

These conditions apply to every paid or complimentary hire of the Harmonic Haven studio unless a different term is agreed in writing. The person submitting the request is the ‘Hirer’ and must be at least 18 years old and authorised to act for any named organisation.

In these conditions, ‘in writing’ includes an approval, confirmation or message issued through LemonBooking, as well as email. A separate paper confirmation is not required.

1. Booking and confirmation

- Submitting the form creates a booking request, not a confirmed booking. Harmonic Haven reviews and approves or declines the request in LemonBooking.
- A paid booking is confirmed after LemonBooking approval and receipt of payment; a complimentary community booking is confirmed on approval. The approved record and confirmation contain the booking details and form part of this agreement.
- The hire period includes all set-up, arrival, clearing and departure time. Early access is not guaranteed.
- The Hirer may not transfer, share or sublet the booking without prior written permission.
- Changes to the activity, attendance, layout or equipment must be requested in advance and are not agreed until Harmonic Haven approves them through LemonBooking or by email.

2. Fees, cancellations and changes

For paid bookings, unless the booking confirmation states otherwise, the following cancellation terms apply:

Notice received	Refund
14 calendar days or more before the start	100% of the hire fee
7–13 calendar days before the start	50% of the hire fee
Fewer than 7 calendar days, or non-attendance	No standard refund

Cancellations must be submitted through LemonBooking or sent by email. If Harmonic Haven re-lets the same time, it will refund the amount recovered, less reasonable costs that cannot be recovered. These terms do not affect any statutory rights.

- Any agreed overtime is chargeable. An unauthorised overrun may be charged in 30-minute blocks at the pro rata hire rate.
- For recurring hire, the cancellation timetable applies to each session unless a separate written recurring-hire agreement says otherwise.
- Complimentary community bookings carry no cancellation charge, but repeated late cancellations or non-attendance may lead Harmonic Haven to decline future complimentary bookings.

3. Approved use, attendance and supervision

- The studio may be used only for the activity and purpose described in the booking request and approved in the confirmation.
- The attendance limit in the booking confirmation must not be exceeded. Unless Harmonic Haven confirms otherwise, the working maximum is 20 people, subject to the activity, layout and current fire-risk arrangements.
- The Hirer, or a named competent adult representative, must remain present and in charge throughout the hire. The Hirer is responsible for participants, assistants, contractors and visitors connected with the booking.
- The Hirer must keep an accurate attendance record and ensure that participants are not left in the studio or communal areas without appropriate supervision.
- Unlawful, unsafe, discriminatory, abusive or seriously disruptive conduct is not permitted. Harmonic Haven is intended to be inclusive and welcoming.

4. Insurance, qualifications and permissions

- Commercial practitioners, instructors, therapists, organisations and formal groups must hold public-liability insurance covering the approved activity, with a minimum limit of £5 million, and provide a current certificate on request.
- Anyone providing treatment, instruction, advice or professional services must hold all qualifications, professional-indemnity or malpractice cover, registrations and consents appropriate to their work.
- Where the Hirer has employees, contractors or volunteers, the Hirer is responsible for any employers' liability or other insurance required by law or appropriate to the activity.
- An informal, non-commercial community group without its own insurance must disclose this before booking. Any exception requires written approval and depends on Harmonic Haven's insurance arrangements.
- The Hirer must obtain any licence or permission specifically required for its activity, music, performance, filming, sale, raffle, catering or copyrighted material, unless Harmonic Haven confirms in writing that the venue already covers it.

5. Health, safety and emergencies

- Harmonic Haven is responsible for premises matters within its control. The Hirer is responsible for identifying and managing risks arising from its own activity, equipment, team and participants.
- The Hirer must complete a suitable activity risk assessment and provide it on request. Any additional safety plan requested by Harmonic Haven must be supplied before the hire begins.
- The Hirer must follow the venue briefing, emergency plan and all reasonable safety instructions; keep fire exits, corridors and access routes unobstructed; and ensure attendees know how to leave safely.
- The Hirer must make suitable first-aid arrangements for the activity and immediately report every accident, injury, near miss, equipment fault, spill, breakage or safety concern to Harmonic Haven.
- Participants' health information, informed consent and suitability for the activity are the Hirer's responsibility. The Hirer must adapt or stop an activity where continuing would be unsafe.
- Electrical items brought into the venue must be safe, suitable and used as intended. High-powered, heat-producing or specialist equipment requires prior written approval.

6. Children and adults at risk

- The Hirer must tell Harmonic Haven in advance if children, young people or adults at risk will attend and is responsible for safeguarding, supervision, consent, emergency contacts, staff suitability and any DBS checks required for the roles undertaken.
- Children must never be left unsupervised in the studio, near the Harmonic Egg or in communal parts of the building.

7. The Harmonic Egg

The Harmonic Egg is specialist equipment and is not included in ordinary studio hire. It must be treated as strictly out of bounds unless its use has been expressly agreed in writing.

- The Hirer and attendees must not enter, climb on, lean on, touch, move, open, close, plug in or unplug, or operate the Egg or any related controls or equipment.
- If an agreed booking includes sound or coloured light from the Egg into the studio, it will be prepared and operated only by Kerry. The Hirer remains responsible for their own activity and participants.
- No object, bag, mat, drink or equipment may be placed on or against the Egg.
- The Hirer may not market an event as a Harmonic Egg session, use the Egg or Harmonic Haven branding in promotional material, or make claims about the Egg without prior written approval.

8. Care of the studio, furniture and equipment

- The studio, lounge area, toilets, furniture and any equipment used must be left clean, tidy and arranged as found.
- Only equipment expressly included in the booking may be used. Shared mats or equipment must be cleaned after use with the products and method provided or approved by Harmonic Haven.
- Furniture, plants, artwork, lighting, cables and decorative items must not be moved, removed or altered without permission. No fixings, tape, pins or adhesives may be attached to walls, windows, beams or furnishings.
- All rubbish, food, promotional material and personal possessions must be removed at the end of the hire. No property may be stored at the venue without a separate written agreement.
- The Hirer must report damage or breakage immediately and pay the reasonable evidenced cost of cleaning, repair or replacement caused by the Hirer or their attendees, excluding fair wear and tear.

9. Prohibited or restricted items and activities

- No candles, incense, naked flames, smoking, vaping, smoke or fog machines, portable heaters, hazardous substances, illegal drugs, glitter or confetti are permitted.
- Alcohol, cooking, food sales, strong scents or diffusers, animals other than assistance animals, commercial product sales, aerial equipment, heavy weights, amplified live music and other higher-risk activities require prior written approval.
- Water in secure bottles is permitted. Other food and drink arrangements must be agreed in advance and any spills must be dealt with immediately.
- Nothing may be done that invalidates insurance, breaches the lease or a licence, creates an unreasonable nuisance, or puts people, the premises or neighbouring occupiers at risk.

10. Access, time, security and neighbours

- The Hirer must satisfy themselves that the studio and access arrangements are suitable for their attendees and tell Harmonic Haven about any access needs before booking.
- Only booked attendees may enter. Access instructions, keys or codes must not be copied, shared publicly or used outside the hire period.
- The Hirer must keep noise at a considerate level, supervise arrival and departure, and prevent obstruction or disturbance in communal areas and outside the building.
- The Hirer must follow closing instructions and ensure everyone and all possessions leave by the end of the hire period.

11. Loss, damage and personal belongings

- Harmonic Haven is not responsible for belongings brought into or left at the venue unless loss or damage was caused by its negligence or breach of duty.
- The Hirer is responsible for the security and insurance of their own equipment and for checking that any contractor they engage has appropriate insurance.
- Each party remains responsible for loss, damage, injury or claims caused by its own negligence, unlawful act or breach of this agreement. Nothing in these conditions excludes liability that cannot lawfully be excluded.

12. Photography, promotion and personal information

- The Hirer must obtain appropriate permission before photographing, filming or recording any attendee and must not capture other studio users, confidential material or private booking information.
- The venue name, logo, photographs and address must be used accurately and only for the approved booking. The Hirer must not imply that Harmonic Haven endorses, delivers or clinically approves their service unless this has been agreed in writing.
- Harmonic Haven will use the Hirer's booking information to administer the booking in accordance with its privacy information. The Hirer is responsible for any participant information they collect.

13. Cancellation or termination by Harmonic Haven

- Harmonic Haven may refuse, pause or end a hire where there is a serious or repeated breach of these conditions; unsafe, unlawful or unsuitable activity; material misrepresentation; non-payment; unacceptable conduct; or an immediate risk to people or property.
- Where termination results from the Hirer's breach, Harmonic Haven may retain only the amount reasonably needed to cover its resulting loss and may recover reasonable additional costs.
- Harmonic Haven may also cancel if the studio becomes unavailable, unsafe or unusable, or for another event outside its reasonable control. In that case, the Hirer may choose a suitable alternative date or receive a full refund of the studio-hire fee paid. Unrelated costs are not reimbursed except where the law requires.

14. General terms

- If the booking confirmation conflicts with these conditions, a clearly stated special condition in the booking confirmation takes priority.
- A delay in enforcing a term does not waive the right to enforce it later. If one term is found unenforceable, the remaining terms continue to apply.
- No variation is effective unless agreed in writing by Harmonic Haven and the Hirer.
- These conditions and the booking confirmation form the whole studio-hire agreement. They are governed by the law of England and Wales. Any statutory consumer rights are unaffected.

15. Acceptance

By accepting these conditions in the booking system, the Hirer confirms that they have read and understood them, have authority to make the booking, will communicate all relevant rules and safety information to their attendees, and accept responsibility for compliance.