



## Terms and conditions for Bookers

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For more information about The Salisbury Centre and our ethos [click here](http://www.salisburycentre.org)

## Opening Hours

The Salisbury Centre Office is staffed 11:00-15:00 Monday and Friday and Wednesday 14:00-18:00 with exceptions for illness and other unavoidable circumstances. Access to the Centre outside of these hours is possible per agreement with the Office.

Room may be hired between 08:00-22:00 daily. Loud activities and drumming are not allowed after 21:00. The building is to be fully vacated by 22:00.

The Salisbury Centre is closed and not operational for two weeks in over the Winter holidays and New Year. Please contact the office for exact dates.

## Use of the Venue

The Salisbury Centre **does not have a reception service**. You are responsible for managing bookings, marketing, communication, room details, welcoming your group or clients, and answering the doorbell to attendees (even during office hours). You must also ensure you don't exceed your booking times. You may appoint someone to handle these tasks on your behalf. For any changes or special requests, please contact the Office Administrator.

For safety and security, you and your clients must not leave the front door (firedoor) open, ajar, unlocked, or "on the latch."

Please ask your group to be mindful of noise, as sounds in the halls can be heard throughout the building.

You are not required to answer the door or admit anyone you don't know. A list of groups in the building each day is posted on the notice board in the entrance hall.

Before your session, please inform your clients/participants about the fire alarm procedures and emergency exits. Refer to our health and safety document for fire evacuation details.

You only have access to the room specified in your booking. If you need extra space (other than the kitchen and garden), please make a separate booking. The library is not a common area. It's your responsibility to ensure your group knows which areas they can use.

Use the '**do not disturb**' sliding sign on the door to indicate that the room is in use. Please in return respect these signs on other doors.

### **Set-up, Changeover, Break or Pack-up Time**

We provide a 15-minute buffer between bookings for changeover, cleaning, and ventilation. If you need extra time for setting up or packing up, please include this in your reservation. This also applies to changeover.

### **Closing up**

Please ensure you leave the room on time, as another group may be scheduled to use it afterward (even if it's not listed on the timetable).

Return any furniture, fixtures, stools, mats, cushions, blankets, electric candles, bells, clocks, plants, whiteboards, stationery, books, pictures, etc., to their original positions so the next group or therapist finds the room as expected. Also, remove all personal belongings, dirty dishes, rubbish, and any leftover food or drink.

Regardless of how the room was when you arrived, please make sure to:

- Set radiators as instructed (off in summer, 5 in winter).
- Close and lock all windows.
- Unplug all electrical equipment (except the Wi-Fi extender, doorbells and fridge).
- Turn off and unplug all heaters (oil and panel)

If anyone from your group helps pack up, please double-check everything, as you, the hirer, are responsible for this.

The lights in the corridor, kitchen, and toilets are controlled by a PIR system.

Ensure all members of your group leave through the front door (not fire escapes) and that no doors are left open. If you're the last to leave, make sure the back door is shut and bolted (and check that no one is in the garden), and securely lock both the inner and outer front doors.

### **Entering the building**

The Centre will send out entry information to recurring bookers and new hirers at the time of booking or at the beginning of each month. If invoices are left unpaid information about entering the building will not be sent. Invoices must be paid prior to the event date.

### **Right of Admission**

The Trustees and appointed staff of The Salisbury Centre reserve the right to refuse entrance to individuals or request them to vacate the premises if their conduct is considered disruptive, disrespectful, or wilfully in breach of our conditions of use, or if they are found to be intoxicated. This applies to Room Hirers, their groups or clients, or any other member of the public.

### **Access**

For access information including physical accessibility and travel information please [click here](#). For further information please email [office@salisburycentre.org](mailto:office@salisburycentre.org)

### **Hiring a room**

Please email your room hire requests to [office@salisburycentre.org](mailto:office@salisburycentre.org). If we can meet your requirements, we will provide you with an invoice detailing the rooms, dates and times agreed, as well as the cost and payment terms. You may only use The Salisbury Centre for events, courses and practice approved by the Trustees.

All hirers will be required to complete a private hire form. A new form is required per new event. If you are a regular booker, you will be required to complete a new form annually.

New therapists to the Centre are required to meet a member of the Salisbury Centre prior to booking.

New facilitators and therapists are required to send in copies of their professional indemnity insurance, certifications, and membership to a regulating body (if applicable).

Room hirers are advised to not assume availability of a room unless they are in possession of a written contract or booking for the time in question.

Hire rates are listed on our [website](#).

### **Timings and minimum charge**

There is a minimum charge of 1 hour for any room and a 2-hour minimum for the Studio on weekends (08:00-17:00). Bookings can end on the quarter hour, but we do not offer 15-minute charges. After the initial hour, hirers will be charged in 30-minute intervals.

Discounts for longer bookings apply only to consecutive hours. If you take a break between bookings on the same day, the time will restart after your break.

### **Payments and Cancellation Policy**

#### **Deposits**

All bookers must pay a 100% deposit within 7 days of receiving the invoice to secure their booking. It is your responsibility to ensure all details on the invoice are correct. Any errors or changes must be reported to us within 7 days. If the invoice is not paid within 7 days, we are not obligated to hold the room or promote your booking, and we reserve the right to offer the time slot to other hirers.

#### **Cancellation Policy**

The Cancellation Policy applies to all bookings, including recurring bookings. While The Salisbury Centre will keep recurring bookings "pencilled in" for 1 year, it is the hirer's responsibility to communicate any changes in advance and confirm their bookings for the following year. The Salisbury Centre may, at its discretion, offer discounted charges for cancellations or rescheduling due to circumstances such as illness or bereavement.

Cancellations or rescheduling due to unforeseeable circumstances will only be refunded if The Salisbury Centre is unable to provide the booked rooms. Partial refunds or waivers may be considered at our discretion under these circumstances. In the event of an early cancellation, a credit note or refund will be issued for any payments made. All credit notes must be used within 1 year.

Refunds will be processed via BACS to a UK bank account only. Please provide your UK bank details, or those of a third party if you do not have a UK bank account.

For recurring bookings, it is the hirer's responsibility to inform the office of any planned breaks or holidays at least 2 weeks in advance.

| Room/s                             | Cancellation policy                                                                                                        |
|------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| Studio and Art Room                | 6 weeks or more: full refund<br>4 weeks or more: 75% refund<br>3 weeks or more: 50% refund<br>Less than 2 weeks: no refund |
| Garden                             | 3 weeks or more: full refund<br>2 weeks or more: 50% refund<br>Less than 2 weeks: no refund                                |
| Library                            | 2 weeks or more: full refund<br>1 week or more: 50% refund<br>1 week or less: no refund                                    |
| Garden Room and<br>Wellspring Room | 5 working day notice: full refund<br>4 working days or less: no refund                                                     |

### Remittance

The Salisbury Centre no longer accepts cash payments. We do not have the facility to receive card payments, and due to high banking fees, we also do not accept payment by cheque. BACS payments are preferred. Please email [office@salisburycentre.org](mailto:office@salisburycentre.org) to notify us of any payments made.

Our bank details are available on your invoice or from the office upon request. Please use your invoice number as the payment reference. We do not accept cash payments.

Please do not post cash or leave it at/under the office door or in the box outside the office, as The Salisbury Centre cannot be responsible for cash lost in the post or within the building.

### Discounts

The Salisbury Centre is a charity and operates on a tight budget. Our room hire rates are based on absolute baseline operational costs. Discounts in room hire

should be applied for formally, based on a genuine need only. Discount is offered at the Centre's discretion.

## **Noise**

The Salisbury Centre is a spiritual space designed to offer a peaceful environment for groups of various denominations to practice meditation and devotion. To maintain this tranquil setting, we ask all users to respect the need for silence in public areas.

Please remind your group/clients to keep noise to a minimum in the entrance hall, corridors, and stairwells to avoid disturbing others. When relaxing in the kitchen or garden, be mindful of activities in the Studio, Library, or Garden Room. Room hirers have the right to politely request that others keep quiet.

Please note, no loud music or drumming is allowed after 21:00.

The Studio may be in use during weekday evenings and weekends, which could cause some noise that may affect the peace in the Library. If you are considering private hire of the Library, please consult with the office beforehand.

## **WiFi**

Access to The Salisbury Centre's broadband service is free to all users. We cannot guarantee reliable connection or signal and cannot be held responsible for any outages or patchy service.

Therefore please make sure any presentations, etc. you may need to access during your workshop are downloaded onto your device.

Please be responsible and considerate to other users and do not do any heavy internet work here in the Centre.

The WiFi password is SaLiSwIfI. It can also be located on the noticeboard in the foyer and kitchen.

## **GDPR / How we use your Personal Information**

All personal information provided when hiring a room is stored electronically in our system with access provided only to office staff. As a rule, we avoid storing paper copies of any document provided by room hirers. The few documents we hold are stored in a locked cabinet which is accessed only by the manage

## **Copyright & Licencing**

## **Copyright**

In case of film projection or performances, please ensure you have the correct rights and permissions to perform your show. The Salisbury Centre will not be held liable for any copyright issues.

## **Licencing**

If you are using music as part of your event or projecting a film you may be liable to pay a licensing fee. Please ensure that license fees are covered for every music/film used. This ensures that the people who create music are fairly rewarded for their talent and work.

## **Liability and Insurances**

The Salisbury Centre facilities are covered by appropriate Public Liability Insurance.

All Facilitators/Therapists are required to take out their own Professional Indemnity Insurance. Proof of this (photocopies) should be delivered to the office. Therapists should also provide certificates demonstrating their qualification(s), as well as current registration with a relevant professional body. All documentation is stored on the Salisbury Centre private online data base.

## **Damage and maintenance**

Any damage or maintenance issues should be reported to the office in person or on [office@salisburycentre.org](mailto:office@salisburycentre.org) immediately. We would expect any damage done by people or animals connected to a room hire to be paid for by the room hirer and we operate an honesty policy in this respect.

## **Complaints, requests, and suggestions**

Should you have a complaint, request, or suggestion, please make this in writing to the Office – either by email to [office@salisburycentre.org](mailto:office@salisburycentre.org), or by leaving a message to the office at the indoor letterbox next to the Office door. Your communication will be handled and/or distributed by the administrative staff, with escalations referred to the Trustees.

## Other services

Storage is available at the centre however this is limited and all users who store items at the centre must pay a storage fee. If you would like to storage any items at the centre, please email [office@salisburycentre.org](mailto:office@salisburycentre.org) to discuss details and costs.

If you would like to use the centre as your registered office address, please email [office@salisburycentre.org](mailto:office@salisburycentre.org). There is a monthly £10.00 payment for this service.

Unique team away experiences (please email with what you are interested in including to your team away day).

## Emergency contacts

In case of life-threatening emergency, please refer as a priority to the emergency services calling 999.

Please, once the emergency services have been contacted, get in touch with the Salisbury Centre people to report the incident.

During opening hours, please see with the Salisbury Centre staff onsite. When outside of office hours, an emergency contact list is provided in the bottom drawer of the entrance hall cabinet.

Please contact us if you have any questions or further issues:

**Main Office:** 0131 667 5438

**Office Administrator:** 07572 684577

**Centre Manager:** 07765 423444

## Building Information

### Kitchen

All groups share equal access to the kitchen and its utensils, appliances, and equipment. Please ensure you leave the space clean and tidy after use by following these guidelines:

- **Cleaning Up:** Use the dishwasher for all washing up, as this ensures the cleanliness required in a shared public space. Follow the instructions displayed above the sink and on the dishwasher. If handwashing items (e.g., pots and pans), please dry them and put them away. Avoid leaving items stacked by the sink.
- **Hot Drinks:** After making a drink, place used spoons directly into the dishwasher (located below) and dispose of tea bags in the compost bin.
- **Appliance Safety:** Use all kitchen equipment at your own risk. Do not leave electrical or gas appliances unattended. Do not unplug or switch off the fridge.
- **Waste & Recycling:** Follow the instructions on the refuse bins, which comply with the City of Edinburgh Council's recycling guidelines. If a bin is full, particularly over the weekend, please take it to the outdoor bins in the front garden.
- **Food Storage:**

Store food in the fridge only if it is properly sealed or covered and clearly labelled for personal or community use.

Food kept outside the fridge must be sealed in airtight containers.

Never leave food uncovered as this attracts mice to surfaces and cupboards.

- **Noise Levels:** Please keep noise to a minimum. While you may be relaxing in the kitchen, others nearby may be meditating or working quietly.

### **Eating in rooms:**

- **Cleaning Surfaces:** If you serve refreshments in any room, please clean all surfaces and the floor (if required) afterwards.
- **Food Restrictions:** Only serve hot food or food with strong smells (e.g., fish) in the kitchen. Rooms should be left free of food smells when you leave.

- **Food Storage:** Food should not be left in any rooms other than the kitchen. Use the kitchen cupboards and fridge for storage. Labels are available in the kitchen for marking fridge items.
- **Supplies:** New bin bags and dishwasher tablets are available under the sink. Please only touch the dishwasher tablets if you feel comfortable to do so. Please ensure the child lock is secured after use.

## **Garden**

### **Access to the Rear Garden**

All individuals using The Salisbury Centre have equal shared access to the rear garden. The lawn and fire pit can be booked in advance, but the garden is open to all users, provided it is done respectfully and without disturbing others. Please be mindful of those using the Library or Garden Room when accessing the garden and respect their privacy and peace.

While in the garden, please also respect the privacy and quiet of our neighbours, other garden users, and those inside the building.

When accessing the garden:

- Always close both back doors behind you. Bolt the outer door and double-lock the inner door to ensure security.
- If others remain in the garden when you leave, it is their responsibility to lock up. However, please inform them that you are leaving.

## **Smoking/Alcohol**

Smoking (including vaporisers and electronic cigarettes) and alcohol consumption are not permitted anywhere on the premises, including the garden.

## **Children and Animals**

The Salisbury Centre is open to all beings. Please take responsibility for ensuring that your children (and animals) treat the centre, including the garden and plants, with respect, and do not leave them unsupervised at any time as there is a pond, tools, chemicals, badly behaved animals must be taken away immediately.

## **Room Furnishing**

Please do not move chairs, tables, cushions, blankets, bells, clocks, whiteboards, or any other items between rooms.

Do not place furniture, shoes, bags, jackets or large objects in corridors or on staircases, as this obstructs fire exits and creates a trip hazard.

Fire extinguishers must never be moved from their designated locations, except in the event of a fire. Please refrain from using them as door stops.

Fire doors must always remain closed for safety reasons.

## **Equipment and materials**

### **Tables & chairs**

The studio and the art room are provided with foldable plastic tables (to be found on top of the stairs leading to the studio and in the art room annex). Please make sure to fold them back in their place after use. Chairs are available in all rooms. We do not provide table clothes.

### **Yoga mats & meditation cushions**

Yoga mats are provided in the studio and the art room. Facilitators are responsible for making sure the mats swiped clean if needed, rolled up and stored away at the end of their class.

### **Blankets**

Blankets are available in all rooms. We request that you please put them away neatly after use.

### **Fire**

The fire pit is only to be used when permission is given by a member of staff or if there is a private event how have booked it.

### **Candles**

Candles are not permitted inside The Salisbury Centre building. Candles may only be used outside. Candles must not be left unattended outside

Candles may only be used in glass tea light holders or on a glass, ceramic, or metal base. Please exercise extreme caution with the placement of candles to ensure that they are not below or close to items that might catch fire (such as, dried flowers or leaves, paper, blankets).

Please do not under any circumstances leave any candles burning unattended, as this is a fire hazard.

### **Troubleshooting**

In the unlikely event of power sockets or lights 'tripping', you should be able to reset the switch on the main board which is located in a built-in cupboard in the entrance hall, to the right of the inner front door.

### **Storage & Lost Property**

The Salisbury Centre does not provide a storage facility. Centre users Room not permitted to leave any personal effects or equipment anywhere on the premises out with the times they are in the centre.

The Salisbury Centre accepts no responsibility for any personal effects left anywhere on the premises.

We will keep items found for a limited time – up to 1 month.

They will then be given to a local charity or reused in the Centre if appropriate.

Contact [office@salisburycentre.org](mailto:office@salisburycentre.org)

### **Complaints, requests, and suggestions**

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