

Undercroft Learning Centre

Private Booking Terms and Conditions



undercroft@worcestercathedral.org.uk

01905 732919

The Hirer	The Hirer is the individual signing the contract of hire with the Dean & Chapter of Worcester for the Hire of the Undercroft, and any organisation they may represent.
The Cathedral	The contract of hire is with the Dean and Chapter of Worcester Cathedral. Their assigned representative will manage the booking on their behalf. This includes reference to "The Cathedral" within this document.
The Space	<p>The Undercroft Learning Centre, known as the Undercroft, is made up of the following spaces:</p> <ul style="list-style-type: none">• The Flexible Education space (large main room)• Seminar Room (second largest room)• Meeting Room (between the two)• Storage Area• Kitchenette• Toilets• Entrance space <p>Use of each space will be agreed as part of the contract of the booking with the Hirer, however, the Storage Area will not be included in private bookings and should not be used by such groups.</p>
The Packages	<ol style="list-style-type: none">1. Single Room (Seminar Room) Hirer only has access to the Seminar room. Other rooms maybe used by other bookings. Access to toilets will be through Cloister.2. Large Room + breakout Hirer has access to Flexible Education space & meeting room. The Seminar room maybe used by other bookings.3. Exclusive Use of the Undercroft Access to all rooms including the Kitchenette, but not including storage area. <p>Bespoke packages can be discussed with the Cathedral. Contact undercroft@worcestercathedral.org.uk We reserve the right to upgrade your booking to a larger room for the same fee.</p>
Facilities	<p>The booking is for the agreed sections of the Undercroft. Any rooms not included in the agreement are not accessible and the Cathedral reserves the right to hire these separately or use them for their own purposes unless not appropriate due to safeguarding reasons. Only hire of the entire Undercroft guarantees exclusive use of all the spaces including the toilets. The Cathedral cannot guarantee exclusive access to the Entrance space as this is shared with Kings School and adjacent to a public space.</p> <p>Hiring of the Undercroft also includes access to the Undercroft through the South Slype entrance of the Cathedral from College Green and along the South Cloister. It does not guarantee access to other parts of the Cathedral, and these maybe locked and alarmed during a booking. Participants and hirers may enter the Cathedral from the Undercroft and Cloister if it is open to the public at the time.</p>
Included in each package	<ul style="list-style-type: none">• Welcome from Cathedral Staff Member• Member of Cathedral staff available throughout your event• Optional short talk on the history of the Undercroft and its role in the Cathedral• Discount at Cloisters Café*• Parking space for one organiser (subject to availability)

	<ul style="list-style-type: none"> • Free Wi-Fi • Undercroft Stationary • Audio Visual* • Network and electrical access points throughout • Furniture setup to meet requirements* • Small Lockable space for organisers valuables (bring own padlock or a deposit for our own locks) <p>* - see later in these terms for more information on these points.</p>
Capacity	<p>Due to Covid restrictions the current capacity to allow for social distancing for each space is as follows:</p> <ul style="list-style-type: none"> • The Flexible Education – 26 people • Seminar Room – 12 people • Meeting Room – 6 people <p>There are six individual cubicles in the toilets. The other rooms are not factored into capacity calculations as it is not anticipated users will gather in these locations. With no social distancing we anticipate the following maximum capacities (note these will be reduced depending on setup needs. These capacities are standing capacities with no furniture):</p> <ul style="list-style-type: none"> • The Flexible Education – 100 people • Seminar Room – 45 people • Meeting Room – 18 people <p>Please see the website for suggested setup arrangements and corresponding capacities. www.worcestercathedral.co.uk/undercroft</p>
Care of the Undercroft	<p>The Undercroft is over 800 years old and is carefully cared for by a team including specialist scientists to monitor the conditions. Hirers agree to make every effort to care for the fabric of the building including ensuring there is no malicious damage to the stonework.</p> <p>We expect Hirers to leave it as they find it and to remove all their own materials and equipment from the Undercroft along with any rubbish.</p> <p>The floor should not be cleaned with water instead dry clothes should be used. No cleaning materials should be used without first checking suitability with The Cathedral.</p> <p>The Hirer is not allowed to fasten anything to walls, this includes using blue-tac or Sellotape as it will damage the ancient stone. There are whiteboards/pinboards we can make available to the hirer if required.</p> <p>The Hirer is responsible to inform the Cathedral of any damage, marking, or spills that occur during their use by the end of their booking.</p> <p>The conditions in the Undercroft are climate controlled and monitored by settings in each room. Adjusting of these settings or the monitors by a Hirer is strictly prohibited. If there are concerns about the temperature in the Undercroft they should inform the Cathedral immediately. Do not open the windows unless emergency or prior agreement.</p> <p>If the hirer causes any damage to either the fixtures and fittings, or the stone itself, through a lack of care or due to not following these terms and conditions they will be charged for the cost of repair and or cleaning.</p> <p>The leave it as you find it request extends to the entrance area and the space outside the Undercroft that your guests maybe using during the booking.</p>

Furniture/Setup	<p>The Undercroft is rented empty with no furniture, however, where the Cathedral is able to, it will provide the furniture as required for the booking. This is limited to furniture that it currently owns.</p> <p>Our website contains possible setup plans that a hirer can request. We are also willing to discuss alternate plans that can reasonably be accommodated. Please make sure you inform us of your setup requirements at the booking stage as we may not be able to accommodate setup requests that come later.</p> <p>Unusual or excessive setup requirements maybe subject to an additional charge for the time of the service team as will any setup requests that require the service team to work outside their normal working hours.</p> <p>We are happy to arrange a free viewing of the Undercroft for Hirers either prior to booking or as part of the booking process so they can best identify the setup that will best suit their event. We do encourage Hirers to take advantage of this offer as the unusual layout of the Undercroft means it is helpful to fully understand the space in planning events.</p>
Audio Visual	<p>Two 36" TV Screens are available for use in the Undercroft. These can be used for presentations, videos or to display other information, including Cathedral videos and promotions.</p> <p>A third smaller screen can be positioned by the entrance and can display welcome information for your guests.</p> <p>There is also a simple sound system available that can be connected to the TV screens or used as a standalone PA.</p> <p>Use of all these is included in the booking cost but must be indicated at the booking stage to ensure they are made available.</p>
Additional Setup	<p>Any additional setup beyond what we can offer, such as staging, sound and lighting systems etc is the responsibility of the Hirer to source and setup along with any costs involved and any liability for damage to the equipment.</p> <p>If any additional equipment and furniture (other than laptops/tablets) are being brought into the venue the Cathedral should be informed and agreement sort at the time of booking.</p>
Safeguarding & Protection of Children and Vulnerable Adults	<p>A copy of the signed current Cathedral Safeguarding policy is attached to this and is available on website. All hirers are required to read and abide by this policy.</p> <p>The Hirer is required to ensure that children and vulnerable adults are protected at all times, by taking all reasonable steps to prevent injury, loss or damage occurring and ensuring all necessary checks are undertaken. The Cathedral accepts no responsibility for the Hirer's failure to comply with these requirements.</p> <p>The Cathedral Safeguarding officer should be informed of any safeguarding concerns that occur during the hire.</p>
Dates and Times	<p>The date and time of the booking will be agreed in the contract. This booking will also be added to the Cathedral diary.</p> <p>Once agreed this can only be changed with agreement of all parties.</p> <p>Standard hiring times are between 8am and 6pm. The Undercroft can be hired in 4-hour blocks or for the full day. During the summer months twilight bookings (4pm-8pm) are also available. Bespoke booking times can be negotiated for an additional cost and may be subject to staff overtime charges or Cathedral Verger chargers.</p> <p>The booking time includes any setup or derig of an event by the Hirer and is not just the event time. If setup or derig needs to take place on the day before or after a booking the Undercroft will need to be booked for those dates as well.</p>
Access	<p>Access will be through the South Slype from College Green and along the South Cloister. Other parts of the Cathedral are not included in the hire unless specifically booked through the main Cathedral venue hiring process.</p>
Accessibility	<p>The Undercroft comes equipped with a Hearing loop.</p> <p>It has a lift to access and once in, the Undercroft contains level flooring throughout.</p> <p>There is step free access from the street and we can negotiate parking for those with accessibility needs.</p>

	<p>The Undercroft is a very quiet space, withdrawn from the rest of the Cathedral and so is suitable for bookings that are looking for such a space.</p> <p>To help ensure the comfort of all your guests please do inform us of any accessibility needs ahead of time.</p>
Kitchenette	<p>The kitchenette is not normally available to bookings unless indicated in the booking contract. The hirer is responsible to bring any resources needed to make use of the Kitchenette and is expected to leave it clean and tidy after the booking.</p>
Food & Drinks	<p>The Cathedral reserve the right to do any catering and can provide this through our Cathedral Enterprises arm.</p> <p>Any significant orders for the Cloisters Café should be arranged prior to the booking and details of food packages are available on our website: www.worcestercathedral.co.uk/undercroft</p> <p>Individuals may bring their own food and drink to be consumed on site.</p> <p>While the Hirer may pass on any charges for Cathedral food to your guests, they are not permitted to sell any food produced by any other organisation or individuals to attendees at an event.</p> <p>Alcohol – any plan to sell, consume or use alcohol must be agreed with the Catering manager as this may have an impact on the licence the Cathedral holds.</p> <p>As referred to above, it is important to care for the space when consuming food. Care should be taken to not spill and any spills should be cleaned with dry cloth. All food and drink should be removed from the Undercroft at the end of a booking.</p>
Music	<p>Before any performance of copyrighted musical works can be given in public, those responsible for the event are required to obtain the permission of the owner of the copyright of the works concerned. The Cathedral can do this on the behalf of the booking through our PRS for Music agreement but it essential that the Hirer co-operates with us. Failure to do so will result in the cancelation of the booking and the Hirer will be responsible to pay any fines forth coming.</p> <p>For more information, please see the attached “PRS for Music – Information for third parties”</p>
Conduct	<p>The Hirer is responsible for the conduct of the attendees during their hire of the Undercroft. It is their responsibility that the behaviour of their guests does not constitute a breach of law or negatively impact on the wider work and goings on in the Cathedral.</p> <p>The Hirer is responsible to make sure that their attendees are aware that College Green is a residential area. This is particularly important on departure from evening events.</p> <p>If the event planned is going to involve significant noise this must be discussed at the time of booking with the Cathedral and may require other approvals and licensing arrangements. The cost of any of these must be fully born by the Hirer.</p>
Smoking	<p>There is no smoking or vaping inside the Undercroft in any circumstance.</p> <p>While smoking is permitted outside on College Green we ask that Hirers ensure excessive litter is not left, including cigarette butts. We ask Hirers to provide a bucket of sand that they then remove after the event if they expect there to be significant smoking by their guests.</p>
Health & Safety	<p>The Cathedral will provide a risk assessment guideline that can be used by The Hirer to develop a risk assessment specific to the event.</p> <p>The Cathedral may request a copy of The Hirers own risk assessment, depending on the nature of the event.</p> <p>All electrical equipment a Hirer brings into the Undercroft must have an up-to-date PAT test.</p> <p>In the event of an incident where first aid is required the Cathedral must be informed and the incident will be logged by the Duty verger in an incident book.</p> <p>The Hirer is responsible for ensuring appropriate insurance is in place for the event, including any items they are brining into the Undercroft.</p>

Fire & Emergency	<p>The Cathedral will ensure the Hirer is aware of emergency procedures including evacuation routes prior to the hire. This maybe on arrival at the Undercroft for the booking.</p> <p>The Hirer is responsible to ensure that all participants and visitors for their booking are informed of evacuation procedures.</p> <p>Throughout the course of the booking it is essential that all fire routes are kept clear. Consideration to this must be given when planning the layout of the rooms. This is particularly important if not using a standard layout.</p> <p>In the event of a fire or other emergency those in the Undercroft should evacuate to College Green by the shortest safe route.</p> <p>The Hirer will need to check all participants are accounted for and inform the Cathedral Fire Officer of any that are missing.</p>
Sales	<p>If the Hirer wishes to sell any items to attendees during their booking they must inform the Cathedral and get agreement from the Shop Manager. Depending on the nature of the items being sold there maybe a commission due to the Cathedral enterprises.</p>
Problem with event	<p>In the event that a problem arises during the event then the first point of call is the Cathedral Staff Member who welcomed the Hirer to the event.</p> <p>If they are not available then in an emergency the Duty Verger can be contacted on 01905 732929. Please note that if the Duty Verger is contacted unnecessarily then Verger fees of £37 per hour + VAT maybe charged.</p>
Fees	<p>The standard fees are available on our website: www.worcestercathedral.co.uk/undercroft</p> <p>Additional fees maybe charged for out of hours use and setup needs that go beyond those offered in the basic package.</p> <p>Fees will be agreed at booking and added to booking form.</p>
Deposit	<p>For bookings over £500 a non-refundable deposit of £100 will be charged.</p> <p>For bookings over £1000 a non-refundable deposit of £250 will be charged.</p> <p>For bookings over £2500 a non-refundable deposit of 10% of the booking cost will be charged.</p>
Cancellation	<p>In the event that the Cathedral cancel the booking then any amount paid is refundable.</p> <p>If the Hirer cancels the booking the deposit is lost. In addition, if they cancel less than one week before the booking the full fee including any overtime charge and any catering costs that have already been committed will be invoiced.</p> <p>If the booking has to be cancelled due to government restrictions then we will either refund or agree with both parties to use towards future booking.</p>
Amendment Fee	<p>A fee of £35 + VAT will be charged for late amendments to the booking. This is significant changes less than 7 days prior. The Cathedral reserves the right to decide whether an amendment classes as significant.</p>
Invoicing	<p>Invoices will normally be raised around two weeks prior to the date the booking commenced and should be paid within 14 days.</p> <p>An additional invoice maybe raised to cover any additional costs incurred after this date.</p>
Disclaimer	<p>The Cathedral reserves the right to amend these terms and conditions without notice. We reserve the right to adjust the booking as necessary to ensure the smooth and continued operation of the Cathedral.</p> <p>There may be circumstances beyond our reasonable control that either delay the booking taking place or mean that the booking cannot take place on that day.</p> <p>The Chapter of Worcester Cathedral shall not be liable for any loss or damage arising from a breach of the terms and conditions of this Agreement or any delay or failure in providing the Event or any services which occur as a result of a Force Majeure reason.</p>
Agreement	<p>By signing the booking form the Hirer agrees to abide by these terms and conditions.</p>



FOR THE INFORMATION OF THIRD PARTIES

Before any performance of copyright musical works can be given in public, those responsible for the event are required to obtain the permission of the owner of the copyright of the works concerned.

Obviously, if each music user were to have to seek out separate permission for each individual work to be performed, the administrative burden would be extremely onerous. Through the PRS for Music it is possible to obtain permission to use virtually any copyright works (the exceptions are in certain specialized areas such as 'grand rights') by applying for a licence and paying the appropriate royalties. As the Worcester Cathedral has a licence the administration is further simplified. The third party does not need to apply personally to PRS for Music; the licensing arrangements will be taken care of by the Worcester Cathedral. However the Worcester Cathedral needs to provide certain information to PRS for Music in order that the appropriate fee can be assessed.

In most cases, the information required by PRS for Music will be restricted to the frequency and general description of events that have taken place. The main exceptions to this are that:

(1) When events such as popular concerts, classical concerts or variety shows occur, it is necessary for the box office receipts (net of VAT) to be declared, as the royalty is usually a percentage of such figures. And in the case of classical concerts, for the admission figures to be declared.

(2) For all live music events PRS for Music requires a programme return form to be completed. This comprises a list of the individual works used during particular performances.

Please co-operate with the Worcester Cathedral over the provision of this information which they are contracted to supply to PRS for Music. Failure to do so can result in performances being unauthorized and our rights being infringed. In such cases PRS for Music will take action as necessary to protect its members' rights.

Should you have any further queries please do not hesitate to contact the Concert Sales Centre on 0845 300 60 33.