# **Booking a Space**

1. Bookings must be made at least 5 working days in advance of the booking date, otherwise we cannot guarantee we will be able to arrange this. We will aim to answer all requests in a timely manner, however please bear this in mind if you are looking to book a same-day booking.
2. All bookings made via our website form will look to be reviewed and confirmed within 2 working days. You will receive an email confirmation or further details after submission. If we require further details, your booking will not be finalised until specified that all details have been given.
3. Our spaces are sometimes only available for a limited period, or our yearly pre-bookings will be made priority. The Students’ Union will look to make you aware of any clashes and look to offer alternative spaces in this case. If we cannot offer any alternative spaces, then we reserve the right to refuse your booking.
4. Please make sure confirmation of numbers is given to the booking’s assistant or events team. We cannot be responsible for overcrowding of an event or full-capacity of a space. In this instance, if an event is deemed to breaking health and safety regulations, the Students’ Union reserves the right to cancel an event.
5. Please make sure all room requirements are made known on enquiry, if furniture needs removing or setting up, or assistance must be provided out of office hours, please specify at least 5 working days before the requested date.
6. We would expect our spaces to be left in the state that they were given to the hirer. If the space is left in an unsatisfactory state, the Students’ Union reserves the right to incur a charge for cleaning or any damage incurred.
7. Use of personal electrical equipment for events is prohibited by the Students’ Union unless agreed by the Events Team prior to the event All electrical equipment brought on site must have an in-date PAT testing certificate on it. Failure to do so may mean rejection of bookings in the future.
8. If room layouts requested are vastly different to the default layout, please bear in mind we are unable to assist should the booking follow another immediate booking. This shall be made aware to the enquirer when making a request.
9. The hiring of spaces is made available to students free of charge, unless stipulated by the events team prior to the event. For hiring a University space, you can make note via the Students Union enquiry form, or through emailing the events team.
10. If requesting a University space, we must adhere to the University booking guidelines which stipulate that once they have received your room booking request, they will work to respond to your submission within 2 working days. If you have specific questions regarding requesting a room, please call the Timetable office by phone on **0161 295 0023.**
11. **If requesting a University space through the Students’ Union, please add an additional 2 working days to your wait time, as we aim to meet all requests as soon as we can.**
12. **The University reserves the right to deny any enquiry should they deem it unacceptable or inappropriate. They will notify the Students’ Union of this change, either denying the booking completely or often offering an alternate space. The Students’ Union will look to keep you updated in this process until booking has been confirmed.**
13. **Cancelling an event must be submitted at least 3 working days before the event is scheduled. To cancel an event, you must telephone the events team directly as emails may not be picked up on time. Failure to do so may result in you being charged for the space.**

# **Technical Hire**

1. All bookings must be made through the Students’ Union events booking form found on the SU website. You must first accept these terms and conditions of hire before any bookings can go ahead
2. The hirer is wholly responsible for the care and return of any equipment used or borrowed and must in part with the regular health and safety guidelines. We reserve the right to charge any hirers for any damages or items lost.
3. The Students’ Union reserves the right to request an in-depth Risk Assessment if we deem it necessary. Templates can be provided if need be.
4. In the event of damage or loss of equipment, the hirer will be responsible for the reimbursement of any loss or repair costs to equipment
5. Any technical equipment hired within the Students’ Union may require technical assistance if the Events Team feels this is necessary. If this is the case, this may incur a charge for staff assistance, which will be made aware at point of enquiry.
6. Any on-site bookings requiring technical assistance outside of office hours may be subject to charges for assistance. The Students’ Union and the Events Team reserve the right to cancel or postpone an event if this service is deemed to be required and is refused by the hirer.

**Catering**

1. Once an initial form has been submitted, a menu and pricelist will be sent to you to clarify what the Students’ Union can offer. The Students’ Union pricelist is not subject to negotiation.
2. Any food change requests must be confirmed at least 7 days before the event or we cannot guarantee delivery.
3. All allergy and dietary requirements must be noted on the food order and made clear ahead of time. Any last minute allergen changes might not be guaranteed as we require time to ensure products are bought ahead of time.
4. The Students’ Union reserve the right to deny any food orders or requests should they not made within a reasonable timeframe or deemed unacceptable. Does this need to be more general as we can reject any food orders
5. All food orders are subject to space availability. The Student Union reserve the right to deny food orders that cannot be placed in certain Union spaces.
6. Orders for cold sandwiches, tea, coffee and beverages can be placed no more than 5 working days prior to the event.
7. All food orders placed by society groups will be charged directly via invoice, so please ensure that there is enough money in your accounts before ordering.
8. Food orders placed by staff of the University MUST provide a Purchase Order number before the day of the booking. The Students’ Union reserves the right to cancel any orders that have not have received a purchase order before time.
9. Cancelling catering must be done at a minimum of 4-5 working days prior to the event and must be telephoned to the events team directly as emails may not be picked up on time. Failure to do so may result in you being charged for the catering.
10. Only catering provided by USSU may be used in USSU spaces unless USSU are unable to meet your requirements. Non-USSU catering can only be authorized by the Head of Catering and Bars.

**External Bookings**

1. All external bookings will provide a deposit before venue hire. Price is determined by the final costing of venue, technical hire and catering. This will then be used as part of the payment balance in the satisfactory return of equipment.
2. Any equipment hired from the Students’ Union for a specified date must remain in the building throughout the entirety of the event. Anything taken off-site prior to notification will incur charges and the hirer will be notified on invoicing.
3. Any Internal or External hirers found to be misusing equipment or are in breach of health and safety regulations will result in the Students’ Union retaining 100% of hirers’ deposit.
4. The hiring of SU Technical staff will be dependent on date and time of event, but will be made aware at time of booking.
5. The hiring of SU Technical staff currently is charged at a rate of £10 per hour at the start of set-up
6. All food and drink will adhere to the catering terms and conditions as stated in this document
7. The hiring of an Atmosphere pop-up bar will incur a cost of the standard price of drinks needed for event, therefore changes per booking. This will be made aware to the organisation at point of enquiry.
8. All external hires will be invoiced the total amount needed at the end of the event, with a breakdown of costs should the hirer require one.

**Payment & Cancellations**

1. An invoice will be emailed to the hirer after the booking is completed. Please ensure all details are correct upon booking an event and allow up to 10 working days for this to be delivered.
2. The outstanding balance for any invoices must be cleared within 1 month of receipt of invoice. This is to be payed via BACS payment or by debit card at our Finance Office or over the phone.
3. Purchase Orders must be presented prior to all hires, at least 1 week before the agreed date. If there is no Purchase Order received, the Students’ Union reserve the right to cancel the booking.
4. If the Students’ Union believe the event to require a large cost amount of equipment and technical assistance, then the hirer will require to provide 50% of a deposit.
5. Any cancellations of hire, room booking or catering in less than 7 days will be subject to paying 100% of the original agreed hire fee.
6. Any cancellations of hiring any service within less than 2 weeks will be subject to a 50% agreed hire fee.
7. The Students’ Union reserves the right to cancel or postpone any booking if its feels that any of the policies outlined are not adhered to. This can be done any time prior or during a booking.
8. If you have any questions or issues with the terms and conditions outlined, you can discuss these with our events team. Email us at ussu-events@salford.ac.uk with your query and we will get back to you as soon as we can.