



St Pauls
Learning Centre

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St Pauls, Bristol
BS2 8XJ

Email: splcbookings@ethicalproperty.co.uk Tel : 0117 235 0400

BOOKING GUIDE & FAQ's

St Pauls Learning Centre and Ethical Property believe that spaces should be safe, supportive and most importantly welcoming and inclusive to all.

We do not tolerate any form of discrimination or harassment within our spaces and believe the best way to combat this is to provide spaces that are non-judgemental and that celebrate diversity in our society. We welcome bookings from those who pro-actively demonstrate inclusivity, diversity, social inclusion and respect these values.

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1. ROOMS:

Our sessional hire spaces are suitable for training, workshops, meetings, creative classes and community events. We will always ask the purpose of your booking to ensure that it is suitable for our spaces and in line with our values. Please note that we do not cater for private parties.

1.1 Spaces and facilities available

- Meeting rooms
- Art Rooms/ Creative spaces
- Training Rooms / Classrooms
- Event Space
- Community Darkroom (managed by The Real Photography Company)

As extras we can also provide

- Flipcharts
- Projector or Large Smart TV (depending on availability)
- Laptop docking trolley (includes 10 Chromebooks)
- Webcam
- Printing/laminating
- Refreshments

ROOMS & FACILITIES		Max Capacity	Facilities (Additional resources available on request)	Availability / Notes
Training Rooms	Classroom 1 57m ²	Classroom style: 36 Theatre style: 60 Horseshoe: 32 Grouped tables: 36	<ul style="list-style-type: none"> • Whiteboard • Folding tables on wheels 	Suitable for meeting, training & movement-based workshops. Foldable tables allow for a more versatile use & easier change of set-ups. Extra chairs on request. <u>Default set-up:</u> Classroom style.
	Classroom 2 38.5m ²	22	<ul style="list-style-type: none"> • Whiteboard 	Smallest of our training rooms. Suitable for all meeting and training purposes. <u>Default set-up:</u> Boardroom.
	Classroom 3 51.6m ²	25	<ul style="list-style-type: none"> • Whiteboard 	Suitable for all meeting and training purposes. <u>Default set-up:</u> U-shape
Art Rooms	Art Room 1 56m ²	26	<ul style="list-style-type: none"> • Whiteboard • Large Belfast sinks • Large solid tables • Worktop mounted vice • 2 Pottery wheels (on request) 	Suitable for messy creative practice, training and meetings <u>Default set-up:</u> 4 Grouped tables
	Art Room 2 57.8m ²	30	<ul style="list-style-type: none"> • Whiteboard • Large Belfast sinks • Large solid tables • Blackout blinds 	Suitable for messy creative practice, meetings & training. Of the 2 art rooms this is best for larger training and meeting purposes. <u>Default set-up:</u> 4 Grouped tables
Main Hall 115.9m ²		65 seating 130 standing	<ul style="list-style-type: none"> • Whiteboard • Trestle Tables & Chairs • Blackout blinds • Wall mounted projector screen 	Suitable for noisier activities and those that require large open space, as well as training and meeting purposes. No private parties.

Café 130m ²	60	Large bright space, currently configured in café style for around 30ppl. Set up can be arranged to your needs.	Suitable for more sociable and informal events and activities. <u>Private Hire</u> Mon to Thurs: 7 - 9pm Sun: 10 – 5pm <u>Daytime public drop in sessions</u> : by enquiry at designated round table.
Community Darkroom Managed by The Real Photography Company	10	<ul style="list-style-type: none"> • Small Colour processing Dark-room with 3 enlargers • Larger B&W Darkroom with 8 Enlargers, including wheelchair accessible unit • Daylight finishing room • Prices include use of chemicals 	7 days a week, online bookings only. Also available for exclusive use for private practice or as a training facility, and adhoc courses led by the RPC team. Contact the Bristol Community Darkroom team for more details.

1.2 Rates

See table below for capacity and prices of rooms available.

- Concessionary rates are on a sliding scale and at our discretion.
- DAY RATE 7hr+ : 1hr free | DAY RATE 12hr: 2hrs free

	Standard Hourly	Concessionary rates (p/h)			DAY RATE 7hrs +	DAY RATE 12hrs +
		BAND C	BAND B	BAND A		
<ul style="list-style-type: none"> • Training Rooms • Art Rooms • Cafe 	£26.00	£24.50	£20.75	£16.50	1 hour FREE	2 hours FREE
Main Hall	£36.00	£33.50	£28.50	£23.00	1 hour FREE	2 hours FREE
Concessionary Qualifications						
BAND A	EPC Tenants only					
BAND B	Small/local charities and Not-for-profits; Grassroots groups.					
BAND C	Larger Charities & Not-for-profit organisations Social Enterprise CIC					

BOOKING EXTRAS – subject to availability.

RESOURCES	PRICE
Laptops - Docking Trolley with x10 Chromebooks	£20
Large TV Screen with HDMI connection (x2 available)	£10
Projector – HDMI connection	£10
Webcam – USB connection	£5
Flipchart and Paper	£5

Photocopying	A4/A3: B&W 20p/40p Colour £1/£1.20
Weekly Storage	Shelves, drawers or whole units available. Speak to our team for more details. £3 per shelf p/week £20p/month for a whole cabinet

REFRESHMENTS	PRICE
Unlimited Teas, Coffee, Milk and Water (Urn & Cups included)	£2 per head
Kettle/Urn + Cups only (you provide your own tea, coffee, sugar & milk)	£5 per 10cups
Biscuits *Allergens will be displayed on a board*	£2 per 20ppl

The building also houses St Pauls Library: a Bristol City Council satellite library, and 'Glen's Kitchen' Café, serving mainly traditional Caribbean food. The Café is available for hire when not in use by the public.

We have a Community Darkroom, offering facilities for both B&W and Colour processing and available for sessional hire for private practice, demonstrations and teaching. Hosted workshops and courses can be organised by request directly with the Real Photography Company.

For more information about the Darkroom, please email Ruth@bristol-community-darkrooms.co.uk or visit <https://www.bristol-community-darkrooms.co.uk/>

1.3 Opening Hours

Rooms are available during opening hours only:

Mon - Thurs	09.00 – 21.00
Fri	09.00 – 17.00
Sat - Sun	10.00 – 17.00

Please note the centre is not open on bank holidays and between Xmas and New Year. We also close for maintenance one week every August.

Staff are available for:

- Booking enquiries and processing - Monday to Friday, 09:00 to 16:30
- General enquiries only - Monday to Thursday, 16:30 to 20:30

(For [St Pauls Library](#) opening times, please refer to their timetable on the door)

1.4 Booking Times

- Please ensure you include **set-up** and **pack-down time** in your booking. We open the door at the time of your booking. If you need time to set-up; make sure to book extra time accordingly.
- If your booking is until closing time, the event itself should finish 15min prior to closing time. The remaining 15min should be used for clearing up and packing down.
- We have a minimum booking time of 1hr in Classrooms and 1.5hrs in the Hall.

Last updated 19.11.25

- Multiple bookings in the same room, made by a single customer in a day, must have a minimum of 2 hours between bookings to allow for changeover and availability of the room to other hirers.
- All bookings have a strict **2 week minimum cancellation policy**.
- By creating a booking with us, you are agreeing to our T&Cs.

1.5 Is the building accessible?

SPLC is wheelchair accessible on all floors, including the Darkroom facilities. There are accessible toilets on all floors, and there is a portable induction loop at Reception.

Please note that event Hosts are responsible for the evacuation needs of their participants. We have refuge points on each floor.

We strive to accommodate different access needs at the centre so do please contact reception if you have any specific queries relating to your booking.

Detailed accessibility features are available via the AccessAble portal and app:

<https://www.accessable.co.uk/bristol-city-council/access-guides/st-paul-s-learning-centre>

1.5 Can I bring my pet?

Only official Assistance Dogs are allowed in our public and hired spaces.

If someone presents paperwork for an ESA, we can consider permitting well-behaved pets in hired spaces. No animals are allowed in communal or public spaces in the building.

2. MAKING BOOKINGS:

2.1 How can I check room availability?

You can check room availability via [the online calendar](#) on our website:

<https://www.stpaulslc.co.uk/spaces-for-hire>.

2.2 How do I make a booking?

Registering as a customer:

Before any bookings can be made you will need to be registered as a customer on HallMaster. You can do this yourself when you submit a booking request by visiting [our online calendar](#).

Please input all details, including group name.

Once you have registered, your details will be stored on the system and you can request future bookings or view previous bookings by logging in.

All customers are required to verify their emails via Hallmaster.

Requesting a booking:

To make a booking request, please visit the bookings page on our website and check the calendar for availability. Click the black **+** sign in the top right-hand corner to complete the form and submit your request. You can also come to reception, email or call us if you need assistance.

Please note that Café bookings need to be processed by our team.

How to book with Hallmaster - [VIDEO TUTORIAL](#)

How to book with Hallmaster - [PDF TUTORIAL](#)

- No room is 'booked' until a form is completed (online, or in person/over the phone), you have agreed to our T&C's and we have reviewed and confirmed via email.
- Please ensure you **include set-up and pack-down time in your booking.**
- There is a minimum booking time of 1hr in Classrooms and 1.5 hrs in the Hall.
- Multiple bookings in the same room, made by a single customer in a day, must have a minimum of 2 hours between bookings to allow for changeover and availability of the room to other hirers.
- All bookings have a strict **2 week minimum cancellation policy.**
- Acceptance of bookings is at the discretion of the Centre Manager.

2.3 Can I make a provisional booking?

Due to the nature of our system, we cannot accept provisional bookings.

3. COSTS & PAYMENT:

3.1 How much are the rooms and additional extras?

***Please see table at the top of this document in 'Room Rates, Features & Prices'**

The day rate is for bookings of 7 hours or more with 1 hour discount.

There is an additional 12hr day rate for the price of 10hrs.

3.2 Do you offer any discounted rates?

Yes.

Concessionary Rates:

We offer a number of concessionary rates to charitable, community and social impact organisations on a sliding scale and at our discretion.

Concessionary Qualifications	
BAND A	EPC Tenants only
BAND B	Small/local charities Small/local not-for-profits Grassroots groups
BAND C	Larger Charities & Not-for-profit organisations* Social Enterprise CIC

Our team uses [Companies House](#) & the [Charity Register Commission](#) websites to guide our decisions. Please note that some larger charities may not qualify for Band C if they are above a certain threshold .

- Band A – Classrooms: £16.50 / Main Hall: £23
- Band B – Classrooms: £20.75 / Main Hall: £28.50
- Band C – Classrooms: £24.50 / Main Hall: £33.50

Day Rates:

- 1hr discount on bookings of 7hrs or more
- 2 hr discount on 12hr bookings

3.3 Payment Options and Process

Process:

Invoicing is done retrospectively, on a monthly basis. All invoices are sent via Hallmaster.

e.g. If your booking is on March 12th, you will receive your invoice the first week of April.

Invoices include our bank details, payment options and purchase orders if they have been provided.

Please contact us if you need us to raise an invoice in advance and we will do our best to accommodate.

Please note that first-time hirers will be invoiced in advance.

Full payment is required 2 weeks prior or will be taken on the day. Any extras added on the day (resources, overtime, ..) will be invoiced for separately.

Bookings made on the spot require instant payment.

**If you are a new customer but the organisation you are booking for has booked with us already, standard retrospective invoicing applies.

Payment Options:

We accept Card and Bank Transfers.

Purchase Orders:

If you need to raise a purchase-order please do so ASAP and email the PO number to splc.admin@ethicalproperty.co.uk

Alternatively, you can include your purchase order directly in the booking form.

3.4 Do I qualify for concessionary rates on room and resource hire?

Our concessionary rates are offered at our discretion and on a sliding scale for local groups, social enterprises, charities and EPC tenants.

- Band C – Larger Charities, Not-for-profit organisations, Social Enterprises & CICs
- Band B - Small / local charities , small not-for-profits, grassroots groups
- Band A – EPC Tenants only

If you would like to discuss rates and eligibility, please contact the booking team on 0117 235 0400 or email splcbookings@ethicalproperty.co.uk with the name of your organisation/project.

Our team uses [Companies House](#) & the [Charity Register Commission](#) websites to guide our decisions.

Concessions on resource hire:

We do not offer any concessions on resource hire.

See Section '1.2 Room Rates, Features & Prices' under 'Booking extras'

3.5 Does the Centre provide rooms free of charge?

No. As a Centre, we do not receive any grant funding, and our business is providing space. We offer concessionary rates to local organisations and Not for Profit companies at the lowest rates possible.

For those wishing to work in a public space with Wifi, SPLC has a row of tables on the right in the Café for public use during opening times. Please note that noise levels and availability of space in the café cannot be predicted on any given day.

3.6 Will I get a further discount for block bookings?

As we offer an element of flexibility with cancellations and a tiered concessionary rate, we cannot offer further discounts for block bookings.

3.7 Altering or cancelling bookings

Please make alteration and cancellation requests **in writing** to splcbookings@ethicalproperty.co.uk

3.8 Cancellation Policy

If you have to cancel your booking for any reason, please give as much notice as possible. Please cancel **in writing** via email. The following charges apply on cancellation:

- More than 2 weeks' notice - no charge
- Less than 2 weeks' notice - **full hire charge**

We can occasionally reschedule bookings rather than incur the full cancellation charge, at the discretion of the Centre Manager and usually as long as the reschedule is within 30 days. We will only do this once. The reschedule must be made at the time of cancellation.

We reserve the right to cancel your booking if necessary for operational reasons (e.g. building works or lockdown advice). In the very unlikely event that this happens, we will give you as much notice as possible and try to offer you a suitable alternative booking. We will not be liable to make any other compensation.

3.9 Booking Terms & Conditions

For detailed terms and conditions, please visit [our website](#).

When you book, you are ticking a box to confirm that you have read the [Terms and Conditions](#). **Please make sure that you read the document carefully.**

Please pay attention to our policy on Public Liability Insurance and Risk Assessments, both of which are your responsibility.

4. EQUIPMENT AND SET UP:

4.1 Will SPLC set the room up for my booking?

All rooms except the Main Hall and Garden Room are set up with tables and chairs and have whiteboards as standard - unless specified otherwise.

You are responsible for setting up the room to meet your needs and for replacing the furniture to its original place at the end of your booking.

Sanitising spray & blue roll are at your disposal in every room for this cleaning purposes. Please ensure the leave the room as you found it.

If your activities have been messy, please ensure to fully clean and sweep. Extra binbags are available on request.

If you do not return the furniture to its usual location or the room is left untidy for the next booking you will be charged an additional £10 per booking.

We do not have the staff capacity to move furniture, it is your responsibility.

4.2 Can I arrive early to set up/ stay later to pack-down?

No.

When you plan your booking, please allow enough booked time **within your session** for setting up and packing down as there may be bookings before and after you. Please bare this in mind when making your booking request, and adjust your timings accordingly. We suggest a minimum of 15min before and after your session.

The room will be open at the time of your booking. If you arrive early, you are welcome to wait in the café.

Please note the **15min automatic buffer time on Hallmaster is for our own staff**. It is not part of your booking. This only exists to ensure a smoother turnover between bookings and should not be used as your own set up or take down time.

If you book until closing time, the event itself should finish 15min prior (8.45pm Mon-Thurs, 4.45pm Fri-Sun) and the last 15min should only be used for packing up.

4.3 Resource Hire – Equipment and availability

***For prices, see equipment hire table at the top of this document in 'Room Rates, Features & Prices'**

We have the following equipment available:

For use in the main building

- **10x 15"ASUS Chromebook Laptops in a lockable charging trolley** – designed for basic online use. If applications such as Word or Google docs are needed, the Hirer/User must sign in to their own Google or Outlook account in the browser.

No information can be stored on the laptop. Upon shutdown, any work unsaved to the users cloud will be lost.

- **2 Large TV screens on wheels with Speakers** – complete with HDMI for connecting to laptop

- **1 USB Webcam** - suitable for use with laptops/desktops and the large screens
- **1 Projector & small set of speakers** – complete with HDMI for connecting to laptop
- **Flipchart boards and paper x 2**

For use in the hall

- **1 Projector** – complete with HDMI for connecting to laptop
- **Flipchart boards and paper x 2**

Some rooms are more suitable for projections than others, so please check with booking staff if you have any concerns about this.

Equipment bags with cables and extension leads need to be collected from Reception and all IT resources must be signed IN and OUT on the day.

You may be asked to sign a duty of care agreement if this is the first time you have used this equipment.

4.4 Booking Resources

You can request resources in the 'additional items' section of the booking request form when booking online, or by specifying with reception when booking over the phone.

Please give us as much notice as possible for any of these items as the equipment may already be booked out.

4.5 Wi-Fi

We have two Wi-Fi networks in the building. Log-in details are displayed on the Information Boards in all training rooms and in the Hall.

5. REFRESHMENTS & COSTS:

Please specify refreshment requests when booking in the 'additional items' drop down menu when booking online.

5.1 Refreshment options

- **Option 1: Unlimited Tea, Herbal Tea & Coffee - £2 per head**
We provide an urn/flask, requested number of cups & set it up in your room.
Cow's milk as standard / non-dairy milk available on request (no extra cost).
Please specify number of people from the drop down menu on the booking form.
- **Option 2: Kettle/Urn + Cups only - £5 per 10ppl**
We provide a kettle, flask or urn and an pre-agreed number of cups.
Hirer is responsible for providing own tea, coffee, milk and for clearing away at the end.
- **Biscuits - £2 per 10ppl**
Please check the board provided alongside your biscuits for listed allergens and communicate with us in advance if you or one of your attendees has any allergy we should be aware of.

5.2 How will I pay for refreshments?

SPLC organises invoicing for the basic refreshments package as part of your room booking invoice.

5.3 Can I order food for my booking?

Glen's Kitchen, our resident Cafe can cater for a wide range of food requirements, from buffet, to a roast dinner. All catering requests are organised directly with the Café and invoiced separately from your room booking. Please call Glen on 07772177509.

5.4 Can I bring in my own refreshments or food?

Yes, that's absolutely fine, but please be self-sufficient and if generating a lot of waste, ask reception for bin bags. It is also fine to use outside caterers if needed. Please note we do not have or supply plates and cutlery, but we do have a small kitchenette for washing up.

6. PARKING AND TRANSPORT:

6.1 Is there parking connected to the centre? Can I book it?

Parking at St Pauls Learning Centre is for Centre staff and visitors only and is managed in partnership with a parking permit company.

We have 7 numbered parking spaces round the back of the building on Ludlow Close: 3 at the side of the Café and 4 more further around the corner at the very rear of our garden.

Spaces are allocated on a first come first served basis and cannot be reserved.

All vehicles must be registered at Reception immediately on arrival. Failure to do so may result in a parking ticket and fine.

6.2 Blue Badge Parking

We have two blue badge parking spaces right outside the front of the building. These are managed by the Council.

We are situated in a Residents Parking Zone where all other parking is free for Blue Badge holders, and without time restrictions.

6.3 On-street Parking

St Pauls Learning Centre is in a Residents Parking Zone - Pay & Display area.

Rates are: 1hr - £1; 2hrs - £2; 3hrs - £3. With a maximum stay of 3hrs.

You can use cash, the RingGo app or call the local council line on 0117 341 9000 to pay by credit or debit card.

Please be aware that traffic wardens are very diligent.

The nearest NCP carpark is just under 10 minutes' walk away on Bond Street. Follow the link for more info <https://www.ncp.co.uk/find-a-car-park/car-parks/bristol-st-james-barton/>

6.4 Arriving by Public Transport

The nearest bus route to SPLC is the number 5 'Mint Route' which goes from stand B1 in the city centre to Downend. It stops on Ashley Road and Brook Road.

The other nearest and most frequent routes are along Bond Street and Cabot Circus.

We are 10 to 15 minute walk away from the main Bus Station and 25 minute walk from Bristol Temple Meads. Our closest train station is Montpelier, a 10-min walk away from the Centre.

7. PROMOTION:

7.1 Will SPLC help promote the event?

Yes, as long as you provide us with information preferably via our online Marketing Form (see below).

Everyday there is a prominent board featuring the events of the day in the lobby area and several social media posts scheduled.

Marketing Form

In your booking confirmation email there will be a link to our online [Marketing Form](#) for you to add your event details, any images and links you may have.

This will help us when people make enquiries and will give us the info we need to:

- Add you to our website events calendar
- Create social media posts and tag you
- Add you to our future newsletter or centre updates

Make sure you tag **@stpaulslearningcentre** on your socials if you share anything about the sessions. If you add us as 'collaborator' on your post, your post will also appear on our feed. We currently use Facebook and Instagram.

7.2 Can I put information up in the centre?

Yes, we have several notice boards for events happening in SPLC. Please speak to reception who will be happy to help. If you'd like us to print posters for your events, costs will be added to your booking.

8. HEALTH & SAFETY:

8.1 General

Sign in/out register

All hirers, tutors and events lead are required to sign in at Reception and keep a register of their participants.

New Hirers / Hosts will be given a verbal H&S Induction on arrival.

All hosts will be handed out a printed H&S and Housekeeping guidelines document on arrival, which should be brought back to Reception when they sign out.

Suspicious, unusual or dangerous behaviour

Please inform staff immediately if you notice any suspicious, unusual or dangerous behaviour.

We will not tolerate alcohol, drug use, intoxication or abusive behaviour in the building.

8.2 Fire Safety

Fire evacuation Information + evacuation maps can be found on the back of each classroom door.

Please note that hosts are responsible for their own participants.

We have 2 stairwells in the building leading directly to fire exits, in total, there are 7 fire exits on the ground floor. Additionally, there are 2 fire exits from the hall leading directly outside.

The meeting point is in the centre of the Green at the front of the building. If this location is not safe, the alternative meeting point is on the grass at the rear of the building along Grosvenor rd. If there is a bomb threat, the meeting point will be at the junction of Grosvenor rd and Ashley rd in the triangular park.

The lift must not be used in event of Fire.

We have evacuation mats in each stairwell for the safe evacuation of people with disabilities or injured parties. These should only be used by trained individuals.

8.3 First Aid

Our staff are trained in First Aid, however we cannot be responsible for administering first aid to people outside of our team without the guidance of emergency services.

8.4 Risk Assessment

Please contact us for a copy of our most up to date Policies and General Risk Assessment.

Please note that it is the responsibility of the hirer/event lead to carry out their own risk assessments specific to their group and use of the space.

8.5 Extreme Emergencies

All classrooms can be locked from the inside with a single hand if necessary.

The Reception phone number is displayed on the information boards of each hireable space should you need to reach us.

We also have a panic button at reception that rings directly to the police.

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e. splcbookings@ethicalproperty.co.uk

w. www.stpaulslc.co.uk



St Pauls
Learning Centre



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