



St Pauls
Learning Centre

94 Grosvenor rd,
St Pauls, Bristol
BS2 8XJ

Email: splcbookings@ethicalproperty.co.uk Tel : 0117 9145470

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 our values.

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1. ROOMS:

1.1 Spaces and facilities available

- Meeting rooms
- Art Rooms/ Creative spaces
- Training Rooms / Classrooms
- Event Space
- Photography Darkroom

As extras we can also provide

- Flipcharts
- Projectors
- Laptop docking trolley (includes 10 Chromebooks)
- Large SMART TV's
- Webcams
- Printing
- Refreshments

ROOMS & FACILITIES		Max Capacity (seated)	Facilities (Additional resources available on request)	Availability / Notes
Training Rooms	Classroom 1	25	• Whiteboard	Available 7 days a week. Suitable for all meeting and training purposes
	Classroom 2	22	• Whiteboard	Available 7 days a week. Suitable for all meeting and training purposes
	Classroom 3	25	• Whiteboard	Available 7 days a week. Suitable for all meeting and training purposes
Art Rooms	Art Room 1	26	• Whiteboard • Large Belfast sinks • Large solid tables • Standing height workbenches • 2 Pottery wheels (by request)	Available 7 days a week. Suitable for messy creative practice, training and meetings
	Art Room 2	30	• Whiteboard • Large Belfast sinks • Large solid tables • Blackout blinds	Available 7 days a week. Suitable for messy creative practice. Of the 2 art rooms this is best for larger training and meeting purposes.
Main Hall		65 seating 150 standing	• Whiteboard • Trestle Tables & Chairs • Blackout blinds	Available 7 days a week Suitable for noisier activities and those that require large open space, as well as training and meeting purposes
Café		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 to 9pm only, Sun 10 – 5pm. <u>Daytime ad-hoc public drop in sessions:</u> by enquiry at designated round table.
Community Darkroom		10	• Small Colour processing Darkroom 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 Also available for exclusive use for private practice or as a training facility, and adhoc courses led by the RPC team. Contact reception or Real Photography Company 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			DAY RATE 7hrs +	DAY RATE 12hrs +
		BAND C @ 10% Discount	BAND B @25% Discount	BAND A @40% Discount		
<ul style="list-style-type: none"> • Training Rooms • Art Rooms • Cafe 	£25.00	£22.50	£18.75	£15.00	1 hour FREE	2 hours FREE
Main Hall	£35.00	£31.50	£26.25	£21.00	1 hour FREE	2 hours FREE
Concessionary Qualifications						
BAND A 40% discount	Small/local charities and 'not-for-profits'; Grassroots groups.					
BAND B 25% discount	STANDARD CONCESSIONARY OFFER. Larger Charities; Not-for-profit organisation; Social Enterprise; CIC's					
BAND C 10% discount	At our discretion					

BOOKING EXTRAS – subject to availability.

RESOURCES	PRICE
Laptops - Docking Trolley with x10 Chromebooks	£20 FREE to use for 'Band A' and eligible 'Band B' customers
Large TV Screen with HDMI connection (x2 available)	£10 FREE for 'Band A' & eligible 'Band B' customers
Projector & Speakers – HDMI connection	£10 FREE for 'Band A' & eligible 'Band B' customers
Webcam – USB connection	£5 FREE for 'Band A' & eligible 'Band B' customers
Flipchart and Paper	£5 per session
Photocopying	A4/A3: B&W 10p/20p, Colour 50p/£1
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 and Water (Set up and clear down provided by us)	£2 per head
Kettle/Urns and Cups - (you provide tea, coffee and clear away after use)	£5 per 10ppl
Large Urn only (35litres)	£20 per session
Biscuits	£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.

For more information about the Darkroom, please email the Real Photography Company stpaulsdarkrooms@gmail.com or visit <https://www.realphotographycompany.co.uk/>

1.3 Opening Hours

Rooms are available during opening hours only

- **Monday-Thursday 9:00 – 21.00** (sessions until 8.45pm)
- **Friday 9:00-17.00** (sessions until 16.45pm)
- **Saturday-Sunday 10:00-17:00** (sessions until 16.45pm)

Please note the centre is not open on bank holidays and between Xmas and New Year.

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 closing

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

- Please ensure you include set-up and pack-down time in your booking
- If your booking is until closing time, the event itself should finish 15min prior and the last 15min used for packing up.
- We have a minimum booking time of 1hr in Classrooms and 1.5hrs 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
- By creating a booking with us you are agreeing to our T&C's

1.4 Is the building accessible?

SPLC is wheelchair accessible on all floors, including the Darkroom facilities. There are accessible toilets on all floors.

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>

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/book-a-room>

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 <https://www.stpaulslc.co.uk/book-a-room> . Please input all details.

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

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 or call us if you need assistance.

- 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.

- Band A – 40% discount
- Band B – 25% discount
- Band C – 10% discount

Day Rates:

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

3.3 Payment Options and Process

We accept Cash, Card, Bank Transfers and Purchase Orders.

Invoicing is done retrospectively at the start of each month. You will receive an email from Hallmaster with your 'booking breakdown' for the month. Following that you will receive an email from the Ethical Property Finance Team via Netsuite/Ethical Property with your actual invoice details and payment options.

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

If you need to raise a purchase-order please do so ASAP and email it to both splcbookings@ethicalproperty.co.uk and customer.accounts@ethicalproperty.co.uk

Alternatively, you can include your purchase order in the 'Special Requirements' section of the booking form.

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

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

- Band C – 10% discount
- Band B – 25% discount
- Band A – 40% discount

All 'Band A' bookings and eligible 'Band B' bookings qualify for free use of selected resources such as Laptops and Smart TV's.

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

If you would like to discuss rates and eligibility, please contact the booking team on 0117 9145470 or email splcbookings@ethicalproperty.co.uk.

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 a cancellation fee, at the discretion of the Centre Manager and usually as long as the reschedule is within 30 days. We will only do this once before a cancellation fee is incurred. 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 <https://www.stpaulslc.co.uk/room-hire-terms-and-conditions-faq>. 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. If your activities have been messy, please ensure to fully clean and sweep.

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.

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 and you will therefore not be invoiced for it. 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.

Most resources are free to 'Band A' and eligible 'Band B' customers.

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 screen 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 & small set of speakers** – 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

- **Unlimited Tea, Herbal Tea & Coffee - £2 per head**
Provided and set up in room before booking. Cow's milk as standard, Non-dairy milk is available on request. Please specify when booking and select number of people from the drop down menu on the booking form.
- **Kettle/Urn & Cups - £5 per 10ppl**
We provide a kettle or urn and cups. Hirer is responsible for providing own tea, coffee, milk and for clearing away and washing up if needed.
- **XL Urn only (35 litres) - £20**
Hirer is responsible for providing own tea, coffee, milk and cups
- **Biscuits - £2 per 25ppl**

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 UK CPM, 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. 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.

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 newsletter or centre updates

7.2 Can I put information up in the centre?

Yes, we have several notice boards, both internally and externally, for events happening in SPLC. Please speak to reception who will be happy to help.

8. HEALTH & SAFETY:

8.1 General

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.

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.

8.2 Fire Safety

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.

More detailed information regarding evacuation can be found in every room of the building.

The hirer/event lead is responsible for the monitoring and evacuation of their participants/group.

8.2 First Aid

All of 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.

8.3 Extreme Emergencies

The telephone number of Reception is displayed on the Information boards in each classroom. Please note this down in case you need to contact us in extreme emergencies.

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

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

We hope this document answers some of your queries, any further questions don't hesitate to get in touch.

Many thanks,

St Pauls Learning Centre

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w. www.stpaulslc.co.uk



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