



St Pauls
Learning Centre

94 Grosvenor rd,
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

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)	Details
Training Rooms	Classroom 1 57m ²	Classroom style: 36 Theatre style: 60 Horseshoe: 32 Grouped tables: 36	• 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	• 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	• Whiteboard	Suitable for all meeting and training purposes. <u>Default set-up:</u> U-shape
Art Rooms	Art Room 1 56m ²	26	• 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	• 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	• 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, 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.
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The building also houses [private offices](#), [St Pauls Library](#), [Glen's Kitchen](#), [The Makershed](#), the [Bristol Community Darkrooms](#) and a lovely garden where you are welcome to relax.

1.2 Rates

The rates below apply as of **September 1st, 2026**.

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

		Concessionary rates (p/h)			DAY RATE 7hrs +	DAY RATE 12hrs +
	Standard Hourly	BAND C	BAND B	BAND A		
• Training Rooms • Art Rooms • Cafe	£27.00	£25.00	£20.75	£17.00	1 hour FREE	2 hours FREE
Main Hall	£37.00	£34.00	£28.50	£23.50	1 hour FREE	2 hours FREE
Concessionary Qualifications						
BAND A	Ethical Property Company 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 **					

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
Option 1: Unlimited Teas, Coffee, Milk and Water (Urn & Cups included)	£2 per head
Option 2: Kettle or Urn + Cups only (you provide your own tea, coffee, sugar & milk)	£5 per 10cups
Biscuits *Allergens will be displayed on a board	£2 per 10ppl

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 and every Sunday during the Summer.

Staff are available for:

- Booking enquiries and processing - Monday to Friday, 09:00 to 16:30
Saturday/Sunday, 10:00 to 16:30
- General enquiries only - Monday to Thursday, 16:30 to 20:30

1.4 Booking Times

Room access is during booked time only.

- Please ensure you include **set-up** and **pack-down time** in your booking if you need it.
- If your booking is until closing time, please ensure you finish on time and use the last 15min of your booking to pack down.
- 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 weeks' minimum cancellation policy.**

1.5 Is the building accessible?

Access: SPLC is wheelchair accessible on all floors.

Toilets: There are gender neutral accessible toilets on all floors. Gendered toilets are located on the ground floor.

Induction Loop: There is a portable induction loop at Reception, which can also be used as a free resource in our hireable spaces.

Evacuation: Please note that event Hosts are responsible for the evacuation needs of their participants. We have refuge points on each floor and evacuation mats in both stairwells to be used by trained individuals.

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.

Our Centre's detailed accessibility features are available via the [AccessAble](#) portal and app, alongside pictures and easy-Read format.

1.6 Can I bring my pet?

Whilst we do love pets, unfortunately 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](#).

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 our booking system; HallMaster. You can do this yourself when you submit a booking request by visiting [our online calendar](#).

Please input all details, including a 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](#)

- By creating a booking with us, you are agreeing to our T&Cs.
- No room is fully 'booked' until a form is completed (online, in person or over the phone), we have reviewed and confirmed via email.
- 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.

Once a booking has been confirmed by our team, it is subject to our 2 weeks cancellation policy.

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'**

Our hourly standard rates as of September 1st, 2026 are as follows:

Classrooms, Art Rooms & Café space: **£27.00**

Main Hall: **£37.00**

3.2 Do you offer any discounted rates?

Yes, we do.

Concessionary Rates:

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

Concessionary Qualifications	
BAND A	Ethical Property Company 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: £17.00 / Main Hall: £23.50
- Band B – Classrooms: £20.75 / Main Hall: £28.50
- Band C – Classrooms: £25.00 / Main Hall: £34.00

Day Rates:

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

3.3 Payment Options and Process

Process:

1. Standard invoicing

Invoicing is done monthly and retrospectively.

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

All invoices are sent via Hallmaster (our booking system). They 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.

2. First-time hirers

First time hiring organisations** are invoiced in advance for their first bookings.

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.

Last minute bookings made at the desk requires instant card payment.

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

Payment Options:

We accept Card and Bank Transfers.

We can also send you an online payment link on request.

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

You can also 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 – [Ethical Property Company 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.

Please note that some larger charities may not qualify for Band C if they are above a certain threshold.

Concessions on resource hire:

We do not offer any concessions on resource hire.

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, our community café is open 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 already offer an element of flexibility with booking alterations and a tiered concessionary rate, we cannot offer further discounts for block bookings.

3.7 Altering or cancelling bookings

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

We can occasionally reschedule bookings if the reschedule is within 30 days. We will only do this once. The reschedule must be made at the time of cancellation and is at the discretion of the manager.

3.8 Cancellation Policy

If you must cancel your booking for any reason, please give as much notice as possible, and always do so **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 reserve the right to cancel your booking if necessary for operational or Health & Safety 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?

The default set-up of each room is detailed in Section 1.1: *Rooms> Spaces and facilities available*

All rooms except the Main Hall are set up with tables and chairs and have whiteboards as standard - unless specified otherwise. We do not have the staff capacity to move furniture.

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.

Housekeeping:

- 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.

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

No. The room will be open at the time of your booking. If you arrive early, you are welcome to wait in the café.

Access to the room is during booked times only.

Please allow enough time **within your booking** for setting up and packing down as there may be bookings before and after you. We suggest a minimum of 15min before and after your session.

If your booking is until closing time, please ensure your session finishes 15min prior so you can use the remaining time to pack up.

Please note that the automatic 15min buffer time on Hallmaster is for our own team to check the spaces and get the rooms ready. It is not part of your booking and cannot be used for your set up or take down time.

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
- **2 Flipchart boards and paper**

For use in the hall

- **1 Projector** – complete with HDMI for connecting to laptop
- **Flipchart board and paper**

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 I.T. 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, detailing them by email 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 a publicly accessible Wi-Fi network in the building.

Log-in details are displayed on the Information Boards in all hireable spaces.

5. REFRESHMENTS & COSTS:

Please specify number of people for all refreshment requests.

You can adjust numbers 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 a pre-agreed number of cups.
Hirer is responsible for providing their own tea, coffee, and milk.
- **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 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 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, which the Centre is unable to revoke.

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, 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 located by Cabot Circus, just under 10 min walk away on Bond Street.

Our neighbours at [Malcom X](#) are 1min walk away and offer a 25-space open-air car park, with a rate of £1p/h or £6 all day.

6.4 Arriving by Public Transport

Bus

The nearest bus route to SPLC is the [Number 25](#), which runs from the City Centre to Fishponds and stops in Denbigh Street, just around the corner.

The Y2, T1, Y1, m1, m3 and m4 metrobus all stop at the nearby [Cabot Circus S1 stop](#) on Bond Street, which is a 9min walk from the Learning Centre.

The other nearest and most frequent routes are along Stokes Croft, with the nearest stop being [Nine Tree Hill](#), a 9min walk.

[Bristol Bus & Coach Station](#) is Bristol's main transport hub and only a 10 to 15min walk.

Train

We are a 25min walk away from Bristol's main train station: [Bristol Temple Meads](#).

Our closest local train station is [Montpelier](#) (Severn Beach line), a 10min walk away from the Learning Centre.

7. PROMOTION:

7.1 Will SPLC help promote the event?

Yes, we are happy to help.

Please ensure that you provide us with all the relevant information in advance via our online [Marketing Form](#).

Website:

Public events will be uploaded to the [‘What’s On’](#) section of our website and as well as on our homepage.

Social Media:

Public events will be included in our monthly [‘What’s On This Month’](#) social media post, providing that we receive your information in advance.

If you add us as ‘collaborator’ on your own post s, they will also appear on our feed.

Make sure you tag [@stpaulslearningcentre](#) ([Facebook](#) and [Instagram](#)) if you post anything about the sessions, so we can share it too.

On the day:

Your event, times and location will be written on the board in the lobby on the day.

Marketing Form

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

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

- Add you to our website events calendar
- Tag you in our social media posts
- Add you to our future newsletter or centre updates

7.2 Can I put information up in the centre?

Yes, of course. 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 and 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

Please note that hosts are responsible for the evacuation of their own participants.

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

We have 2 stairwells in the building leading directly to fire exits. There are 7 fire exits on the ground floor in total. 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 road and Ashley oad in the triangular park.

The lift must not be used in event of Fire.

Accessibility provision:

We have one evacuation mat 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 main first aid kit is kept in Reception on the ground floor.

There is an additional first aid kit in Art Room 1 on the 2nd floor.

Please report any incident to our staff.

Whilst our staff are first-aid trained; we cannot be responsible for administering first aid to people outside of our own team without the guidance of emergency services.

8.4 Risk Assessment

Please contact us if you need a copy of our own most up to date Policies and General Risk Assessment.

Please note that it is the responsibility of the hirer or 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 our security call handlers.

Thank you for choosing to host your event at our venue!

We look forward to welcoming you,

St Pauls Learning Centre

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BS2 8XJ

0117 235 0400

e. splcbookings@ethicalproperty.co.uk

w. www.stpaulslc.co.uk



St Pauls
Learning Centre

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