

The Albany Deptford Lounge

Coworking Space Terms & Conditions of Use

TERMS AND CONDITIONS [updated 01.02.2023]

Please note: The term 'ticket' hereby refers to the means with which to access to coworking space, whilst the booking refers to any of our coworking offers (desk space, comfy space, movement space, etc.) or any other such ancillary service provided as part of the coworking offer.

1. Conditions of Sale

- 1.1. All coworking spaces must be booked and paid for in advance of usage. Should you access a space prior to receiving a booking confirmation you will be asked to leave the space.
- 1.2. Please examine your tickets carefully, as mistakes cannot be rectified at a later date. No refunds are made on tickets. Exchanges are made at the management's discretion and will be subject to an administration fee per ticket.
- 1.3. Any concessions on ticket sales must be applied for at the time of booking.
- 1.4. Lost tickets cannot be reprinted in order to prevent fraud.
- 1.5. Age restrictions apply to the venue and to some events and proof of age / ID may be required for entry.
- 1.6. The Management reserves the right to:
 - 1.6.1. Refuse admission to any ticket holder.
 - 1.6.2. Require any ticket holder to leave the venue and to take any appropriate action to enforce this right.
 - 1.6.3. Make any alteration in the coworking space which may be rendered necessary by any cause outside its powers.
 - 1.6.4. Cancel or curtail any coworking space bookings without prior notice and without being liable to any person for any compensation or damages whatsoever other than to the ticket holder of the face value of any ticket held for any cancelled booking.
- 1.7. In the event that a booking is cancelled or otherwise, ticket holders may be offered alternative bookable options (subject to availability).
- 1.8. The Albany is unable to accept any liability for personal damages, losses or injuries sustained during an event – including damage and loss of property, if the cause is due to the negligence of the ticket holder or the unforeseeable actions of other patrons.
- 1.9. The following items may not be brought into the venue: alcohol, drinks, food, bottles, cans, illegal substances, portable laser equipment and pens and any other potentially dangerous or illegal items, unauthorised film or photography equipment and audio recorders. All items will be confiscated.
- 1.10. Children under the age of 2 years are welcome to accompany you to use our coworking spaces; specific seating areas may be highlighted as being more appropriate for children or babes-in-arms. A separate ticket / coworking space must be purchased for any child aged 2 years or over. Where applicable 'babes in arms' refers to any child aged under 18 months.

2. Coworking Space Usage

- 2.1. If you have an access requirement and require a specific seating arrangement, please call box office or tell us about this via the form when booking on line.
- 2.2. **Rooms are not reserved until you receive a confirmation email.**
- 2.3. All ticket holders must be over 18 years of age and take responsibility for observance of the Terms and Conditions.
- 2.4. When booking a space on an hourly basis, you must not access your room outside of your booking times. Additional time must be booked in advance, and is subject to availability.
- 2.5. Bookings involving noise such as music/singing/chanting/shouting are restricted to certain rooms only as identified at the point of booking. Bookings involving dancing / movement / physical activity are also restricted to certain rooms. If your booking disturbs other bookers and/or residents whether the room is designated as one that allows noise or not, the Duty Manager will ask you to reduce this noise. Failure to act upon this request promptly will result in the termination of your booking without a refund.
- 2.6. IT equipment is not provided for any coworking spaces unless otherwise specified at the point of booking. You are expected to read the user information for resources and equipment within the space. Bespoke technical and/or operational support is not provided for any of these spaces.
- 2.7. Fire evacuation procedures are displayed in all spaces. Please read these carefully and ensure that all persons attending your booking are aware of these. In the event of an emergency you are required to evacuate the building to the Assembly Point. Report any unaccounted person from your party to The Venue when safely at the evacuation point.
- 2.8. Fire exits, fire exit routes and all means of escape must be used safely and be kept free of any obstructions at all times.
- 2.9. You cannot bring, sell or consume alcohol on site unless bought from the Venue's café and/or bar. The selling of alcohol is strictly prohibited.
- 2.10. No animals are permitted on the premises other than assistance animals.
- 2.11. You must ensure that you leave the room as you found it, removing all of your materials and putting all rubbish in the bin. Where possible please use the recycling bins provided.
- 2.12. On no account should the maximum persons in the space exceed stated capacity at the point of booking.
- 2.13. Owing to the covid-19 pandemic and its ongoing effects, there may be the need to reduce room capacities at short notice in line with government social distancing measures. In the event this will affect your booking, The Venue will work with you to reschedule where possible.
- 2.14. The use of candles, incense or any other item that results in strong odour, flame or smoke is strictly prohibited.

2.15. All terms and conditions are subject to change.

3. GENERAL INFORMATION

- 3.1.** Smoking / Vaping is not permitted in any of our buildings or outdoor spaces, including the Albany Garden and outdoor ballcourt.
- 3.2.** All information provided by yourself in advance or at the point of booking must be true and accurate. Should any information shown on the booking prove to be false your booking may be refused or terminated without a refund.
- 3.3.** In line with the Equality Act 2010 and our Equality and Diversity Policy (available on request) you must not use language or behaviour which could be construed as discriminatory whilst on the Albany's premises. We are committed to providing facilities for individuals and groups of people within the context of equal opportunities and this covers all activities and events taking place on the premises.
- 3.4.** If you are bringing a child or vulnerable adult on site you must make sure that they are supervised at all times while on the premises and that the supervisor has the appropriate DBS (Disclosure and Barring Service) check and follows best practice. We expect you to safeguard children and vulnerable persons in line with all Health and Safety regulations, legal requirements and with our Safeguarding Children Policy for Children, Young People and Vulnerable Adults (available on request). We may ask you for a copy of your own Safeguarding Policy and risk assessment, failure to produce this policy may result in the termination of your booking.
- 3.5.** If the premises should be closed through fire, demise, war, calamity, epidemics, strikes, disputes, force majeure or anything what so ever beyond the control of The Venue, neither party shall have any claim against the other and the obligation of both parties shall cease immediately. For COVID-19 related closure or cancellations, see section 2.3.

4. USE OF PREMISES AND INSURANCE

- 4.1.** You can only have access to the particular space you have booked plus use of the public toilets and other common areas, and you can only use the space/s for the purpose stipulated in advance or at the point of booking.
- 4.2.** Photographs of coworking space may be used by The Venue for promotion of the building and its rooms and services, including newsletters, leaflets, posters and social media. Ticket holders will be advised in advance if their event is going to be photographed and release forms will be provided by the Albany. Where applicable credit will be given to the individual.
- 4.3.** You are responsible for any damage or harm done to persons, building or property arising from your actions or omissions or those of your members or group.
- 4.4.** You agree to affect and maintain such insurance policies as may be required to cover your activities, requisite statutory and all other liabilities.
- 4.5.** The Venue reserve the right to deny or terminate access to facilities at any time if in its opinion the circumstances are such that the booking or continuance of the booking appears to contravene any of our policies or not be in the interest of good The Venue (i.e breach of the peace, public safety or nuisance) or if payment has not been received.

- 4.6. The decision to refuse access or terminate a booking at any time is at the discretion of The Venue alone and shall be final. The The Venue will give notice in so far as is practice in the circumstances and shall not be liable for any damages or additional expense incurred by you arising out of any such refusal.
- 4.7. **We have a zero tolerance policy on aggression (be that written, verbal or physical) towards our staff members. Any indication of the above will result in an immediate termination of the booking with no refund.**
- 4.8. You are responsible for ensuring that no activity takes place that might endanger the general health and safety of any person in the vicinity.
- 4.9. You must have permission from us to bring any equipment onto our premises. Any equipment you bring onto the premises is done so at your own risk and any loss or damage to your property is your responsibility. All electrical equipment you bring onto the premises for use including PA systems and speakers must be fit for use and display a current PAT test label. If we see you using equipment without a PAT test label that we deem unsafe we can ask you to stop using it. If you refuse to stop using your equipment any future bookings you have with us, confirmed or otherwise may be subject to cancellation.
- 4.10. If you damage any equipment, furniture or any other items belonging to the Albany or their partner organisations whilst on the premises we will charge you for repairs or replacement of the item or items.
- 4.11. By making this booking, you (the booker) acknowledge COVID-19 and its ongoing effects in the UK and accept your obligation to comply with any official guidance from UK Government. Likewise, The Venue acknowledges the ongoing COVID-19 crisis in the UK and accepts our obligation to comply with any current official guidance from UK Government.
- 4.11.1. You (the booker) are responsible for ensuring that you have read and comply with any current government guidance that is relevant to your booking activity. The Venue reserves the right to terminate your booking and refuse future service if you or your attendees do not follow appropriate measures.
- 4.11.2. You (the booker) are responsible for ensuring that both you s are aware of the venue's health and safety measures, and adhere to them at all times.
- 4.11.3. If we are obliged due to specific Government restrictions to close our venue, we may offer you an alternative booking date, but if that cannot be agreed the booking will be deemed cancelled and your payment will be returned in full with no further payment required.
- 4.11.4. If you are issued with a separate covid-19 health and safety compliance form, then that form's health and safety measures and booking terms will supersede this one.
- 4.12. Whilst The Venue has taken every precaution to ensure a safe environment during the covid-19 pandemic, there will always be a risk associated with holding activities. As such, all bookings and activities at the venue are undertaken at your and your attendees own risk, and The Venue will not be liable for any ill health or other losses incurred as a result of COVID-19 risks present.