

## Revised Venue Booking Policy for Non-Teaching Activities

### **Summary:**

Following discussion at QMSE regarding the problems being encountered with the room bookings policy for non-teaching activity, a revised policy is now presented for consideration.

The paper specifically covers events delivered in conjunction with an external organisation which are linked to QM teaching, research and public engagement, and provides a fixed scale of discounts on the commercial room hire rates to support and facilitate such activity. The revised policy also introduces an appeals process, and provides event organisers with more comprehensive information on how to book rooms and access relevant central support services.

### **Action required:**

QMSE is asked to **approve** the revised policy.

### **Prepared by:**

George Foden  
Corporate Events Manager  
Estates and Facilities Directorate

### **Sponsored by:**

Mike Shore-Nye  
Chief Operating Officer

## 1: Aim & Scope of the Policy

- 1.1 This policy covers non-teaching related bookings for all College rooms and facilities.
- 1.2 For the purpose of this document, activities which are non-teaching related will be described throughout as 'events' except where further clarification is needed.
- 1.3 The purpose of this policy is to ensure that the wide range of non-teaching activities accommodated at the College are appropriately supported and facilities are used safely and efficiently. The policy also outlines the model used to establish if commercial hire charges are applied for the use of rooms and facilities depending on the category of event being organised.
- 1.4 This policy also outlines where commercial room hire charges will be applied where an external organisation wishes to use College facilities for an event, which is being organised in conjunction with a QMUL school/department on a not-for-profit basis.

## 2: Administration & Management

- 2.1 Room bookings are predominately administered by two teams depending on the type of event/activity and the particular room(s) being booked:
  - i) **Teaching Room Facilities (TRF)** in Academic Registry & Council Secretariat manages the academic teaching bookings within the College across all sites and the booking of all rooms and designated foyer spaces for internal meetings, College events and student societies.
  - ii) The **Events & Sales Team** in Estates and Facilities manages all bookings for the Great Hall, Octagon and also administers commercial bookings for all College rooms and facilities. This team is also responsible for the scheduling of certain College events and should be consulted before bookings are made for public or major corporate events to ensure they do not clash with other events, and to establish if central support is required.
- 2.2 A number of specialist venues and rooms have additional usage policies, dedicated booking procedures via other departments/named individuals, and internal hire charges. A list of these rooms/venues is contained in Appendix I, together with a contact for more information on how to book these spaces, and information on internal hire charges.
- 2.3 In general, bookings for teaching spaces made via TRF for dates during term-time are only processed once the teaching timetable for the relevant academic year has been confirmed. This means your room booking request may be held in a queue until such time that it can be processed and confirmed.
- 2.4 Bookings for non-teaching venues, or bookings for teaching spaces for dates outside of term-time can be accepted much further in advance, without waiting for the teaching timetable to be confirmed. This provides an opportunity to undertake longer-term scheduling of events.
- 2.5 Dates for annual events must be booked each year and will not be automatically transferred from year-to-year.
- 2.6 Event organisers only have access to rooms at the times stated on their booking. Rooms must be left according to the floor plans posted in rooms ready for the next user and your booking times must allow for set-up / de-rig of your event.

### 3: Event Categories

3.1 To better understand the different types of event which take place at the College and how they are treated in respect of charges for room hire and support services, it is expected that any non-teaching activity will fall into one of the following categories:

Event Category	Example Events
<p><b>CATEGORY ONE (Internal QM Event/Activity)</b> Internal business meetings organised by a member of QM staff; events/activities directly linked to student recruitment; activities critical to the delivery of teaching and research.</p>	<ul style="list-style-type: none"> <li>• Staff / Council / Committee meetings</li> <li>• Staff training</li> <li>• College Examinations</li> <li>• Open Days</li> <li>• Welcome Week/Enrolment events</li> <li>• Degree Ceremonies</li> </ul>
<p><b>CATEGORY TWO (QM Public/Corporate Events)</b> Outward-facing events, which promote or disseminate QM teaching, scholarship or research; events designed to strengthen external partnerships and to develop links with external bodies, stakeholders, donors or the alumni community. Events to be wholly organised by a QM school/department throughout and must not be public events organised by an external organisation which are hosted at QM premises by a School/Department. Fees may be charged for attendance, but this must only be to cover direct event costs (e.g. catering) and the event should not be designed to generate a surplus.</p>	<ul style="list-style-type: none"> <li>• College Guest Night</li> <li>• Alumni Reunions/Receptions</li> <li>• Building Openings</li> <li>• Press Launches</li> <li>• Public Lectures</li> <li>• Inaugural Lectures</li> <li>• School Annual Lectures</li> <li>• Music Society Concerts</li> </ul>
<p><b>CATEGORY THREE (External QM linked; non-profit)</b> National or international research, teaching or public engagement events primarily organised by an external organisation, but where QM staff or a school/department is professionally involved with that organisation and has agreed to host. Fees may be charged for attendance, but these must be set at a level to cover direct event costs only (e.g. catering) and the event should not be designed to generate a surplus for the external organisation (see 3.3 below).</p>	<ul style="list-style-type: none"> <li>• Research Conferences</li> <li>• Workshops</li> </ul>
<p><b>CATEGORY FOUR (External QM linked; profit making)</b> National or international research, teaching or public engagement events primarily organised by an external organisation, but where QM staff or a school/department is professionally involved with that organisation and has agreed to host. Fees may be charged for attendance to cover direct event costs, and in order to generate revenue for the relevant external organisation.</p>	<ul style="list-style-type: none"> <li>• Research Conferences</li> <li>• Workshops</li> </ul>
<p><b>CATEGORY FIVE (External; full commercial)</b> Events organised by an external organisation with no involvement from QM staff or a school/department and no direct link to QM teaching or research.</p>	<ul style="list-style-type: none"> <li>• Wedding receptions</li> <li>• TV Filming</li> <li>• Conferences</li> </ul>

3.2 In cases of uncertainty (e.g. where a case fits more than one category) the responsibility for determining the most appropriate category rests with Events & Sales in the Estates & Facilities Directorate, with right of appeal via the process outlined in section 6.

3.3 Some series of events (e.g. some annual conferences) may typically run at a relatively small surplus which is then reinvested in support for the next event in the series. In these cases this

surplus will be disregarded provided it is of a similar size to that inherited from previous events in the series and the previous surplus has been put towards the organisation of the current event.

#### 4: Application of Charges & Provision of Support Services

4.1 The table below outlines the room booking charges where applicable, depending on the category of event. The table also states which team should be approached to provide support for the organisation of the event.

Category	Room hire charges	Charge for additional services such as porters, AV support, security arrangements or additional/out-of hours cleaning services.	Event management support such as assistance with booking rooms, advertising, logistical planning and on the day support.
Category One	Zero charge. Bookings must be made and organised throughout by a member of QM.	Zero charge during normal working hours of relevant service, at cost outside of these times. Event organiser responsible for confirming requirements directly with service provider.	None. All arrangements to be made by event organiser / school / department. Guidance available on the E&F intranet pages: <a href="http://www.estates.qmul.ac.uk/">http://www.estates.qmul.ac.uk/</a>
Category Two	Zero charge. Bookings must be made and event organised throughout by a member of QM.	Zero charge during normal working hours of relevant service. At cost outside these times.	Events & Sales (zero charge); support must normally be formally requested at least 6 months before the proposed event and level of support agreed in advance.
Category Three	Zero charge if using QM Catering services, otherwise 40% of commercial hire rate. Bookings must be proposed by a member of QM and details of external organisation and event budget/finances will be requested at the time of booking.	At cost at all times.	Events & Sales (at cost); support must normally be formally requested at least 6 months before the proposed event and level of support agreed in advance.
Category Four	40% of commercial hire rate if using QM Catering services, otherwise 75% of commercial hire rate. Bookings must be proposed by a member of QM and details of external organisation will be requested at the time of booking.	At cost if using QM Catering services, otherwise full commercial service charges apply.	Events & Sales (some services are included in room hire rate, others are chargeable).
Category Five	Commercial hire rates apply.	Commercial service charges apply.	Events & Sales (some services are included in room hire rate, others are chargeable).

4.2 Where discounted or full commercial room hire charges are applicable, details of these charges will be provided by the relevant team in Estates and Facilities at the point of enquiry and all bookings will be subject to commercial terms and conditions of hire.

4.3 Use of some venues/rooms at QML are subject to an internal hire charge (e.g. Senior Common Room, Great Hall, Colette Bowe Room) which apply in all circumstances, even when discounts or charge waivers are granted under the framework above. A list of these rooms and details of the internal charges are contained in Appendix I.

4.3 QM staff should not enter into negotiations or contractual agreements with external organisations regarding room hire rates or applicable discounts for any proposed event. All venue hire enquiries should be directed to the relevant team as outlined in section 5 in the first instance.

## 5: Room Booking Process

5.1 Once the appropriate category of event/activity has been identified, event organisers should follow the process below to book rooms and commence the planning process for their event/activity:

Category	Direct initial booking enquiry to	Information required at time of booking enquiry	Next steps
Category One	Relevant booking team for the room(s) required. See appendix for full listings.	Basic information only; date, times, event/meeting title, capacity of room required.	Confirmation of your room booking(s) will be sent to event/meeting organiser.
Category Two	<p>a) If you would like your event project managed by Events &amp; Sales in the Estates &amp; Facilities Directorate, please forward initial enquiry to them; events@qmul.ac.uk</p> <p>b) If you are managing the event locally, please direct initial enquiry to relevant booking team for the room(s) required. See appendix for full listings.</p>	<p>a) Basic information only; date, times, event/meeting title, capacity of room required and a named contact for the Events Office to liaise with.</p> <p>b) Basic information only; date, times, event/meeting title, capacity of room required.</p>	<p>a) Events &amp; Sales will confirm your room booking(s) and discuss options for event management support directly with the named contact.</p> <p>b) Confirmation of your room booking(s) will be sent to event/meeting organiser.</p>
Category Three	Events & Sales, Estates & Facilities Directorate; events@qmul.ac.uk	Completed CAT3/4 application form required at time of booking – please email events@qmul.ac.uk to obtain form and guidance notes.	<p>Events &amp; Sales will review the application form with relevant colleagues and confirmation/rejection of Category Three status will be communicated within 10 working days.</p> <p>Appeal process available outlined in section 6.</p> <p>Events &amp; Sales will then confirm your room booking(s) and discuss options for event management support directly with the named contact.</p>
Category Four	Events & Sales, Estates & Facilities Directorate; enquiries@qmhospitality.co.uk	Completed CAT3/4 application form required at time of booking – please email events@qmul.ac.uk to obtain form and guidance notes.	<p>Events &amp; Sales will review the application form with relevant colleagues and confirmation/rejection of Category Four status will be communicated within 10 working days.</p> <p>Appeal process available outlined in section 6.</p> <p>Events &amp; Sales will then confirm your room booking(s) and discuss options for event management support directly with the named contact.</p>
Category Five	Events & Sales, Estates & Facilities Directorate; enquiries@qmhospitality.co.uk	Basic information only; date, times, event/meeting title.	Commercial hire quotation will be issued directly to external organisation.

- 5.2 You should not advertise your event or make logistical arrangements until you have followed the process above and you have written confirmation of your room booking. When a request is made to book a room for an event, additional information may be sought by the relevant team in order to confirm the category of event.
- 5.3 All room booking requests for events (excluding category five) must be made by a member of QM staff. This named individual will be recorded against the room booking and treated as the primary event organiser. They will be fully responsible for the activity which takes place within the room(s) during the booked period and any damage or loss which occurs during this time.
- 5.4 Rooms may only be considered as booked when written confirmation is sent by the relevant booking team to the event organiser. In the case of commercial bookings via the Sales Office, confirmation is subject to terms and conditions and payment of any deposits/charges which are applicable.

## 6: Appeals Process

- 6.1 Applications to host category three and four events with the room hire discounts offered in table 4.1 will be considered in the first instance by the Events and Sales Team in the Estates and Facilities Directorate.
- 6.2 The application form will request pertinent items of information from the member of QM staff who is professionally involved in the external organisation in order to confirm that the proposed event fulfils the criteria for discounts offered under category three / four. It is the responsibility of the applicant to ensure that all requested evidence and information is included in the application, including (where applicable) financial information to demonstrate the non-profit status of the proposed event/activity.
- 6.3 The form will be reviewed and a decision communicated within 10 working days of receipt.
- 6.4 If the application form does not sufficiently demonstrate that the proposed event does fulfil the criteria, the application may be rejected and the proposed event/activity allocated to a different category.
- 6.5 This decision may be appealed in writing to the Director of Estates and Facilities by the member of QM staff proposing the event/activity, and this appeal should be supported by their Head of School / Director. Any additional evidence or materials to support the appeal must also be provided at this time.
- 6.6 The Director of Estates and Facilities will endeavour to convene a meeting within 10 working days of the written appeal being made with the most relevant Vice Principal with responsibility for the proposed event/activity. (e.g. Vice Principal for Public Engagement & Student Enterprise for Public Engagement events/activity; Vice Principal for Research for research conferences).
- 6.7 The Director of Estates and Facilities and the relevant Vice Principal will then review the proposed event/activity and consider the tangible non-commercial benefits of hosting the event versus the loss of income resulting from providing facilities at a discount/free-of-charge. The outcome of the appeal will be communicated immediately after the meeting and will be as follows;
  - i) Original decision upheld and room hire charges to be levied appropriately as per the category originally assigned if the event/activity proceeds.
  - ii) Original decision upheld, but discount offered on facilities as a compromise.
  - iii) Original decision overturned; event re-categorised accordingly.

- 6.8 The Director of Estates and Facilities and the relevant Vice Principal may agree additional caveats as a condition of any appeal decision, and the event organiser shall be invited to agree to such conditions to confirm the appeal outcome and reduction/waiving of room hire charges. Examples of additional conditions might include;
- i) Event to utilise the services of QMUL catering for all campus-based hospitality bookings where QMUL catering facilities are available.
  - ii) Support services to be chargeable at cost (e.g. porters, cleaners, etc).
  - iii) Event to use less commercially desirable rooms or facilities.
  - iv) Discount to be offered for attendance at the event by QM staff/students.
  - v) QM to be appropriately credited as an event sponsor/supporter in any web/print advertising and press releases.
- 6.9 The joint decision of the Director of Estates and Facilities and the relevant Vice Principal shall be final.

## **7: Event Organiser Responsibilities**

- 7.1 If your event takes place outside normal College working hours (Monday-Friday, 9am-6pm), you will need to arrange for a General Services Porter to supervise the building(s). College buildings cannot be open outside normal hours for events without a member of General Services present. A charge will be made for any out-of-hours cover; for more details please refer to the Estates and Facilities intranet pages - <http://www.estates.qmul.ac.uk/>.
- 7.2 For certain types of event (e.g. those which take place in licensed premises such as the Great Hall), there is a requirement for certain members of staff to be present to perform specific duties to operate the venue safely in accordance with operating procedures. The Events Office can advise of these requirements and any charges.
- 7.3 The College's Health and Safety Policy and Framework requires that managers ensure that all visitors and attendees at an event are made aware of health and safety matters (such as fire procedures and emergency exit routes).. Event organisers are also responsible for ensuring designated room capacities (displayed at the entrance to all teaching rooms) are not exceeded.
- 7.4 The College's Health and Safety Policy and Framework requires that managers conduct suitable and sufficient risk assessment for their planned event/activity, and implement any corrective actions or control measures which result from such an assessment. Event organisers are also required to perform appropriate checks when engaging external contractors to provide services for their event/activity (e.g. possession of public liability insurance and provision of appropriate health and safety documentation for the work they will carry out). Further advice is available from the Occupational Health and Safety Directorate and the Events Office in Estates and Facilities.
- 7.4 If you are organising an event which features a controversial speaker, high profile guests (e.g. a politician) or the subject matter is likely to attract protest and/or disorder, you must discuss your plans with the Head of Security and Emergency Planning in advance.

## Appendix I

### Rooms with non-standard booking procedures and/or internal hire charges

If you manage a space which is not booked via the central Teaching Room Bookings team, or a space which is subject to internal hire charges, please email [events@qmul.ac.uk](mailto:events@qmul.ac.uk) with the details to ensure this list is kept up to date.

Room/Venue	Site	Internal Hire Charges	Booking Contact	Additional Information
Senior Common Room Lounge	Mile End	£100 per booking.	David Dunstan (SCR Committee Chairman): <a href="mailto:d.dunstan@qmul.ac.uk">d.dunstan@qmul.ac.uk</a>	Guest membership of the SCR Bar/Lounge can be extended to conference attendees by request to the SCR Committee.
Senior Common Room Bar	Mile End	TBA – depends on type of event	Bar Manager: <a href="mailto:scr-bar@qmul.ac.uk">scr-bar@qmul.ac.uk</a>	Guest membership of the SCR Bar/Lounge can be extended to conference attendees by request to the SCR Committee.
Colette Bowe Room	Mile End	£50 per hour	Hayley Simpson (Council Secretariat): <a href="mailto:h.simpson@qmul.ac.uk">h.simpson@qmul.ac.uk</a>	Only certain types of events/meetings permitted.
Martin Harris Room	Mile End	£50 per hour	Hayley Simpson (Council Secretariat): <a href="mailto:h.simpson@qmul.ac.uk">h.simpson@qmul.ac.uk</a>	Only certain types of events/meetings permitted.
Great Hall	Mile End	£400 per day. £450 for day and evening. £2500 for 7 days	Events Office – Venue Management Team: <a href="mailto:enquiries@qmgreathall.co.uk">enquiries@qmgreathall.co.uk</a>	Venue Services Charge also applies for staffing depending on event type – Events Office will advise at point of enquiry.
People's Palace Foyer	Mile End	Zero	Events Office – Venue Management Team: <a href="mailto:enquiries@qmgreathall.co.uk">enquiries@qmgreathall.co.uk</a>	Not a bookable as an exclusive use space when Foyer Café open (Mon-Fri 9am-5pm, term-time). Other restrictions also apply – please ask Event Office for more information,
Octagon	Mile End	Zero	Sales Team: <a href="mailto:bookings@qmul.ac.uk">bookings@qmul.ac.uk</a>	
Blomeley Room 1 Student Hub	Mile End	£75 per day	Tanya Choudhury <a href="mailto:m.choudhury@qmul.ac.uk">m.choudhury@qmul.ac.uk</a> <a href="mailto:SU-bookingME@qmul.ac.uk">SU-bookingME@qmul.ac.uk</a>	Available 9am-5pm. Out of hour access at additional cost. AV and catering available.
Blomeley Room 1 Student Hub	Mile End	£75 per day	Tanya Choudhury <a href="mailto:m.choudhury@qmul.ac.uk">m.choudhury@qmul.ac.uk</a> <a href="mailto:SU-bookingME@qmul.ac.uk">SU-bookingME@qmul.ac.uk</a>	Available 9am-5pm. Out of hour access at additional cost. AV and catering available.
Ground Café	Mile End	£20 per hour	Thomas Galbardi <a href="mailto:t.galbardi@qmul.ac.uk">t.galbardi@qmul.ac.uk</a> <a href="mailto:SU-bookingME@qmul.ac.uk">SU-bookingME@qmul.ac.uk</a>	Not a bookable space when Café is in operation. Available for bookings evenings and weekends & out of term
Drapers Bar / Drapers Lounge	Mile End	TBA – depends on type of event	Alison Walsingham <a href="mailto:a.walsingham@qmul.ac.uk">a.walsingham@qmul.ac.uk</a> <a href="mailto:SU-bookingME@qmul.ac.uk">SU-bookingME@qmul.ac.uk</a>	Available for functions during the day, evening and at weekends.
Matt Spencer Boardroom	Mile End	£20 per hour	Tanya Choudhury <a href="mailto:m.choudhury@qmul.ac.uk">m.choudhury@qmul.ac.uk</a> <a href="mailto:SU-bookingME@qmul.ac.uk">SU-bookingME@qmul.ac.uk</a>	Available 9am-8pm Monday to Friday only.
BLSA Dance Studio	W'Chapel	£30 per hour	Tanya Choudhury <a href="mailto:m.choudhury@qmul.ac.uk">m.choudhury@qmul.ac.uk</a> <a href="mailto:SU-bookingWC@qmul.ac.uk">SU-bookingWC@qmul.ac.uk</a>	Available 9am-8pm Monday to Friday only.
BLSA Recovery Room	W'Chapel	£150 per day	Tanya Choudhury <a href="mailto:m.choudhury@qmul.ac.uk">m.choudhury@qmul.ac.uk</a>	Available 9am-5pm. Out of hour access at



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			SU-bookingWC@qmul.ac.uk	additional cost.
BLSA Study Room	W'Chapel	£20 per hour	Tanya Choudhury m.choudhury@qmul.ac.uk SU-bookingWC@qmul.ac.uk	
The Griff Inn	W'Chapel	TBA – depends on type of event	Samantha Neville samantha.neville@qmul.ac.uk SU-bookingWC@qmul.ac.uk	Available for functions during the day, evening and at weekends.
Large Cloud, Blizzard Building	W'Chapel	Zero	Blizard Institute	20 person capacity
Small Cloud, Blizzard Building	W'Chapel	Zero	Blizard Institute	10 person capacity
Spikey, Blizzard Building	W'Chapel	Zero	Blizard Institute	15 person capacity
G12, Wingate Building	W'Chapel	Zero	Gastroenterology	40 person capacity
121, Abernethy Building	W'Chapel	Zero	Academic Surgery	25 person capacity
215, Yvonne Carter Building	W'Chapel	Zero	Public Health	15 person capacity
G15, Yvonne Carter Building	W'Chapel	Zero	Public Health	16 person capacity
10 x Seminar Rooms, Alexandra Wing	W'Chapel	Zero	Institute of Dentistry	10-25 person capacity
Senior Common Room, Garrod Building	W'Chapel	Zero	VP (Health) Office	c100 person capacity
3 x Innovation Centre Meeting Room	W'Chapel	Zero	QM Bio	C10 person capacity
Various rooms in IHSE, Robin Brook Centre (e.g. Skills wet/dry, Comm Skills, Interview 1& 2)	West Smithfield	Zero	Institute of Health Sciences Education	15-20 person capacity
Barts Pathology Museum	West Smithfield	Zero	Carla Valentine (Technical Curator): c.valentine@qmul.ac.uk	If event is not during normal working hours then charges may apply for supervisory staff to be present.
The Shield	CHSQ	TBA – depends on type of event	Marcelo Warmling m.warmling@qmul.ac.uk su-bookingsc@qmul.ac.uk	Available for functions during the day, evening and at weekends.
G09, Rotblat Building	CHSQ		Barts Cancer Institute	49 person capacity
Boardroom, Old Anatomy Building	CHSQ		Barts Cancer Institute	20 person capacity
BCI Seminar Room, John Vane Building	CHSQ		Barts Cancer Institute	60 person capacity
1.29 Wolfson	CHSQ		Wolfson Institute	20 person capacity
1.30 Wolfson	CHSQ		Wolfson Institute	50 person capacity
G01 Rotblat Building	CHSQ		Wolfson Institute	20 person capacity
B02, Heart Centre	CHSQ		Heart Centre	
G10 Heart Centre	CHSQ		Heart Centre	
Dean Rees House Boardroom	CHSQ		VP (Health) Office	20 person capacity
Auditorium, PG Law Centre, CCLS	Lincoln's Inn Field	Zero	Centre for Commercial Law Studies	130 person capacity
LG1, PG Law Centre, CCLS	Lincoln's Inn Field	Zero	Centre for Commercial Law Studies	30 person capacity
LG2, PG Law Centre, CCLS	Lincoln's Inn Field	Zero	Centre for Commercial Law Studies	50 person capacity
1.1, PG Law Centre, CCLS	Lincoln's Inn Field	Zero	Centre for Commercial Law Studies	20 person capacity

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1.2, PG Law Centre, CCLS	Lincoln's Inn Field	Zero	Centre for Commercial Law Studies	50 person capacity
2.1, PG Law Centre, CCLS	Lincoln's Inn Field	Zero	Centre for Commercial Law Studies	60 person capacity
2.2, PG Law Centre, CCLS	Lincoln's Inn Field	Zero	Centre for Commercial Law Studies	30 person capacity