EVENTS DEPARTMENT

**Lichfield Cathedral: Services, Concerts, Events and Catering**

**Terms and Conditions of Business**

1. **Purpose and definitions.** These terms and conditions will be used for all parties who book

functions in respect of the use of Lichfield Cathedral (‘the cathedral’). The user of the terms and conditions may be corporate, charity or individual (‘the client’).

1. **Provisional function bookings.** The cathedral will hold a provisional booking for 14 days unless otherwise agreed between the parties. During the reserved time, should the cathedral receive a further enquiry, they reserve the right to seek immediate confirmation with a signed contract. Alternatively the booking may be released by the cathedral.
2. **Confirmation**
   1. All bookings are considered provisional until an instruction and deposit has been paid by the client to the cathedral and this contract has been signed.
   2. Should the event involve additional catering, a minimum number of attendees may be required. This does not include interval refreshments for concerts. The minimum number at the point of confirmation will be the minimum number charged for this will be replaced with either the final numbers on the day or the number provided at signing the contract, whichever is higher.
   3. The client will be responsible for providing final numbers 7 days prior to the event.
   4. The cathedral will not be held responsible for a reduction of numbers on the day.
3. **Deposit, Payment, Final Payment and VAT.**
   1. Each event or function will require a deposit. Upon confirmation of the booking a

maximum deposit of up to 50% of the contract value will be sought. If this includes food and beverages a separate invoice will be sent via Chapters (the catering arm). This is non-transferable and non-refundable.

* 1. If the organiser has not held an event at the cathedral the full payment may be required 14 days prior to the event.
  2. If the organiser has used the cathedral before they will be invoiced no later than 14 days after the event and payment will be expected within 30 days thereafter.
  3. If the event is awaiting numbers for catering, then a minimum number will be agreed and deposit paid.
  4. All prices are net, some services may incur VAT.

1. **Box Office**
2. The client will usually be responsible for the box office ticket sales based on the seating plan agreed with the Events Manager.
3. The Cathedral Shop at 9 The Close is able to sell some physical tickets on your behalf.
4. The cathedral’s box office has a charge rate of 10% +VAT of the ticket sales. In some cases this can be added onto the ticket price as a booking fee.
5. The cathedral’s box office has a minimum of £1 booking fee.
6. The box office will be staffed 7 days a week during the Shop opening hours.
7. Box Office sales & ticket collections immediately before an event should be staffed by the client.
8. Should the event be cancelled, ticket sales will be returned. If the client cancels the event, or where the cathedral deems the cancelation the responsibility of the client, the client will be billed for the administrative financial charges.
9. Sale or return tickets to be returned to the cathedral 10 days prior to the event for re-sale. Should the organiser retain the tickets past this point they will be charged the full ticket price for all remaining sale or return tickets.
10. Tickets can be supplied by the Cathedral for an additional fee.
11. **Amendments and Cancellations**
    1. Amendments by the client to the contract may incur an administration fee unless the cathedral instigates the cancellation or unless otherwise agreed with the cathedral.
    2. Should the client cancel the booking the deposit will be non-refundable and in addition any reasonable direct cost incurred will be billed to the client.
    3. If the client cancels the booking the cathedral has the right to charge 50% of the agreed charges within one month and 90% of the agreed charges if the cathedral is notified of the cancellation within 14 days of the event.
    4. If the client cancels the booking and has used the cathedral box office, the cathedral will charge a £1 per ticket booking and administration fee for all refunds.
    5. The cathedral reserves the right to cancel any bookings forthwith or reserves the right to offer alternative facilities without any responsibility or liability on its part in the event of:
       * 1. Any occurrence beyond the control of the cathedral which shall prevent it from performing its obligations in connection with the booking or function concerned. This might include a designated period of mourning following the death of a

member of the Royal family.

* + - 1. If the booking might, in the opinion of the cathedral, prejudice the reputation of the cathedral.
      2. If the cathedral becomes aware of any material alteration in the client’s financial situation which may lead it to reasonably suppose that the client may not meet its obligation to the cathedral.
      3. The cathedral reserves the right to cancel an event if there are unresolved health and safety issues.
      4. The cathedral reserves the right to book events/exhibitions that will not have a material effect on the clients booking at their discretion.

1. **Front of House**
   1. Where applicable the cathedral will provide a Front of House Manager. If the client has volunteers to help with ticket checking etc, they will do so under his/her guidance.
   2. Furniture and equipment. If the event requires a specific layout of furniture (tables, chairs etc.) then this must be agreed at the point of booking. The client is responsible for hiring the furniture (should the cathedral not own it) but the delivery & collection will be managed by the Events Manager. Should the cathedral have to undertake this work, the client will be billed under the rates stated (7.f.)
   3. Should the event require the movement of Liturgical Furniture then this should be communicated and agreed with the cathedral’s verger team.
   4. Lichfield Cathedral is an active place of worship, with daily lunchtime communions, Evensong, and other services. The cathedral will make every effort to ensure clients are made aware of services which may affect the setting up of an event. Clients are strictly prohibited from any activity which disrupts the daily worship of the cathedral, and must stop all such works at the direction of cathedral staff. Standard service times are as follows and will need a 15min silence cushion before and after.

Monday-Friday Morning Prayer 08.00-08.30 (Saturday 09.00-09.30)

Monday-Saturday Eucharist 12.30-13.15

Evensong 17.30-18.15

* 1. Storage. Any need for storage must be agreed with the cathedral in advance and may be subject to further fees. The cathedral takes no responsibilities for client equipment and therefore it is left at the client’s own risk.
  2. Clearing. The client is responsible for clearing down after their event unless otherwise agreed at the point of booking. We would expect the cathedral to be vacated by 11:00pm unless through prior agreement. For every hour extra there will be a charge of £100 per hour.
  3. Rehearsals. The cathedral understands that the client may wish to set aside time for rehearsals. The cathedral is not obligated to undertake any special staging to accommodate this unless by prior agreement. It is likely this will incur an additional charge. The cathedral also reserves the right to continue with its operating requirements during rehearsal periods unless through prior agreement stated and agreed at booking.
  4. Stewards. The cathedral will be staffed by its verger team who will be responsible for communicating cathedral health and safety information, emergency exits and fire alarm processes to the Front of House Manager and Steward team. The vergers will be the first point of contact upon setting up for and during an event.

1. **Staging** 
   1. The cathedral is able to offer a set number of staging options. These are to be agreed at the point of confirming your booking.
   2. The cathedral reserves the right to add additional charges should the staging requirements conflict with existing operational requirements. Any additional fees will be agreed between parties at the point of confirming the booking.
   3. The cathedral will not set up the staging for rehearsals unless by prior agreement.
2. **Parking Provision.** No parking is provided as part of this contract. A very limited amount of parking can be made upon request but will not be guaranteed.

Details should be agreed with the Cathedral Office at the point of signing the contract.

1. **First Aid.** A member of Cathedral staff trained in First Aid will be on duty but you may wish to hire additional support depending on numbers.
2. **Risk Assessment.** 
   1. A risk assessment form is to be completed for every event in the cathedral and is to be provided with the booking confirmation. The responsibility to complete the form rests with the client not the cathedral.
   2. The cathedral reserves the right to insist on changes being made to the way an event is managed or cancel an event if there are unresolved health and safety issues.
   3. The cathedral reserves the right to refuse a booking if the risk assessment discloses inadequacies in preparation.
3. **Alcohol and Smoking**
   1. The cathedral has a license to serve alcohol and a bar will usually be provided for sales before and during the event. All profits made are donated back to the cathedral.
   2. The cathedral reserves the right to charge which would be agreed at the point of

booking confirmation.

* 1. The cathedral reserves the right to refuse permission for organisations to serve alcohol at an event.
  2. Smoking is not allowed anywhere within the cathedral buildings or ancillary buildings.

1. **Gambling**
   1. Should an event wish to include a form of gambling (including raffles, draws and tombola’s) details must be provided at the point of booking confirmation.
   2. If permission is granted the client must meet the following:
      * 1. Any form of gambling must form part of a charity event and must not be the main focus of the event.
        2. Tickets can only be sold at the event
        3. Prizes must be drawn at the event
        4. No cash prizes
        5. Children under 16 must not buy or sell raffles tickets
        6. Tickets may not be sold or the prizes drawn in any of the areas used for worship
        7. Tickets may only be sold at the face value (i.e. there must be no discount for

buying multiple tickets).

1. **Merchandising**
   1. The hiring of the cathedral does not automatically include the permission to carry out merchandising and permission must be sought at the point of booking. There is a charge of 10% per item sold and may be settled after the event or added to the final bill. This condition does not apply to the sale of concert programmes where commission is 0%.
   2. The cathedral does not accept any responsibility for cash or stock involved in the

merchandising

1. **Recordings**
   1. Should the client wish to record, either sound or picture, permission must be sought at the point of booking. The cathedral takes no responsibility for equipment, quality of recording or permissions from attendees.
   2. The client will need to comply with all necessary licences associated with any recording and the management and compliance is the sole responsibility of the client.
2. **Performing Rights Society (PRS) fee**
   1. Most events will be subject to a Performing Rights Fee. The cathedral submits this once per quarter and will require a programme, total number of tickets sold and the total box office receipts which will allow for the calculation of the PRS fee.
   2. An invoice for this payment will be sent out to the client after the event invoice, as PRS is submitted every quarter.
   3. The client is to provide a copy of the programme as soon as it is available or prior to the event.

Please confirm that you agree with the terms and conditions applied to this booking.

Name and date of Event:

**CLIENT SIGNATURE/PRINT NAME & DATE**