



**CLARITY**  
Therapy Centre

## **Studio Hire Terms & Conditions**

The information below outlines the terms and conditions of hire of studio space by a hirer (you) at Clarity Studio (we/us). The hire of studio space under these terms and conditions does not create any affiliation or partnership between you and Clarity Therapy Centre, and Clarity Therapy Centre takes no responsibility for and does not endorse the content of activities which you carry out in its studio.

By confirming the booking request in writing you acknowledge and confirm that you have understood and agreed to comply with the terms and conditions contained within this document. Please note that completing a booking form does not automatically mean that the booking has been accepted or confirmed.

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### **1. Booking Procedure**

1.1 We do not take bookings over the phone. All reservations must be made via email using the booking form found on the Clarity website.

1.2 Advance payment is required to secure all studio hire bookings at the Clarity Therapy Centre. You must be able to produce a booking confirmation on the day of the reservation; failing that, you may be denied access to our studio. We reserve the right to cancel any booking where payment is not received before the event.

1.3 An invoice is raised as soon as a booking is agreed in writing via email. If you cancel 8 days prior to the booking you will be refunded in full. If you provide 7 days notice you will be refunded 50% of the hire. If a cancellation is made within a 72 hours or less of the booking date, then the total amount on the invoice will be liable. This can be altered in the hirers favour in some circumstances at the practice owners discretion. If you have booked our special offer of reduced weekly classes for a minimum of 1 month your cancellation

times commence from the first week. Cancelling future classes after the starting hire date will incur our cancellation policy as listed above.

1.4 Our team will send confirmation once a booking is paid for; this outlines the dates, times and specification of each booking. It is your responsibility to ensure you have received this message and that the information is correct. If you do not receive this message, please contact the space booking team as soon as possible. The same rules and procedure apply for booking cancellations.

1.5 All invoices must be paid immediately upon receipt, otherwise you risk cancellation of future bookings. A payment schedule can be negotiated if the booking is more than two months in advance; please contact the space bookings team for more information about this.

1.6 Studio hire times may be changed or cancelled in exceptional circumstances by Clarity Therapy Centre. Or if you do not conform to the terms and conditions. Breaking the terms and conditions will risk immediate cancellation of future bookings and you will not be refunded. You will be given notice of cancellation in writing as far in advance of the booking date and time as is reasonably practicable.

## **2. Noise levels in the Studio**

2.1 Noise levels in all studios must be kept to a reasonable level. If you are disturbing other users, you will be advised to reduce your noise.

*N.B Please consider other users and local residents when using the studios.*

2.2 Due to noise restrictions all windows and doors are to be kept closed unless for health and safety reasons. The studio is equipped with air-conditioning units to control the temperature.

2.3 Percussion is not permitted in any studio without prior arrangement. If you intend to use percussion this must be stated at the time of booking when you will be advised if this is possible. Please note: we cannot allow any percussion involving more than one drummer at the same time.

*N.B Because of our proximity to residential properties we restrict the use of percussion in the studio to day times. No early morning or late evening slots.*

## **3. Food & Drink in the Studio**

3.1 No food or drink may be taken into the studios except bottled water unless previously authorised by the practice manager. No glassware is permitted in the studio. Plastic reusable cups can be provided if required. Email [info@claritytherapycentre.com](mailto:info@claritytherapycentre.com) for all requests.

## **4. Damage to the Studio**

4.1 You will be liable for any damage caused to the studio and any other spaces accessed by yourself, your team and your clients. This includes (without any limitation) damage to the studio's floors, walls, air-conditioning, signage, lighting etc. You are responsible for informing a member of the Clarity team if you notice anything unusual in the condition of the studio you are using before commencing your booking. As well as any damage accidental or otherwise that occurs during your hire.

## **5. Booking Times**

5.1 You must keep to your allotted time slots and you must ensure that warm-up and cool-downs as well as set up and closing down is allowed for within the booking time. If you persistently fail to keep to your allotted time, you will not be allowed to book studio space in the future. We reserve the right to cancel future bookings.

5.2 Our booking policy allows for back-to-back bookings OR necessary cleaning/airing in line with Covid-19 procedures and we expect the outgoing hirer and the incoming hirer to

be flexible when this is the case. Please notify reception about any delays affecting your booking as a result of the previous hire. Charges may apply if you overrun and if you delay the following booking.

5.3 Clarity Therapy Centre reserves the right to invoice for any extra time in the studio. If you impact the booking after yours you will be charged time and a half at the full rate without discounts.

5.4 At the end of the day, studio must be vacated by 20.00 prompt, unless authorised by the Practice Manager prior to the event.

## **6. Use of Equipment**

6.1 The studio is equipped with a small sound system. Studio users can plug in their own MP3 player, laptop or phone, but they are advised to bring their own device- specific cables.

6.2 Please note that furniture, planting or electrical equipment must not be moved around the room without permission and objects should not be kept on top of the speaker (especially any liquids).

6.3 Our studio is suitable for group therapy, meditation and for dance and movement practices. Should you require any extra equipment (i.e. chairs and tables), this must be stated at time of booking. We have some chairs and trestle tables which hirers are welcome to use, but these are considered extras not part of the booking and you would be responsible for locating these items and putting them back to their original places.

6.4 The building is equipped with WiFi signal and this is accessible through a guest account. Please note this is a free service which is not set up for the purpose of live streaming and there are no guarantees from our part as to its speed and reliability.

6.5 Any equipment should be compliant with current guidance & legislation. All electrical items used in the building must be PAT tested and flammable objects must be treated with fireproof spray. Hirers are required to have a list of all equipment in use and relevant supporting documentation.

6.6 Yoga mats, blocks, straps, cushions, bolsters etc are available for use. You the hirer are responsible for any theft or damage. The stock is counted before and after each session. If you notice something is damaged or missing please inform reception before the start of your session. You will be charged for any replacements and may be liable for the loss of income due to the studio not have required equipment for the upcoming classes.

6.7 No one is permitted to go on or up the spiral staircase located within the Clarity Studio entrance unless you have an appointment with the practitioner using the room above or have hired that room in addition to the studio hire.

## **7. Photo & Video**

7.1 Any hire involving photography and video footage must be agreed at the time of booking.

7.2 We charge for bookings involving photography and video footage according to the purpose and where the footage will be distributed. If it is found that the studio was used for photography and that was not stated in the original booking or agreed by the practice manager a flat charge of £500 will be sent to the hirer.

7.3 The use of flash photography must be stated at the time of the booking.

7.4 We prohibit filming and photography of other hirers artistic works, staff, members of the public and children using the building. Please refrain from featuring images of children within Clarity Therapy Centre in your shoot.

7.5 For most shoots an appropriate credit line acknowledging Clarity Therapy Centre as the location is sufficient, i.e.: "filmed at Clarity Therapy Centre" or "Location: Clarity Therapy Centre". If point on social media please include our social media tags for example

@clarity\_centre on instagram. If the images will be broadcasted we might be interested in using the images, videos or stills from such shoots in our communication activities.

## **8. Health & Safety, Best Practice and Public Liability Insurance**

8.1 You are responsible for ensuring your session is run in line with current health and safety legislation and best practice guidelines. A risk assessment should be carried out and be available for Clarity Therapy Centre staff in advance and on the day. Clarity Therapy Centre takes no responsibility for the content or health and safety of classes, workshops or events run by external hirers.

8.2 The first aid kit and accident book is kept in the waiting area. Should a participant in your session need assistance, you are responsible for providing first aid or calling necessary services. We request you provide us with a detailed accident report.

8.3 All hirers must tell us in advance if they are expecting any wheelchair users. Clarity Therapy Centre is not equipped to receive guests in wheel chairs. So a ramp will need to be organised by the hirer for the 12 Molasses Row entrance. Also for fire safety the management will need to be alerted of any pregnant, disabled or guests who may need assistance in the case of evacuation.

8.4 All hirers must make themselves familiar with the fire evacuation procedures and must make sure class participants are briefed on the appropriate course of action in the case of a fire.

8.5 Clarity's insurance will only cover defects with the building. We are not liable for and cannot cover loss of your or your visitors personal property.

8.6 Hirers need to have their own insurance to cover any situation involving loss or injury to a member of the public as a result of their own activities. A minimum of £2 million is required.

8.7 If a session involves participants who are under the age of 18 or classed as vulnerable adults the hirer is responsible for ensuring that the relevant DBS checks have been obtained.

8.8 Hirers are advised not to exceed the recommended studio maximum capacity (see below). Depending on your event the booking team may alter the maximum capacity to ensure optimal health and safety. In light of Covid-19 and the government stated requirement for all event organisers to complete a Covid-19 risk assessment. Through this assessment you will be able to ascertain a safe participant number.

8.9 No naked flames or items that produce smoke are permitted within the studio or by the entrance of the building. This includes but is not limited to candles, smudge sticks and incense burners. Anyone found using such items will be asked to vacate the studio immediately. The hirer will not be refunded if the hire is cut short due to non compliance.

8.10 No smoking is permitted in the Studio or rest of the building. No smoking is permitted in or around the building entrance.

## **9. Location & Building Facilities**

9.1 The Studio is located in a complex of buildings in Plantation Wharf London. All studio users are asked to report at 12 Molasses Row entrance which is attended at the start or the hire.

9.2 There are toilets at the back of the building which are signed.

9.3 On the ground floor is a drinks station which the hirer can use. Please note the drinks station is used by Clarity staff members and other hirers. The drinks station is not for use by the general public.

9.4 Please do not allow your participants in the "Staff Only" areas. No one is permitted to enter the Therapy Suite unless booked.

## **10. Marketing & Publicity Guidelines**

10.1 Studio hirers are only allowed to mention Clarity Therapy Centre in their advertising as the venue where their activity is taking place and must not use the words “Clarity Therapy Centre” in the title of their event. Location must be listed as “Clarity Therapy Centre or Clarity Studio” with no other suffixes.

10.2 All studio users must be directed to the entrance on 12 Molasses Row, SW11 3UX. Clarity Therapy Centre website has directions, travel information and a map which can be used on advertising material: [www.claritytherapycentre.com](http://www.claritytherapycentre.com)

10.3 The Place logo must not be used in connection with any hire, unless the workshop has been directly commissioned by Clarity Therapy Centre.

## **11. Pricing and Studio Specificities**

11.1 Rates are listed on the Clarity Therapy website and are subject to change.

11.2 VAT is charged on all bookings, currently at 20%.

11.3 Depending on the hire will depend on the maximum capacity size. This can be discussed with the bookings team.

## **12. Fire And Evacuation Procedure**

Studio Hirers: Please adopt the following evacuation procedures. It is important that you keep an updated list of participants in your group and inform them about the nearest exit and the roll call area.

### **12.1 If you discover a Fire**

- Alert those in the building of the fire. Shouting FIRE and leave the building immediately
- Use the nearest escape route, marked by green emergency signage
- Call the fire brigade on 999
- If no Clarity Staff are available please inform Clarity Therapy Centre management on 07851484381 and the plantation wharf security of the location and nature of the fire.
- Proceed to the assembly point at Plantation Wharf Pier. Do not loiter outside any exit.

### **12.2 If the alarms sound**

- Evacuate your studio, closing the door behind you
- Use the nearest escape route, marked by green emergency signage
- Proceed to the assembly point - Plantation Wharf Pier.
- Report to and call 07851484381 (Callie Rashid Practice Manager) Do not re-enter the building until it has been declared safe to do so.

### **12.3 If you discover a suspect package:**

- Contact the Plantation Wharf Security Team and Callie Rashid (Practice Manager) on 07851484381 and inform them know the location of the package.
- Await further instructions

### **12.4 Your exit points are:**

The studio entrance doors, 12 Molasses Row SW11 3UX.

## **13. Important Points**

- Close all doors behind you.
- Do not run.
- Do not stop to collect personal belongings.
- Do not re-enter the building unless clearance is given by the Fire Brigade / The Wharf Security.

## **14. Covid-19 Licensee/Hirer Policy**

### **Licensee/Hirer Covid-19 protocol**

#### **As a Licensee/Hirer operating as your own business you are responsible for the following:**

- Provide all PPE, barriers, hand sanitiser and single use items you shall need during your class, workshop, event and or treatment sessions.
- Wear an appropriate mask at all times in line with current Government guidance.
- Dispose of all PPE, single use items and barriers in accordance to health and safety guidelines.
- Wash your hands for 20 seconds minimum frequently during the day or use a hand sanitiser; this should be done before and after each client as a minimum.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Cover your cough or sneeze with a tissue, then throw the tissue in a bin and wash your hands.
- Clean your room in accordance with health and safety guidance before and after each client/group. This includes surfaces such as door handles, clipboards, coffee tables in all the therapy suites. If using a treatment couch please ensure you thoroughly cover the couch, use fresh barriers for each client and clean the bed between clients. Paying special attention to the face holes where saliva can collect.
- Provide the required cleaning products to use before and after each client. As a business owner this is your responsibility when using the space. The room will be clean before you enter it.
- Should you (or a member of your household) develop symptoms please self-isolate in line with Government guidance. You should notify Callie Rashid if this applies to you. The current Government guidance can be found online.
- Ask all clients to arrive at the time of their class/appointment to prevent the need to use the waiting area.
- Clients waiting outside the Centre should stay socially distanced.
- Allow time to clean your room, wash your hands and have the previous client leave without crossing paths with your next client. On average 10-15 minutes should be allocated between appointments.
- If there are distance markers around the building, please do not cross them.

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## **15. Covid-10 Visitor Policy**

**Please ensure you provide all participants of your class/workshop or event with a visitor policy. It must include our requirements as a minimum.**

### **Covid-19 Visitor Protocol**

We appreciate that this is a very stressful time for you and your family and we would like to reassure you that we take the health, safety and welfare of those that visit and work from the Clarity Therapy Centre very seriously. We are undertaking additional measures in the workplace to protect you during this time. If you would like a copy of our internal procedures please email [info@claritytherapycentre.com](mailto:info@claritytherapycentre.com) to request. To help minimise the risks here are the measures we expect you to take when visiting the Clarity Therapy Centre:

- Please wear a mask to your appointment/class (the mask can be a surgical or a self made version to limit saliva particles being emitted). This must be worn prior to entering the building.
- Please wash your hands with supplied hand sanitiser when entering the building (this will be left on the side by the main door).
- Please call, email or use the online booking system to book, cancel or amend appointments.
- The use of the waiting area will be limited, so we ask that you arrive at the time of your appointment so that you can go straight to your allocated room.
- When visiting please follow our policies.
- Please follow the current social distancing guidelines
- If you or a member of your household are experiencing any Covid-19 symptoms please rearrange your appointments and self isolate for a minimum of 14 days.

On behalf of the Clarity Therapy Centre and all the businesses that work within our space, thank you for your cooperation. We look forward to seeing you and wish your health and wellness.

Kind regards Clarity Team

By signing this document you accept the terms and conditions outlined. Please note that refusing to sign and accept this document will terminate or prevent any and all bookings. These terms and conditions are subject to change and you are responsible for accessing and reading the terms and conditions prior to each visit. Updated terms and conditions can be found on the Clarity Therapy Centre website.

Name of Hirer:

Signature of Hirer:

Date: