

THE EXCHANGE VENUE HIRE GUIDE

Venue Operations

- All music and service of alcohol will cease half an hour before the licensed cut off time
- All guests must vacate the venue by the licenced cut-off time
- Capacities in Town Square / North Room / Garden Room: 120
- Capacities in North Room: 60
- Capacities in Conversation Room: 40
- Capacities in Learning Room: 30
- Capacities in Bookstore Café: 50

Event Management

- Each event will be managed by a Duty Manager, with additional support from Stewards and Security where appropriate
- The Duty Manager is there to uphold the licence requirements; to keep the building in good repair; deal with any venue related issues that may occur; be available to take delivery of event supplier's equipment and manage the venue's staff
- The Duty Manager is not an events planner and cannot decorate the venue or set up your table decorations
- The Duty Manager will require a floor plan, running order seven days prior to your event

Audio Visual

- DJs, band and other entertainment must bring their own PA system
- Amplified sound must be approved in advance of the event, and be kept to appropriate levels
- The venue hire includes some AV – this is clearly identified in the room specs. Please bear in mind, that the hire fee does not include skilled technical support – if your event requires this kind of expertise please contact one of our approved AV suppliers.
- In the garden, we only allow acoustic music performances
- There is Wi-Fi available all throughout the venue

Access

- There is no access to the space before the start time indicated in the hire agreement, and all guests must have left and clear up must be done by the event end time.
- Guests and suppliers arriving earlier than this time will not be given access
- Certain deliveries can be made earlier. This needs to be discussed with the Venue Hire Manager for prior consent.
- The venue will ensure the Venue space is cleared of furniture / exhibition / programming material
- Your caterers are responsible for bringing in events furniture if requirements are outside our standard set up offer, and responsible for setting it up
- All furniture must be lifted and not dragged to avoid damaging the floor
- Nothing can be affixed to the walls

Parking

- There is no guest parking at the venue; pay and display parking can be found on Walnut Tree Road and in the area

Damage and Insurance

- A £1,000 damage deposit is required for all larger events which covers damage, loss or costs incurred by the venue
- Public liability insurance of £5 million is required for all events and must be sent to the event team at least one month before the event date

Client's responsibilities

- No decorations are to be stuck, pinned, hung, stapled or taped to any fixture or furniture
- No use of confetti, confetti or glitter cannons, smoke machines, rose petals or any naked flames
- Helium balloons can be used, but must not be let off – it takes time and a scissor lift to get these down from our high ceilings
- All cables running across floors must be made safe with rubber matting
- Please do not wedge open any fire doors and keep all walk ways and fire exits clear
- Smoking and vaping are only permitted outside, and smokers must use the ashtrays provided
- All flowers / decorations need to be cleared on the day of the event itself and taken away with you
- Children must be supervised at all times
- All guests must keep to pathways and must not walk on the garden

Catering

- We operate an accredited list of caterers that the client must choose from. Catering by the client, a non-accredited supplier or family members is not permitted.
- Where a caterer is used, all rubbish and food waste must be removed from the venue at the end of your event and all areas, both front and back of house, must be fully cleaned and left in the state in which they were found.
- The Front Desk in the Garden Room has to be covered with suitable mats if operating a bar
- Caterers are not permitted to use the café bar or glass wash
- Where clients are providing their own alcohol, the Exchange will not accept delivery of this prior to the event or store it post-event. Arrangements should therefore be made with your chosen caterer to deliver it to and take it away from the venue.

Payment

- 50% non-refundable deposit is required immediately upon the Exchange's receipt of the signed contract
- Balance payment is to be paid six weeks in advance of the event
- Payment can be made by bank transfer only