

Private hire



Thank you for your booking!

By hiring our space you are agreeing to adhere to the following terms & conditions.

Charges

1. The letting fees cover: the use of the space only for the times as listed on the invoice and 1 member of staff to run the café during your party. All other requirements will be quoted for or charged accordingly (e.g. refreshments from the café, catering, use of equipment and toys)
2. Any additional time taken will be charged at £30 per additional half hour. Please be aware that other people may be using the space around your hire - please do be prompt when leaving so we can support our community.
3. In the event of cancellation by the renter, the following fees are applicable:
 - A. If cancelled within 2 weeks, the full deposit will be retained.
 - B. If cancelled within 1 week: the deposit will be retained and 50% of the remaining balance will be charged.
 - C. If cancelled within 48 hours: the full hire amount will be charged.

Risk and security

1. The hirer should ensure appropriate control measures are in place for those attending the venue who are at higher risk, e.g. children, vulnerable adults etc. Please do not allow children out onto the landing area alone, under any circumstances.
2. The Cloud Space accepts no responsibility whatsoever for theft, loss or damage to personal effects, goods or equipment

belonging to the hirer or any other person in the space during the period of hire nor for any third party liability.

3. The hirer is expected to ensure themselves and all persons in the space are familiar with the fire procedure, which is displayed in the venue.
4. Cars parked in the vicinity are parked at the owner's risk. Please be aware of the age and condition of the site and drive carefully while in the area.
5. No-one is permitted to stand or sit on any of the window sills. As a historic building the windows are single-glazed and we are based on the first floor. Members of staff alone are permitted to open these in hotter months so please ask if you wish to open them.

General

1. We are a shoe-free venue; shoes must be taken off at the entrance and placed on the shoe racks provided before entering the play area and must remain here for the duration of the event. If you need to leave or go downstairs, shoes must only be put back on at the entrance only and must not enter the play area once on.
2. The Hirer's booking is for the main studio space only. No-one is permitted to go behind the café area, into the kitchen or the snug (where our equipment may be stored) unless previously agreed with staff. You must not allow guests or others attending the event to go into other rooms or access other areas of the building, other than the communal stairwell and toilets.
3. Any decorations used must not damage any surfaces and must be taken down before the hire ends. The Hirer must take all reasonable steps to prevent damage to equipment, rooms or the fabric of the building. Any damage must be reported to us ASAP and may be chargeable.
4. The hirer is responsible for clearing away any personal items, packaging, or decorations from the party. We ask that the hirer kindly assist our staff with a basic clean-up after your event to help ensure the space remains welcoming for all. While our team will handle the majority of the clean-up, we'd greatly appreciate it if you could help by tidying up toys and mess guests have made. This small gesture not only helps our team but also keeps things running smoothly for all those using the space.

5. Messy play may be used but steps must be taken to ensure that the floor and other areas are protected (e.g. by using tarpaulin) and the area cleaned thoroughly after use.
6. Use of smoke or mist machines is strictly prohibited. Use of these machines will cause the fire alarm systems to go off, causing a full building evacuation.
7. Smoking & vaping in the space is strictly prohibited.
8. Please be considerate towards our neighbours when you use our space. Noise should be kept to a minimum so that our neighbours and local residents are not disturbed. If possible, please ensure that children remove their shoes to keep noise to a minimum.
9. The Cloud Space does not have an alcohol premises license so alcohol cannot be sold on site (or provided as part of a ticket price). However, alcohol can be served as part of a private party. Please ensure any persons consuming alcohol behave respectfully.

Catering & providing your own food

1. External Catering

You are welcome to bring your own food or hire an external catering service for your event. However, we kindly ask that you inform us in advance if you plan to do so, so we can make necessary arrangements and ensure compliance with our venue guidelines.

2. Food Safety and Hygiene

All food brought into the venue must comply with food safety and hygiene regulations. If you choose to provide your own food, it is your responsibility to ensure that it is stored, prepared, and served in a safe manner. Any food supplied by external caterers must also meet these requirements. The Cloud Space does not take any responsibility for any issues with allergies or food related illnesses when food has been provided by the hirer or an external caterer.

3. Heating and Storage Facilities

If you bring your own food, we may be able to provide basic heating facilities. Please let us know in advance if this is something you require and we'll do our best to accommodate your needs. However, please note that we cannot guarantee the availability of all requested facilities and suggest confirming details beforehand. Unfortunately we cannot offer refrigeration due to limited space.

4. No Cooking on the Premises

For safety and insurance reasons, cooking or food preparation is not allowed on the premises unless arranged with a licensed caterer or food provider. Any catering services must adhere to this policy.

5. Allergies and Dietary Restrictions

If you plan to bring food from an external source, we ask that you consider the potential for food allergies or dietary restrictions among your guests. We recommend clearly labelling any food that contains allergens (e.g. nuts, dairy, gluten) and providing alternatives for guests with special dietary needs.

6. Clean-Up

If you bring your own food, we kindly ask that you ensure all food-related waste is properly disposed of at the end of your event. Our staff will assist with any remaining clean-up, but we appreciate your help in leaving the venue in a tidy state.

External suppliers

We are happy to accommodate external entertainment or other party suppliers for your event, but we ask that the following terms and conditions be respected to ensure a smooth and enjoyable experience for everyone:

1. Pre-Approval Required

All external entertainers, suppliers, and vendors (e.g., entertainers, photographers, caterers, balloon decorators, etc.) must be approved in advance by The Cloud Space. Please provide a list of all external suppliers at least 14 days before your event.

2. Insurance and Safety

All external suppliers must have appropriate public liability insurance and safety certifications. You may be asked to provide proof of insurance for any third-party vendors before they are allowed on-site.

3. Setup and Pack-Up Times

Suppliers are responsible for setting up and packing down their equipment within the agreed-upon time frame. Setup should not interfere with other guests or activities, and all equipment must be cleared from the venue no later than 30 minutes before your scheduled hire end time. This allows us to clean and prepare the space for the next event. Any equipment left beyond this time may incur an additional

charge for extended use of the venue.

4. Sound Levels and Noise Restrictions

For the comfort of all guests, please ensure that any music, performances, or other entertainment activities do not exceed acceptable noise levels. Our staff reserves the right to request adjustments to volume or content if necessary.

5. Liability for Equipment

The Cloud Space is not responsible for the security, loss, or damage of any equipment or supplies brought in by external suppliers. It is the responsibility of the hirer to monitor and safeguard their equipment during the event.

6. Electrical Requirements

If your external suppliers require electricity for their setup (e.g. DJs, photographers, etc.), please inform us in advance so we can ensure suitable power sources are available. We are not responsible for any power surges or interruptions related to external equipment.

7. Compliance with Venue Policies

All external entertainment and suppliers must adhere to our general venue policies, including safety, cleanliness, and respect for other guests. If any suppliers do not comply with these policies, we reserve the right to ask them to leave the premises.

THE HIRER IS RESPONSIBLE FOR COMMUNICATING THESE
CONDITIONS OF HIRE TO THE PERSON(S) USING THE FACILITIES