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Telerau ac Amodau Llogi

Terms and Conditions of Hire

Diwygiedig: Hydref 2026
Revised: October 2026

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Conditions of hiring

Defined Terms:

- "We," "us," and "our" refer to The Albert Hall, including its Trustees, The Albert Hall Management Committee, and any affiliated subsidiaries. The organisation is a registered Charitable Incorporated Organisation (CIO) in England and Wales, regulated by the Charity Commission under registration number 1208974, with its official registered address at Ithon Road, Llandrindod Wells, LD1 6AS.
- “Staff” refers to individuals involved in the daily operation of The Albert Hall, including but not limited to volunteers, paid staff, contractors, subcontractors, trustees, and committee members.
- “Hirer,” “hiring company,” “hiring party,” and “you” refer to the individual, organisation, or company booking or hiring The Albert Hall and agreeing to these Terms and Conditions.

Purpose

- This document defines the terms and conditions governing the Hirer’s use of the venue and outlines the responsibilities of both parties to ensure a smooth, compliant, and successful hire period.
- Furthermore, the Hirer is expected to reasonably adhere to all policies set forth by The Albert Hall.

Permitted Use of the Venue

Compliance with Laws and Regulations

- In addition to the requirements outlined in this document, the Hirer must comply with all applicable statutory and common law rights and remedies.
    - As The Albert Hall is located in Wales, certain laws may differ from those in England.
- It is the Hirer's sole responsibility to ensure full compliance with all relevant Welsh legislation, including but not limited to licensing, health and safety, employment, and safeguarding regulations.

Approved Uses

The venue may be used for the following activities:

- Performances (theatrical productions, concerts, live music events, recitals, dance shows).
- Community events (meetings, fairs, exhibitions, workshops).
- Private functions (parties, conferences).
- Educational purposes (lectures, rehearsals, training sessions).
- Fundraising activities (charity events, auctions).
- Film screenings (subject to licensing).

Prohibited Uses

The following activities are strictly prohibited within the venue:

- Weddings & Ceremonial Events
- Illegal activities or events that violate local laws and regulations.
- Activities that involve hazardous materials or create a safety risk.
- Events exceeding permitted occupancy levels.

- Activities that generate excessive noise, disturbing nearby residents.
- Gambling, unless with prior written approval and applicable licenses.
- Use of pyrotechnics, open flames, or smoke effects without prior approval.
- Gymnastics Competitions & Showcases
- Any activities that violate the terms of the venue's insurance policy.
- Any activities taking place outside of the venue.

Hiring Times

- The Albert Hall is available for hire Monday to Saturday from 7:00 am to 12:00 am, and Sunday from 12:00 pm to 12:00 am.
- An extended hire option is available until 1:00 am exclusively for Paranormal Investigations.
- Time allocated for get-in and get-out, when scheduled on a separate day from the main event, will be classified as rehearsal time and charged at the applicable session rates.
- If a session exceeds the scheduled hire period, an additional session fee will be charged. The day rate will only apply if pre-booked in advance. A 15-minute grace period will be allowed before extra charges are incurred.
- Hirers will not be permitted access to the venue earlier than 15 minutes before the start of their hire period. However, volunteers may exercise discretion in allowing early entry.
- All hire times must be confirmed and approved by The Albert Hall's Programming Manager.

Age Restrictions & Supervision

- The Albert Hall cannot be hired by individuals under the age of 18, with no exceptions to this policy.
- Under no circumstances shall persons under the age of 18 be left on the premises unattended. The Hirer is responsible for ensuring appropriate adult supervision at all times.

Venue Condition & Responsibility

- The Hirer is fully responsible for any damage or theft affecting the building, its contents, or property during the hire period.
    - Any such incident must be reported immediately to the Management Committee.
- Any costs incurred due to damage or theft will be invoiced to the Hirer and must be paid in full within 14 days of receiving the invoice.
- If the Hirer provides proof that the damage or theft did not occur during their hire period, we will review the claim and determine whether the charges will still apply. Our decision is final.
- The Albert Hall is not liable for any loss, theft, or damage to equipment, furniture, props, costumes, or other personal items belonging to the Hirer.
    - Safeguarding these items remains the Hirer's responsibility at all times.

Booking Process & Payment

Booking Process

To book The Albert Hall, you must follow the step-by-step process outlined below:

1. Check Availability – Contact us to inquire about suitable hire dates. We recommend booking well in advance to secure preferred dates.
2. Submit a Hire Request Form – Once a suitable date is confirmed, we will send you a Hire Request Form. This must be completed and returned for review.
3. Confirmation or Denial of Booking – The hire request will be evaluated, and you will receive either a confirmation or denial of the booking. If confirmed, a Hire Confirmation and Deposit Invoice will be sent.
4. Deposit Payment – A deposit must be paid within the designated timeframe to secure the booking. Failure to pay the deposit may result in the preferred dates becoming unavailable.
5. Advertising Approval & Promotion – Upon receipt of the deposit, you may submit advertising materials for approval. Only after approval can you begin promoting the event. The Albert Hall reserves the right to deny advertising that does not meet its guidelines.

Usage Fees

- The use of The Albert Hall will be charged in accordance with the current scale of charges, which can be found on our website or obtained from our Programming Manager.
- We reserve the right to adjust these charges at short notice but will make reasonable efforts to notify hirers promptly

Deposit Requirements:

- A deposit of 50% of the booking charge is required at the time of booking. This excludes charges for rehearsals or additional facilities.
- The deposit must be paid within 14 days of receiving the deposit invoice, which will be issued alongside the booking confirmation.

Payment Methods

- Accepted payment methods include cheque, BACS, or cash, where applicable.
- Remittance advice should be sent to treasurer@thealberthall.co.uk upon payment.

Deposit Conditions

- Failure to pay the deposit may result in the booking being cancelled, and dates becoming unavailable, requiring rescheduling.
- The Albert Hall will not be liable for any dates lost due to incomplete booking forms or unpaid deposits.
- The Albert Hall will not be responsible for any costs incurred due to a rescheduled event.
- Events will not be advertised or made available for ticket sales until the deposit has been paid.
- In some instances, a deposit may not be required; however, this is at the sole discretion of the Programming Manager, whose decision is final.

Full Balance Payments

- The remaining hire charge, along with any additional charges, must be paid in full within 14 days of receiving the final invoice.

Payment Methods

- Accepted methods include cheque, BACS, or cash, where applicable.
- Remittance advice should be sent to treasurer@thealberthall.co.uk upon payment.

Late Payment

- A late payment charge equal to 10% of the original invoice value will be added after 7 days, a further 10% after 14 days, a further 10% after 21 days, and so on until payment is received in full.
- For bookings made within 30 days of the hire start date, the full balance (excluding additional charges such as technical services, PRS, Restoration Levy, etc.) must be paid in full at the time of booking.

Ticket Sales and Event Settlements:

- Funds from ticket sales processed by The Albert Hall will be held until after the event has concluded.
- Within 10 working days following the event, an Event Settlement will be issued, outlining:
    - The amount retained by The Albert Hall to cover hire fees and other applicable charges.
    - The final amount owed to the Hirer.
- The Hirer must then issue an invoice to The Albert Hall for the amount specified in the settlement. Payment will be processed as soon as possible upon receipt
- The Albert Hall acts solely as a ticketing agent and venue provider. No guarantee is given regarding ticket sales, audience attendance, event profitability, or revenue generation. The Hirer accepts full responsibility for the commercial success or failure of the event.

Payment Restrictions

- Due to banking security measures, payments will be capped and issued in daily instalments.
- If ticket revenue does not fully cover the amount owed to The Albert Hall, the Hirer will receive both an Event Settlement and an invoice for the outstanding balance.
- Under no circumstances will The Albert Hall release ticket sales revenue to the Hirer before the event takes place.
- Payments will typically not be made in cash, except under exceptional circumstances.

Payment Processing Delay

- In cases where large sums of money are involved, payment of the invoice may be delayed until The Albert Hall has received funds from our box office partner.
    - This process can take up to 14 days following the event.

- As this delay is beyond our control, The Albert Hall shall not be liable for any additional late payment fees resulting from this timeframe.

Music Royalties

- As a performance venue, The Albert Hall is legally responsible for collecting fees associated with the performance of music.
- Current Music Royalty charges can be found in our Scale of Charges.
- The Hirer is responsible for submitting music setlists to PRS for copyright clearance and cost calculations.

Royalties Payment & Restrictions

- Royalty fees must be discussed with the Programming Manager at least one month prior to the first performance.
- Royalty charges will be included in the Final Invoice.

Music Licensing Restrictions

- The Hirer is responsible for obtaining all necessary licences, permissions and performance rights required for any copyrighted work used during the hire period.
- Where written permission is required, this must be submitted to The Albert Hall at least one month before the event.
- The Albert Hall is not responsible for obtaining this permission, and any associated charges will be applied to the invoice.

For further details on music licensing, contact the Programming Manager.

Cinema Licensing

- A FilmBank license is required for any film screenings, with pricing usually determined by box office figures.
- This must be discussed with the Programming Manager at the time of booking.
- Some film titles may be restricted, and approval may not be granted.
- Additional licensing regulations apply to TV, streaming services, and music videos.
- Film licenses will be included in the Final Invoice.

For further details on Cinema Licensing, contact the Programming Manager.

Restoration Levy on Ticket Sales:

- A Restoration Levy of £0.50 per ticket applies to all events charging an entrance fee, including complimentary tickets.

Category-Specific Charges

- Paranormal Investigations (Category D) are excluded from the restoration levy.

Calculation & Payment

- The levy charge will be determined based on either:
  - Box office sales from The Albert Hall, if the event is processed through our box office services.
  - The attendee information sheet, which the Hirer must submit detailing the number of attendees.
- The levy charge will be included in the final invoice and must be settled within the specified payment terms.

Important Notice

- No exceptions will be made to the Restoration Levy, and full payment is required.

Rehearsals & Set-Up Charges

- Rehearsals and Set-Up occurring prior to the main booking that render the stage unusable for other events will be subject to a full premium rate charge as applicable.
- The same charge applies to The Lesser Hall if it is being used as a dressing space and is unavailable for other bookings.
- Get-ins (setup) and get-outs (take down) scheduled on days other than the event date will be charged at the Rehearsal Rate (Category B).
- Attendees watching previews or rehearsals, including Dress Rehearsals, will be subject to the Restoration Levy.
- If audience members are present at a preview or rehearsal, we reserve the right to apply the full performance rate.

Charges & Property Retention

- Where property remains uncollected for more than 48 hours, The Albert Hall may remove, store, dispose of or sell such property where reasonable to do so, and the Hirer shall be liable for any associated costs.
- Any waste left on the premises may incur an additional removal charge, which is final and must be settled within 14 days of receiving the invoice.
- The Hirer shall pay, on demand, any charges properly authorised by the Committee and in force at the start of the hire period.
- The Committee reserves the right to require payment in advance for charges relating to the hire period at its discretion.

Merchandise & Refreshment Commission

The Albert Hall reserves the right to operate a commission-based system for the sale of merchandise and refreshments during events. The following terms apply:

- Merchandise Sales – Hirers selling merchandise on-site may be required to pay a commission fee, calculated as a percentage of total sales.
    - This fee helps support venue operations and restoration.
- Refreshments & Catering
    - Any food and drink sales must comply with The Albert Hall's catering agreements.
    - If hirers wish to sell their own refreshments, approval must be obtained in advance, and a commission fee may apply.
- Payment & Reporting
    - All sales figures must be reported to The Albert Hall at the end of the event, with commission fees settled accordingly.
- Venue Retail Agreements – Hirers must respect any exclusive agreements in place.

Rescheduling & Cancellations Policy

Rescheduling Policy

Rescheduling by the Venue

- The Venue reserves the right to reschedule bookings due to unforeseen circumstances, including but not limited to force majeure, health concerns, structural issues, equipment breakdown, staffing shortages, emergencies, or legal obligations.
- In such cases, the Hirer will receive a written explanation detailing the reason for rescheduling.
- If the Venue initiates a reschedule, the Hirer will be offered an alternative date at no additional cost. If no suitable date can be agreed upon, the Hirer shall receive a full refund of all payments made. However, no further compensation shall be granted beyond the refunded amount.

Rescheduling by the Hirer

NOTE: If an event experiences poor advance ticket sales and the Hirer decides not to proceed with the booking, this will be considered a **Reschedule by the Hirer**. As such, the reschedule will be subject to the terms outlined below, including any applicable refund or fee conditions.

- If the Hirer requests to reschedule 30 days or more before the scheduled event, the deposit will be transferred to the new booking at no additional charge.
- If the reschedule request is made between 7 and 30 days prior to the event, a 50% fee of the original deposit will apply, with the remaining balance transferred to the new date.
- If the request occurs within 7 days of the event, the full deposit will be non-transferable, and a new deposit will be required to secure a different date.

- All reschedule requests are subject to availability, and the Venue reserves the right to deny requests that cannot be accommodated.

Specialist Equipment and Additional Purchases

- The Hirer shall be fully responsible for any costs incurred for specialist equipment, custom items, or additional purchases made specifically by the venue for the hirer's event.
- If such items or equipment cannot be reclaimed, returned, or repurposed by the Venue, the Hirer shall remain liable for the full expense. This includes, but is not limited to, bespoke decorations, technical equipment, hired furniture, and custom-ordered materials.

Force Majeure and Liability for Rescheduling

The Force Majeure provisions set out in the 'Legal Section' shall apply to any cancellation or rescheduling of a booking.

Cancellation Policy:

Cancellation by Venue

- The Venue reserves the right to cancel bookings due to unforeseen circumstances, including but not limited to force majeure, health concerns, structural issues, equipment breakdown, staffing issues, emergencies, or legal obligations.
- In such cases, the Hirer will receive an emailed explanation behind the reason to cancel.
- In the event that the venue cancels the booking, the Hirer shall receive a full refund of all payments made. However, no additional compensation shall be granted beyond the refunded amount. For bookings where the hire period has already begun, the refund will be calculated on a pro-rata basis, considering the portion of the hire period already used by the Hirer.

Cancellation by the Hirer

NOTE: If an event experiences poor advance ticket sales and the Hirer decides not to proceed with the booking, this will be considered a **cancellation by the Hirer**. As such, the cancellation will be subject to the terms outlined below, including any applicable refund or fee conditions.

- If the Hirer cancels the booking 30 days or more before the scheduled event, the deposit will be refunded in full (100%).
- If the cancellation occurs between 7 and 30 days prior to the event, 50% of the deposit will be refunded.
- If the cancellation occurs within 7 days of the event, the deposit will be non-refundable.
- All refund decisions are made at the sole discretion of venue management and may vary based on circumstances.

Specialist Equipment and Additional Purchases

- The Hirer shall be fully responsible for any costs incurred for specialist equipment, custom items, or additional purchases made specifically by the venue for the hirer's event.
- If such items or equipment cannot be reclaimed, returned, or repurposed by the Venue, the Hirer shall remain liable for the full expense. This includes, but is not limited to, bespoke decorations, technical equipment, hired furniture, and custom-ordered materials.

Force Majeure and Liability for Cancellation

The Force Majeure provisions set out in the 'Legal Section' shall apply to any cancellation or rescheduling of a booking.

Booking Priority:

- The Albert Hall reserves the right to prioritise and accept bookings of a higher value.
    - For example, a rehearsal scheduled as part of a block booking may be replaced by a commercial hire. In such cases, the original hirer will have the option to reschedule at an alternative available time while maintaining the original hire rate.
    - If a higher-value booking requires stage access that is unavailable due to ongoing rehearsals, the original hirer will incur the full premium rate charge as applicable.

Paranormal Investigations (Category D) - Special Terms

- This section supersedes all previously listed terms and conditions for Paranormal Investigations (Category D) ONLY. However, if a policy or condition is not explicitly covered here, the general terms and conditions listed above still apply.
    - All terms following this page remain applicable.
- Bookings are only accepted until 1:00 am due to licensing restrictions, and events cannot extend beyond this time.
    - A standard booking is now 8pm to 1am.

Payment

- For Category D bookings, full payment is required at the time of booking. Once you have completed a Hire Request Form, we will review it and issue a Hire Confirmation along with an invoice for the hire charge.
    - This invoice must be paid before the event is advertised or goes on sale.
- If payment is not received at least 14 days before the event, the booking will be cancelled.

Cancellation & Refund Policy

Cancellation Period	**Refund Terms**
At least 1 month before event	100% Refund
Between 7 days and 1 month prior	50% Refund
Within 7 days of the event	0% Refund

Legal

Insurance Requirements

The Hirer must obtain third-party insurance covering accidents and accidental damage during the hire period.

The Albert Hall Management Committee must be reimbursed in full for any replacement, renewal, or repair costs related to furniture, fittings, equipment, or decorations damaged during the hire.

The Hirer must provide proof of public liability insurance with a minimum coverage of £5 million. This documentation will be kept on file for reference.

Insurance for theatrical productions differs from public/employers liability insurance; therefore, the Hirer must obtain separate production insurance and provide a copy to The Albert Hall.

Performance Rights & Licensing

The Hirer is responsible for obtaining all necessary rights and licenses for any materials used during their event.

Proof of these rights or licenses must be provided to The Albert Hall Management Committee.

Documentation will be retained for future reference to ensure compliance with licensing requirements.

Children's Performance & Chaperone Requirements

If your event involves children, you are required to obtain the appropriate Child Performance Licence for each child and strictly adhere to all licensing conditions.

Licensed chaperones must be present to ensure compliance with safeguarding regulations.

All relevant information can be obtained from the Local Authority, and it is the Hirer's responsibility to secure the necessary approvals.

Proof of compliance must be submitted to The Albert Hall Management Committee, where it will be retained for future reference.

The Albert Hall is obligated to report any instances where compliance with Child Performance Regulations is not met.

Policies Agreement

By hiring The Albert Hall, you agree to comply with all venue policies and work collaboratively with us to ensure your event meets our requirements.

Governing Law and Jurisdiction

These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales.

Any dispute, claim, or matter arising out of or in connection with these Terms and Conditions, or the hire of The Albert Hall, shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Force Majeure

Neither party shall be liable to the other for any failure or delay in performing its obligations where such failure or delay arises from circumstances beyond its reasonable control, including but not limited to severe weather, flooding, fire, structural failure, utility interruption, disease outbreak, governmental action, labour disputes, public health emergencies, acts of terrorism, or other force majeure events.

The Albert Hall shall not be liable for any loss of profit, loss of revenue, loss of opportunity, travel costs, accommodation costs, advertising costs, or any other indirect or consequential losses suffered by the Hirer.

Where a booking cannot proceed due to a force majeure event, The Albert Hall may offer an alternative date. If an alternative date cannot reasonably be agreed, any refund shall be limited to amounts paid by the Hirer less any non-recoverable costs incurred by The Albert Hall specifically in connection with the booking.

The Albert Hall shall determine, acting reasonably, whether an event constitutes a force majeure event.

Liability and Indemnity

Owner Liability

- The Albert Hall shall not be held liable for any injury, loss, or damage sustained by the Hirer or guests unless it is a direct result of proven negligence by The Albert Hall.

Hirer Responsibility

- The Hirer assumes full responsibility for the conduct, behavior, and actions of all persons attending, or working (including voluntarily) at their event.
- Any damage, theft, or loss occurring during the hire period shall be the financial responsibility of the Hirer.
- The Hirer must ensure compliance with all venue rules, health and safety regulations, and legal obligations.

Indemnity

The Hirer shall indemnify and keep indemnified The Albert Hall, its Trustees, Committee Members, staff, volunteers, contractors and agents against all claims, actions, losses, damages, liabilities, costs and expenses arising directly or indirectly from:

- The Hirer's use of the premises;
- Any breach of these Terms and Conditions;
- Any act, omission, negligence or misconduct by the Hirer or any person attending, working at, or participating in the event;
- Any damage to property or injury to persons arising from the event;
- Any failure by the Hirer to obtain required licences, permissions, consents or insurance.

The Hirer shall be responsible for all reasonable legal and professional costs incurred by The Albert Hall in connection with any such claim.

This indemnity shall survive the termination or expiry of the hire agreement.

Limitation of Liability

The Albert Hall shall not be liable for any loss of profit, loss of revenue, loss of sales, loss of business opportunity, loss of goodwill, cancellation costs, advertising costs, accommodation costs, travel expenses, or any indirect or consequential loss suffered by the Hirer, whether arising in contract, negligence, or otherwise.

The Albert Hall makes no representation, warranty, or guarantee regarding:

- Event attendance.
- Ticket sales.
- Financial performance.
- Commercial success.
- Audience numbers.
- Suitability of the event for any particular purpose.
- The uninterrupted availability, operation, suitability, compatibility, or performance of any venue equipment, systems, utilities, facilities, or services.

The Hirer acknowledges that all commercial risks associated with the event remain solely with the Hirer.

The Albert Hall shall not be liable for any loss, delay, interruption, cancellation, reduced performance quality, loss of profit, loss of revenue, loss of opportunity, advertising costs, accommodation costs, travel expenses, or other indirect or consequential loss arising from the failure, malfunction, breakdown, interruption, or unavailability of any venue equipment, facilities, utilities, or services.

Except where prohibited by law, The Albert Hall's total liability arising from any booking shall be limited to the total hire fees actually paid by the Hirer.

Nothing in these Terms and Conditions shall exclude or limit liability for death or personal injury caused by negligence, fraud, or any liability which cannot lawfully be excluded.

Accessibility

Step-Free Access

- All disabled visitors must enter and exit the building using the designated step-free access route, which must remain clear at all times.
- Guests in Wheelchairs should be parked in the allocated wheelchair spaces.
- Trained stewards should be available to assist visitors in case of an emergency.
- The Hirer is responsible for ensuring the 'Accessible Route' pavement sign is placed before the event and removed after the event.

Assistance Animals

- In accordance with our Assistance Animal Policy, The Albert Hall permits Service Animals and Emotional Support Animals to accompany their handler in all areas of the building accessible to the public.
- Animals that do not qualify as Service, Assistance, or Emotional Support Animals are not permitted in the venue.

First Aid Requirements

- A minimum of one suitably trained First-Aider must be present at all times.
- For events with over 200 attendees, it is strongly recommended to have St John Ambulance or First Responders on-site throughout the event to ensure appropriate emergency medical coverage.
- The Hirer is responsible for notifying venue staff of any first aid supplies that need replenishing.

- For example, if a plaster is used, please inform us so we can restock it before the next hire period.

Premises Policy

Access and Security

- The venue's management team will unlock and lock the premises.
    - Keys will not be provided to Hirers.
- Hirers must not leave doors unsecured during their event to prevent unauthorised access.
    - It is recommended that a less prominent door is used for Rehearsals, & similar bookings, to reduce the risk of unauthorised access.
- The venue retains the right to refuse entry or halt events that violate policies.
- All performances must take place inside the premises; outdoor performances are not permitted.
- During performances, all exterior doors must remain closed to minimize disruption and ensure security.
    - However, doors must be accessible and openable at all times to comply with safety and emergency regulations.

Parking

- The venue does not own dedicated parking spaces.
- Hirers park at their own risk, and the venue is not liable for fines, damages, or losses incurred.
- Parking permits may be obtained via the relevant local authority, and the Hirer is responsible for arranging them.
- Vehicles should not be parked on the road or pavement, directly outside the venue for prolonged periods of time.
- Hirers and guests must respect nearby residents by avoiding driveway blockages and excessive noise when leaving late at night.

Care of Venue & Guests

Stewarding & Guest Safety

- Adequate numbers of trained stewards (trained by The Albert Hall's Fire Officer) must be present during performances (as outlined under Fire & Emergency Procedures).
- All guests must be kept safe at all times while inside the venue.
- Any inappropriate or threatening behavior must be addressed immediately, with offenders removed from the premises.

Venue Care & Maintenance

- The Hirer must ensure no damage occurs to the building or its contents.
    - Attempting repairs or maintenance is strictly prohibited.
    - Any damage or required maintenance must be reported immediately to the Trustees, who will arrange for necessary action.
- Unauthorised fixings (including screws, nails, tape, pins, Blu-Tack, staples, hooks, or glue) must not be used within the venue.
- If furniture or equipment is moved, it must be returned to its original position before departure.
    - Failure to comply may result in additional charges.
- Pyrotechnics and Naked Flames, including but not limited to Candles, Matches, and Sparklers, are prohibited under all circumstances.

Electrical & Equipment Safety

- All electrical equipment, including trailing leads, brought into the venue must have a valid PAT test conducted within the last 12 months to ensure safe usage.

- The Albert Hall is not liable for any injuries, damages, or malfunctions caused by unsafe electrical equipment introduced by the Hirer.
- Any damage to the venue's equipment, property, or premises resulting from the Hirer's electrical equipment will be the Hirer's financial responsibility.
- All equipment must be turned off and unplugged if left unattended or inactive for extended periods (e.g., between performances).
- The Albert Hall reserves the right to impose charges if excessive electricity consumption is observed.
- A maximum of two trailing leads per wall socket is permitted.
    - Only one trailing lead may be connected to another.
- Power socket blocks are strictly prohibited within the venue.

Cleaning & Waste Management

Cleaning

- The venue must be returned to its original condition after use. Hirers are responsible for cleaning the stage, backstage areas, and non-front-of-house spaces, including downstairs areas.
- While The Albert Hall is typically cleaned between events, this cannot be guaranteed when multiple events occur in a single day or over a weekend. In such cases, Hirers may be required to conduct a general clean of front-of-house areas. Cleaning supplies will be provided.
- If additional cleaning is requested or required, an extra charge will apply.

Waste Disposal

- Hirers are responsible for disposing of all waste generated during their event, including packaging, props, set materials, and costumes.

- General waste & recycling produced by guests will be managed and disposed of by The Albert Hall.
- If an event results in excessive waste accumulation within venue bins, The Albert Hall reserves the right to impose additional disposal charges.

Recycling & Legal Compliance

- From 6th April 2024, all waste must be sorted into correct recycling streams, in accordance with legal requirements:
    - Plastics
    - Paper
    - Glass
    - General Waste
- Hirers must ensure waste is disposed of correctly, as incorrect disposal may result in fines being imposed on The Albert Hall.
    - The Albert Hall reserves the right to charge for sorting incorrectly disposed waste and to pass any fines resulting from improper disposal to the Hirer

Food and Drink

- Selling hot food is strictly prohibited under all circumstances.
- Hot food brought into the venue is permitted only to be eaten in the Lesser Hall.
- If serving food or beverages, the Hirer is not covered under The Albert Hall's Food Hygiene Rating (FHR).
    - The Hirer must register with Powys Environmental Health Department and display a copy of their FHR when serving food or drinks.
        - A copy of the Hirer's FHR certification must also be provided to The Albert Hall for its records.
- All cutlery, utensils, appliances, and crockery must be returned to the kitchen promptly after use.

- It should be thoroughly washed, and returned to the designated cupboards.

Alcohol

- Only alcohol served by The Albert Hall's licensed bar may be consumed on the premises.
- The Hirer is strictly prohibited from selling or distributing alcohol in any form under any circumstances.
- The Hirer is responsible for ensuring that no outside alcohol is brought in or consumed.

Venue Rights

- Unless the Hirer provides a valid reason otherwise, The Albert Hall reserves the right to open its licensed bar and kiosk for any event without prior notice to the Hirer.
- The Albert Hall retains the right to serve its full menu, regardless of any food or drinks the Hirer may be offering at the event.

Event Conclusion & Vacation

- All equipment and lights must be turned off after use.
- Any furniture or venue equipment that has been moved must be returned to its original position at the end of the hire period.
- All props, set pieces, and personal items belonging to the Hirer must be removed from the venue by the end of the hire period.
- If a get-out occurs on a separate day, it will be charged at rehearsal rates.
- The Albert Hall reserves the right to extend the hire period until all property is fully removed or, if necessary, to dispose of items at the Hirer's expense.

Event & Technical Equipment Policy

Set, Props, and Equipment

Set and Props

- All set pieces and props must be constructed to a high standard to ensure maximum safety for cast, crew, and audience members.
- The following materials are strictly prohibited on stage:
  - Hay / Straw
  - Leaves / Live Plants / Branches / Twigs / Hedging
- Elevated set pieces must undergo rigorous safety inspections and be properly labeled with a ladder tag or scaffold tag.
- Painting set pieces inside the venue is prohibited. Set pieces must dry for at least 24 hours before being brought into The Albert Hall.
- All set and props must comply with the ABTT's Technical Standards for Places of Entertainment.
- Major construction work, including cutting, drilling, or assembly, is not permitted inside the venue.

Equipment

Hirers may bring their own equipment, but must adhere to the following regulations:

- All electrical equipment must have a valid PAT test conducted within the last 12 months and be safe for use.
- The Albert Hall is not liable for injury or damage caused by unsafe electrical equipment introduced by the Hirer.
- Any damage to venue equipment or property resulting from the Hirer's equipment will be the Hirer's responsibility.
- All items must be insured by the Hirer.
- The venue will not be held responsible for lost, stolen, or damaged equipment.

- Equipment must be turned off and unplugged if left unattended for more than 30 minutes (e.g., between performances).
- Excessive electricity usage may result in additional charges.
- If equipment prevents another event from using the space, the Hirer will be charged at the full rate for unused days.

Rigging

- Rigging or de-rigging must not take place on The Albert Hall's rig without prior authorisation from the Chairperson or Technical Manager.
- All rigging must adhere to the ABTT's Technical Standards for Places of Entertainment, with authorised personnel present during installation.
- Rigging weight limits must always be respected; signage indicating limits is placed near rigging bars.
- Hemp ropes and tab winder ropes must not be marked in any way (e.g., using pen, tape, or other materials) to preserve their integrity.
- Flying of persons from the rig is strictly prohibited.
- If rigging occurs without prior approval or fails to meet regulations, The Albert Hall reserves the right to:
    - Remove or adjust rigged items.
    - Postpone bookings until compliance is ensured.
    - Charge the Hirer for corrective actions.
    - Cancel or prohibit future bookings for failure to comply.
- The Albert Hall takes rigging safety seriously. Our rigging is inspected annually, and professional guidance is followed at all times.

Lighting Equipment

- The in-house lighting equipment is strictly for usage by our Technicians only.
    - For commercial hires, one venue technician is included free of charge to operate lighting.
    - For all other hires, the lighting system will not be available unless a venue technician is booked, at rates listed in the scale of charges.
- Items are plugged into our lighting system at your own risk. We cannot be held responsible for any damage or malfunction caused to your equipment.
- If the Hirer, their team, or any equipment or articles introduced to the venue cause damage to any part of The Albert Hall's lighting system, infrastructure, or property, the Hirer will be held fully responsible for the cost of repairs or replacements.

Audio Equipment

Our in-house PA System

- The in-house audio equipment is strictly for usage by our Technicians only.
- Unless a venue technician is booked, the audio system will not be available for use.
- Items are plugged into our audio system at your own risk. We cannot be held responsible for any damage or malfunction caused to your equipment.
- If the Hirer, their team, or any equipment or articles introduced to the venue cause damage to any part of The Albert Hall's audio system, infrastructure, or property, the Hirer will be held fully responsible for the cost of repairs or replacements.

Audio Limits

- The Hirer is responsible for maintaining sound levels at a reasonable and comfortable level.
- After 11:00 PM, sound levels must be reduced so that no noise can be heard outside the premises, in respect of neighbors.

Cinema Equipment

- The in-house cinema equipment is strictly for usage by our Technicians only.
- Unless a venue technician is booked, the cinema system will not be available for use.
- Items are plugged into our cinema system at your own risk. We cannot be held responsible for any damage or malfunction caused to your equipment.
- If the Hirer, their team, or any equipment or articles introduced to the venue cause damage to any part of The Albert Hall's cinema system, infrastructure, or property, the Hirer will be held fully responsible for the cost of repairs or replacements.

Special Effects

Permitted Effects (No Approval Needed)
(Any cleanup or damage is the Hirer's responsibility)

- Smoke & Haze
- Wind Effects
- Confetti & Streamers
- Ultraviolet (UV) Lighting
- Strobe Effects (48-hour advance notice required for warning signs to be displayed)
- Limited Bubble Effects (minimal usage to avoid liquid damage)

Strictly Prohibited Effects

- Pyrotechnics & Fireworks
- Sparks & Flames
- Water or Liquid Effects (e.g., pistols, bombs, splash effects)
- Snow, Foam, & Fake Blood
- Cream Pies, Flour Bombs, or Cake Mix
- Spray Paints, Aerosols, or Touch-up Pens
- Stink Bombs
- Flying of People
- Silly String
- Hay, Straw, or Leaves

Approval for Unlisted Effect

- For effects not listed above, approval must be sought from the Programming Manager.
    - As a rule, if cleanup requires more than basic sweeping or vacuuming, the effect is unlikely to be permitted.

Stage Drapery (Curtains)

- Absolutely no liquids may come into contact with drapery (including fake blood, bubble residue, etc.), as this invalidates fire retardancy.
- Drapes must not be moved without prior permission.
- Drapes must not be secured or modified in any way (no safety pins, nails, screws, pins, glue, tape, staples, etc.).
- Before opening or closing House or Secondary tabs, all scenery, staging, props, and set must be cleared to prevent snagging.
- Any damage to drapery will be the Hirer's responsibility, and the venue will decide whether cleaning, repair, or full replacement is necessary.

Show Relay Systems

- Use of The Albert Hall's audio-visual relay system is subject to the Technical Manager's discretion.
- If granted, the Hirer is responsible for any damage, ensuring proper use as specified by the Technical Manager.

Lesser Hall Equipment

Speaker System

- A setup charge applies for use of the Lesser Hall speaker system.
- Hirers must maintain reasonable sound levels.
- After 11:00 PM, sound levels must be reduced to ensure minimal noise outside the venue.

Interactive Whiteboard / Projection Screen

- Use of the Whiteboard / Projection Screen must be requested at the time of booking.
    - Additional charges may apply for using this facility.
- Only individuals over 18 may operate the device to prevent damage.
- Lost or damaged styluses will be replaced at the Hirer's expense.

Liability & Damages

- Items are plugged into our Lesser Hall equipment at your own risk. We cannot be held responsible for any damage or malfunction caused to your equipment.
- If the Hirer, their team, or any equipment or articles introduced to the venue cause damage to any part of our Lesser Hall systems, infrastructure, or property, the Hirer will be held fully responsible for the cost of repairs or replacements.

Photography & Videography

- We welcome the use of photography and videography within our premises, provided the following conditions are met:
    - Security Compliance: No equipment or valuable items may be displayed or filmed, to protect the security of the building.
    - Consent Requirement: All individuals featured in photos or videos must provide consent before being filmed or photographed.
    - Licensing Compliance: You must adhere to all licensing requirements relevant to your production.
- Drone Prohibition: Drones are strictly prohibited both inside and around the venue.

Signage & Permissions

- We provide adjustable signage regarding Photography & Videography.
    - By default, signage is set to "No Photography or Videography is permitted."
- If you require signage modifications, please notify us at least 7 days before your hire period.

Event Promotion Policy

To ensure fairness and compliance, The Albert Hall will promote your event across various platforms only if the following conditions are met:

Website Promotion

- Your event will be advertised on The Albert Hall's website under these conditions:
    - A full deposit has been paid.
    - High-quality digital graphics in PNG format and accompanying event copywriting is submitted via email to the Programming Manager.
    - All materials must be appropriate and free from copyright restrictions.

Social Media Promotion

- Your event may be promoted on The Albert Hall's social media pages under the following conditions:
    - A full deposit has been paid.
    - A high-quality digital graphic in PNG format and accompanying event copywriting is submitted via email to the Programming Manager.
    - All materials must be appropriate and free from copyright restrictions.
- If you are managing your own ticket sales, The Albert Hall may share a post from your event's official social media page no more than once per fortnight, provided it complies with the criteria above.
    - All social media posts must adhere to The Albert Hall's Social Media Policy.

Physical Promotion (Printed Materials)

- We will distribute your materials in physical form, provided the following conditions are met:
    - The full deposit has been paid.

- Paper materials are supplied to us at no cost.
- The materials are appropriate and do not contain copyrighted content.

Fire Regulations

Fire instructions and Emergencies' routine

The Hirer is responsible for ensuring that fire safety instructions and emergency procedures are fully observed and correctly implemented for each public performance. The following requirements must be met:

Front of House Management
A Front of House Manager must be appointed, who is:

- Over the age of 18 and fully competent.
- Trained by The Albert Hall's designated fire officer in accordance with The Albert Hall's policies. The required training includes:
    - Front of House Training
    - Front of House Management Training
    - Fire Training
    - Disability Awareness Training
- Briefed on Personal Emergency Evacuation Plans (PEEPs) and their responsibilities by a member of The Albert Hall Trustees.

Stewarding Requirements

- All stewards must receive training from The Albert Hall's designated fire officer, including:
    - Front of House Training
    - Fire Training
    - Awareness of emergency exits and firefighting equipment.
    - Briefing on Personal Emergency Evacuation Plans.
- Minimum steward requirements for audience presence in the auditorium:
    - Balcony closed: At least 6 stewards.
    - Balcony open: At least 8 stewards.
    - Recommended allocation:

        - 2 stewards at each auditorium door
        - 2 in the foyer
            - Totaling 10 stewards
- At least one, preferably two, stewards must remain in the foyer at all times during performances.

Fire Marshal Assignments

- A Fire Marshal must be appointed for both:
    - The Stage
    - The Lesser Hall (when in use)
- Fire Marshals must complete Fire Training provided by The Albert Hall's designated fire officer.

Safety and Compliance

- All open areas, aisles, stairways, and exit routes must remain clear at all times, and audience limits must be strictly adhered to.
- Audience limit:
    - Maximum 454 seated patrons and 4 wheelchair users.
        - Wheelchair locations:
            - House left / stage right aisle, with a steward assigned to each for safe evacuation.
- The total number of persons present must be recorded, including:
    - Seated Patrons
    - Wheelchair Patrons
    - Front of House Staff
    - Technical / Stage Crew
    - Cast Members

Emergency Equipment Misuse

- If an emergency air horn is used falsely, unnecessarily, or tampered with, the hiring company will be charged for its replacement.

Fire Emergency Procedures

Immediate Actions in the Event of a Fire

- The Front of House Manager must be informed immediately.
- The Front of House Manager must contact the Fire Brigade without delay.
- The Front of House Manager must promptly notify all Stewards and Marshals using a suitable communication method (provided by the hiring company).
- Stewards and Marshals must move quickly and quietly to their designated posts to carry out their assigned duties.
- If the Front of House Manager decides to evacuate the premises:
    - The front-of-stage curtains (House Tabs) must be closed.
    - House lights must be raised.
    - All exits must be opened.
    - The alarm must be activated using air horns located at all exits.
    - Stewards must ensure that all persons in their areas are evacuated swiftly and safely to the assembly point (Car Park adjacent to the building).

Emergency Responsibilities

- The primary duty of the Members of the Hiring Group in an emergency is to ensure the safe evacuation of the audience, with particular emphasis on avoiding panic.
- Every Duty Member must be assigned specific responsibilities before the public is admitted so they fully understand their role in an emergency.
- If a Duty Member is relieved of their role—even temporarily—they must properly hand over their responsibilities to their replacement.
- Fire drills should be conducted with an audience, simulating an actual public performance, with Duty Members performing their normal roles.

- At the designated emergency signal, the drill procedure must be enacted.

Evacuation Procedure

- The alarm shall be raised by sounding an air horn (located near exits).
- Stewards shall guide the audience to exit quickly and quietly via the nearest exit.
- Stewards must open exit doors and promptly return to their designated post.
- Stewards must encourage the audience to evacuate calmly by speaking in a clear, loud, and reassuring voice (e.g., "This way out, please").
- The Front of House Manager must position themselves where they can observe the evacuation and await the arrival of the Fire Brigade.
- The Front of House Manager must collect the 'Emergency Folder' from the foyer and present it to the Fire Brigade upon arrival.
- Once evacuation is complete, Stewards must immediately report to the Front of House Manager.
- The Front of House Manager will determine whether it is safe to attempt extinguishing the fire.
- All Stewards will receive annual training in the use of fire equipment as part of the Fire Training provided by The Albert Hall's Fire Officer.

Emergency Mobile Phone Requirement

- The Hirer of the Hall must ensure that the Front of House Manager (or Director during rehearsals) has a mobile phone available when using the venue.
- The phone is to be used exclusively in emergency situations.
- All Stewards must be informed of the identity of the Front of House Manager in case of an emergency.

Abuse to The Albert Hall Staff

Respect for Staff and Venue Regulations

We have a zero-tolerance policy regarding any abuse directed at our staff. Any individual engaging in abusive behavior—regardless of status or affiliation—will be required to leave the premises immediately and will not be permitted to return for the remainder of the day.

In serious cases, we reserve the right to impose temporary or permanent bans, regardless of:

- Who is hiring the hall.
- The nature of the event taking place.

In exceptional circumstances, we also retain the right to:

- Cancel or postpone events.
- Ban and refuse future bookings from an offending company or individual.

Staff Inspections and Safety Compliance

Our staff are authorized to inspect the premises at any time during hiring periods to ensure:

- No damage has occurred.
- Fire safety regulations are strictly followed.
- No health and safety hazards are present.

If a staff member identifies any issues, they will:

- Address them immediately in accordance with our legal duty to protect all attendees.
- Collaborate with the Hirer to resolve any safety risks.

The Albert Hall will not take disciplinary action against a member of staff solely because they raised their voice, used direct language, or responded robustly to abusive, threatening or intimidating

behaviour from a hirer, attendee or visitor, provided their actions were reasonable in the circumstances.

Non-Compliance and Consequences

Failure to comply with these terms and conditions may result in immediate action by the Trustees of The Albert Hall, including:

- Cancellation or postponement of a booking until the identified issues are fully resolved.
- Refusal of future bookings and potential banning of hiring groups from using the venue.

It is the sole responsibility of each hirer to adhere to these conditions. Any breaches, along with any associated penalties, will remain the hirer's full responsibility.

Policy Updates

The Albert Hall Trustees reserve the right to amend policies to ensure safety, compliance, and operational efficiency. Changes may be made at any time to:

- Meet legal requirements and safety standards.
- Adapt to venue needs and best practices.
- Address emerging concerns affecting operations.

The latest hiring policy can be accessed online at https://thealberthall.co.uk/programming/terms-and-conditions/. All hirers are required to adhere to the guidelines outlined on that page.

Further Information

For any enquiries, comments, or complaints regarding these terms and conditions, please contact:

The Albert Hall Programming Manager
Email: programming@thealberthall.co.uk