Policy and Code of Practice on the Conduct of Events

SECTION A - INTRODUCTION

Scope and Aims

The aim of this Policy and Code of Practice is to provide clarity and support for those involved in the organisation and conduct of events on QMUL property, or in other locations under its auspices. It outlines the legal and other obligations placed on QMUL and makes clear what is expected of event organisers to ensure that all events are conducted safely, within the law and without detriment to the reputational or commercial standing of QMUL.

In permitting any event to take place QMUL has an obligation to ensure:

- That no illegal activities take place on QMUL premises or under its auspices;
- That events are organised and run with due regard to all relevant legislation, Health and Safety requirements, relevant QMUL policies and to the maintenance of public order;
- That events are managed in a manner that pays specific heed to the duties laid down in Section 26(1) of the Counter-Terrorism and Security Act (2015) to have due regard to the need to prevent people from being drawn into terrorism;
- That events do not cause unacceptable disruption to the normal business of QMUL;
- That the reputation of QMUL is not likely to be damaged by the event taking place or any media coverage which is likely to result;
- That QMUL facilities and resources are used as efficiently as possible and benefits and income are optimised where facilities are available for commercial hire;
- That events which support QMUL's strategic aims are prioritised, and afforded all practicable assistance from Professional Services to achieve the most positive desired impact.

While respecting QMUL obligations under the Education (No.2) Act 1986 as well as duties in relation to the law on Freedom of Speech, the President and Principal or their Designated Officer ultimately reserves the right to refuse, cancel or insist on changes to any event which he judges may prejudice the reputation, commercial or other interests of QMUL, or may in any other way be inappropriate for QMUL to host.

This Policy does not attempt to restate the principles of free expression; these are to be found in the QMUL *Freedom of Expression Policy*. Should the process of scrutinising a proposed event determine that particular security or other arrangements are needed which incur extra costs, these costs will ordinarily be expected to be met by the event organisers. If funds to ensure that an event is delivered safely and appropriately cannot be found, this may result in the event having to be cancelled.

It is accepted that the premises and activities of QMSU are regulated and operated separately and under their own internal byelaws, policies, procedures and code of conduct. Student Society events in particular are to be encouraged and add great value to the student experience and the vibrancy of each campus. It is expected however that QMSU will ensure that its events held on QMUL property are managed in line with this policy. Events held on QMSU property should be managed in a manner compliant to the approach adopted by QMUL. Student unions, as charitable bodies, are registered with the Charity Commission and are subject to their scrutiny in respect of charity laws and regulations, including those that relate to preventing terrorism.

SECTION B – EVENT APPLICATION AND APPROVAL

What is an Event?

An Event for the purpose of this Policy and Code of Practice is an event, other than academic classes or lectures scheduled as part of the normal teaching programme, that is held in a QMUL building or outdoor space or that is held outside of the University in the name of or branded as a QMUL event. Any QMUL branded event must be properly sponsored by an authorised staff member, student, department or organisation and must be in keeping with the University's mission.

Event Application and Approval

For the booking of the majority of QMUL venues, Event Applications must be submitted at least 10 days before the proposed event date. In cases where a venue has extra conditions of use or is in great demand for programmed use, (e.g. Great Hall) a lead time of up to 12 weeks' may be needed. If proper notice cannot be given by organisers it may not be possible to safely and properly support an event leading to cancellation.

The application form for event booking can be found here:
https://docs.google.com/forms/d/1bxzaVs0_McQCqa5_Lgbcyp-ikT1oFyOKTCkYjoybQHg/viewform

If the requirement for an important event emerges after the 10 day deadline (e.g. a last-minute request for a politician visit to QMUL) then in order to do what is possible to facilitate the event, the Head of Events should be contacted urgently on 020 7882 5894.

Information requested via the Event Application System is required only to ensure events are delivered with due regard to the provisions and obligations of the Policy and Code of Practice on the Conduct of Events.

The Event Application System will request the following information:

- Name and contact details of the primary event organiser.
- Date of the event and timings (including set-up/de-rig time).
- Size of the room(s) required / expected numbers.
- Title of the event and a brief description.
- Speaker(s) name and affiliated organisation(s).
- Where the event will be advertised.
- Any restrictions on attendance (e.g. QMUL students/staff only).
- How attendee bookings/registrations will be administered.
- Whether media will be invited/permitted to attend.
- Whether the event is being organised in conjunction with an external organisation.
- Whether any suppliers/contractors external to QMUL will be engaged to provide services.
- Details of any specific risks/hazards already identified by the primary event organiser.
- The name of the Health and Safety contact for the event (if not the primary event organiser).
- Catering requirements.

Event Applications will be reviewed initially by the Head of Events, but may also be forwarded (where appropriate) to other professional services for their expert input or consideration prior to the communication of a decision, including (but not limited to) Security, Marketing and Communications, Health and Safety, the Office of the Principal and QMSU.

Provided all requested information is submitted at the point of application, Event Applications shall be assessed and a decision communicated to the primary event organiser within 5 working days.

Event approvals may be issued subject to additional conditions which must be met/implemented before an event can be allowed to proceed.

Event approvals may be issued with a requirement for the primary event organiser to conduct a risk assessment for the activity/event being proposed. Should the primary event organiser fail to carry out such a risk assessment or fail to implement control measures which have been required as part of an approval, an event may have to be cancelled.

If the event described in the Event Application changes in any significant way from the information initially provided, the primary event organiser has a responsibility to inform the Events Office in a timely manner with details of such changes. If necessary, the event shall be re-assessed in full and further approval shall be required before the event may be permitted to proceed.

No event falling under this Policy shall be advertised internally or externally until the authorisation process is completed.

Refusal of Event Applications

Where the Head of Events reasonably believes there are grounds for the Event Application to be refused under the provisions of this Policy, a summary of the decision and relevant evidence shall be provided to the Chief Operating Officer (COO) for final approval. The COO shall be authorised by the President and Principal to:

- refuse or withdraw permission for an event where it is apparent that the application does not conform to the provisions of the Policy and Code of Practice on the Conduct of Events.
- Instruct the cancellation of room bookings relating to refused events and make such arrangements as necessary to ensure the security of buildings to prevent unauthorised events from taking place.
- arrange for the removal of advertising material from QMUL premises and QMUL managed websites.

In cases where permission for an event is refused, the Events Office shall notify the applicant as quickly as possible. Any costs incurred as a result of event cancellation shall be met by the school/department/society of the primary event organiser. It is therefore strongly recommended that Event Applications are submitted as early as possible, and before any financial commitments are made relating to the event.

Requirement to adjust Event Plan

The Head of Events, via delegated authority of the COO shall be authorised to:

- require the primary event organiser to make material adjustments to the event plan in order to ensure the provisions of the Policy and Code of Practice on the Conduct of Events are met.
- require that appropriate and reasonable controls are put in place to restrict attendance either by quantity, or by attendee category (e.g. event closed to the general public) and to arrange for similar controls placed on event advertising to ensure this. Depending on the outcome of a risk assessment, this may include a requirement for the names of all attendees to be provided in advance.

Appeals

Any refusal of an Event Application or requirement to adjust an event plan may be appealed by the primary event organiser only. Appeals on behalf of third parties (e.g. speakers, potential audience members, other QM staff/students) shall not be considered under the provisions of this policy.

Decisions made by the COO or the Head of Events may be appealed in writing to the Office of the Principal by the primary event organiser. Any evidence or materials to support an appeal must be provided at this time.

The Office of the Principal will endeavour to convene a meeting within 10 working days of the written appeal being made. Meetings shall generally be attended by the primary event organiser, the Head of Events and the most relevant Vice Principal with responsibility for the area/faculty where the event is being organised, or a representative nominated by the relevant Vice Principal (e.g. their Executive Officer).

Depending on the nature of the appeal, the Head of Events may also elect to invite colleagues with relevant expertise/responsibility for additional input (e.g. Head of Security and Emergency Planning / Director of Occupational Health and Safety,).

The QMSU Chief Executive Officer or their nominee / Sabbatical Officer shall be invited to attend any appeal meeting relating to a proposed QMSU society event.

The Vice Principal (or nominated representative) shall chair the appeal meeting and will review the Event Application, the decision of the COO/Head of Events and any adjustments which may have been imposed under this policy. The outcome of any appeal will be communicated to the primary event organiser as soon as practicable following the meeting and will be as follows;

i) Original decision upheld; event not permitted to proceed or proposed event plan adjustments required.

ii) Original decision partially upheld; further adjustments to the event plan required and, if agreed by the primary event organiser, implementation of these in full will allow the event to proceed.

iii) Original decision overturned; event permitted to proceed with no further adjustments.

There shall be no further right of appeal following the communication of the outcomes outlined above.

SECTION C – RESPONSIBILITIES OF EVENT ORGANISERS

Freedom of Expression

QMUL has a published Freedom of Expression Policy which can be viewed here:
http://www.arcs.qmul.ac.uk/docs/policyzone/132638.pdf.

Event Organisers have a responsibility to familiarise themselves with the content of this document when planning any event which falls under the Policy and Code of Practice on the Conduct of Events

Where, in the opinion of the Head of Events, a proposed event may contravene the provisions of the Freedom of Expression Policy, that event application shall be forwarded to and scrutinised by the Designated Officer, as described in Section 9 of the Policy.

As per Section 10 of the Freedom of Expression Policy, the Designated Officer shall grant or withhold permission for the use of QMUL premises (including, as appropriate, Queen Mary Students' Union (QMSU) premises) for proposed activities.

Permission may be withheld only on the grounds indicated in Section 5-7 of the Freedom of Expression Policy.

In cases where events are restricted or refused by enactment of the Freedom of Expression Policy, any appeal or subsequent action shall be carried out as per the provisions contained in that Policy.

Controversial Speakers

Based on the provisions of the Freedom of Expression Policy, there are no restrictions on the opinions, background or aims of individuals invited to speak at events, or on the aims of any organisations they may represent, provided that our legal, health and safety, and public order obligations are met. Legal constraints on invited speakers include:

- It is an offence under the Terrorism Act 2000 to arrange or manage a meeting that is known to be addressed by a person who belongs or professes to belong to a proscribed organisation as defined by the Home Office (https://www.gov.uk/government/publications/proscribed-terror-groups-or-organisations—2)
- Event organisers must take reasonable steps to prevent the commission of criminal offences by speakers. This may include declining to book speakers whose history or writings demonstrate a propensity to commit offences under equality, public order or any other legislation.
- A judgement in the Court of Appeal, Zakir Naik v. Home Secretary ([2010] EWHC 2825 (Admin)) confirmed that the Home Office can exclude overseas speakers from the UK if they have breached its "unacceptable behaviour policy", by making statements that tend to "Foment, justify or glorify terrorist violence in furtherance of particular beliefs". Such speakers will not be permitted to speak at QMUL.

Certain speakers may attract elements who pose a risk of violence to the speaker or to others present at the event. While this Policy does not ban such speakers from attending QMUL events, it is the responsibility of the Primary Event Organiser to work with the Head of Security and Emergency Planning to ensure the safety of speakers, audience and the public.

The Head of Security and Emergency Planning, using information contained in the Event Application, may consult the police or other agencies to ensure speakers or event participants do not pose an unacceptable risk to QMUL and that our legal, health and safety, and public order obligations are met.

Measures recommended by the Head of Security and Emergency Planning or by the police must be implemented and paid for by the organising school/department or by the event sponsors or participants.

Equality, Diversity and Accessibility

QMUL has a legal requirement to ensure all events are undertaken with due regard to the provisions of the Equality Act 2010.

Event organisers should avoid discrimination on the basis of gender, race, ethic or national origin, age, disability, socio-economic background, religion or belief, marriage or civil partnership, family responsibilities, pregnancy and maternity, sexual orientation, gender reassignment or other distinction.

This requirement applies to all aspects of an event, including advertising, attendee bookings and the conduct of the event itself.

The Equality Act provides for certain limited exceptions where the discriminatory practice is "a proportionate means of achieving a legitimate aim". These exceptions relate mainly to sexual segregation involving competitive sport, communal facilities or separate services, and to single-sex services. QMUL shall not permit any form of segregation unless it fully satisfies the provisions outlined in the Equality Act 2010.

As part of QMUL's commitment to equality and diversity, event organisers must plan for accessibility with every aspect their event. The design of publicity materials to be accessible to all and advice may be sought from the Design and Branding Office in Marketing and Communications to achieve compliance.

Organisers must take all practicable steps to choose and book accessible venues and plan to enable participation by people with mobility impairment. This may include ensuring level access, consideration of the location of accessible toilets and provision of disabled parking spaces. Events requiring advance booking should provide a space on the form for participants to request access assistance or offer a phone number for attendees to discuss requirements with the primary event organiser.

Audio-visual aids such as slideshows must be designed to be as accessible as possible to those with hearing or visual impairment or other disabilities such as dyslexia.

Advice and guidance is available from the Disability and Dyslexia Service website: http://www.dds.qmul.ac.uk/staffinfo/index.html

Segregation by gender

In line with the Equality Act 2010, events held on QMUL premises, or under its auspices, shall be open to all. There shall be no enforced segregation by gender at any event. This includes (but is not limited to) pre-allocation of seats, use of separate entrances to segregate audiences, or the use of stewards to direct persons to segregated seating areas.

If visiting speakers invited to QMUL request gender segregation as a condition of their attendance at an event, the primary event organiser is responsible for communicating this policy to the speaker in good time. If agreement cannot be reached with the speaker to attend an event which confirms to this policy, the invitation to speak at QMUL should be rescinded by the primary event organiser.

Where individuals attending events choose to sit with other attendees of their own gender on a voluntary basis, there shall be no controls imposed by the event organisers or stewards to restrict this personal choice.

Where voluntary choice segregation has occurred in the course of attendees taking their seats, any attempt by event organisers, stewards or other event attendees to compel audience members to move seats or mix by gender shall be permitted. However, attendees may be asked to adjust seating arrangements if the voluntary segregation is preventing other attendees from being safely accommodated in the venue (e.g. for a full capacity event).

The ability of attendees to contribute and participate in full at any event, debate or interactive meeting shall not be restricted or influenced by gender at any time.

Security and Order

Section 7 of the Freedom of Expression Policy requires that events are only permitted to take place if adequate arrangements can be made to safeguard participants and other people within the vicinity, and to ensure that public order is maintained.

Using information contained in the Event Application and other intelligence gathered, the Head of Security and Emergency Planning will grade events for security purposes using one of the following categories:

Green: non-controversial speaker with no protests, disorder or security risk identified.

Amber: relatively high profile or controversial speaker with a potential for protest. Continual review of intelligence required in the lead-up to the event and reclassification may be required.

Red: VIP (e.g. government minister / MP) or highly controversial speaker with small protests expected and some risk of disorder.

Gold: VVIP (e.g. Prime Minister / Senior Royal Family) attending or highly controversial speaker with possibility of terrorist threat or known intelligence of planned disorder or large protest.

An event that is classified Green will normally be open to members of staff, students and the public without ticketing arrangements.

An event that is classified Amber may require identity cards or press passes to be shown, or admission may be by ticket only – see Ticketing below.

Where an event has been classified as Red or Gold:

- The Head of Events will alert the Head of Security and Emergency Planning (if not already aware) and the Designated Officer as described in the Freedom of Expression Policy. This group shall consider factors such as cost of facilitating the event, location or venues being used, publicity, security, stewarding and entrance arrangements needed. This assessment may also involve consultations with the organisers, speakers or their representatives (if any), the police and any other institutions which have staged a similar event or meeting.
- A Security Plan shall be prepared that clearly indicates the duties and responsibilities of those involved in the event, including contingency plans, escape routes, emergency procedures and event scale-down criteria. The plan shall be confidential and only distributed to key individuals as determined by the Head of Security and Emergency Planning.
- The Director of Marketing and Communications shall be informed of the event in order to plan for the management of press/media enquiries or attendance.

In order to facilitate events classified as Amber, Red or Gold, whilst maintaining security and order, the Head of Security and Emergency Planning may require event organisers to:

- Provide a sufficient number of trained stewards to supervise the event, under the instruction of the primary event organiser or (where appropriate) a member of QMUL Security Staff.
- Provide resources for the provision of a sufficient number of SIA accredited Door Supervisors. Costs of this provision will fall to the event organiser.
- Permit police officers to be stationed at the event or in the immediate vicinity of the venue(s).
- Place restrictions on the categories of attendee permitted to attend the event (e.g. QMUL students/staff only or invitation only) and appropriate ticketing controls to ensure this.

If advance registration and tickets are deemed necessary for an event, then the following requirements must be incorporated into the ticketing system:

- Registration should use a secure online registration system with adequate data protection controls, as recommended by the Events Office.
- Tickets must be clearly identifiable with the number of people they apply to (e.g. Admit One).
- Indicate which elements of an event the ticket holder is permitted to attend (e.g. Lecture Only or Lecture and Reception).
- Indicate whether photo ID or QMUL ID will need to be shown in conjunction with the ticket.
- State the time by which everyone must be seated and the policy on the admission of latecomers.
- Indicate any banned items (e.g. banners, placards, bottles, large bags) and whether searches may be conducted by Security Staff.
- Make ticket holders aware of the location of the Freedom of Expression Policy and remind attendees that behaviour which might breach this Policy will result in their removal from the event.

The Head of Security and Emergency Planning may request an advance meeting with the Chair of any event to remind them of their obligation to maintain the provisions set out in the Freedom of Expression Policy.

Any member of the audience thought to be acting in a manner that is, or is likely to, inhibit Freedom of Expression should asked by the Chair or a QMUL Security Officer to cease his/her behaviour. If the behaviour persists, the Chair or a member of Security Staff should ask the person to leave the meeting or make arrangements for them to be removed.

The Chair has a duty as far as practicable to ensure that the audience and the speaker act in accordance with the law. In case of unlawful conduct the Chair should give appropriate warnings and, if the conduct continues, require the withdrawal or removal of the persons concerned. If a member of QMUL Security or Events Office staff reasonably believes the Chair is not carrying out their duties in this regard, they possess the authority to stop an event immediately.

QMUL Security may call for police assistance before or during an event if it considers it necessary to maintain order, prevent damage and ensure the safety of participants or members of staff.

Health and Safety

The Management of Health and Safety at Work Regulations 1999 places a duty on employers to carry out a "suitable and sufficient assessment" of risks to the health and safety of employees, and of persons not in employment arising out of or in connection with the conduct of an undertaking. QMUL has produced an Occupational Health, Safety and Well-being Policy and Framework which devolves the requirement to carry out Risk Assessments from Council, via the Principal and Directors/Heads of School to individual managers and supervisors. Event organisers at QMUL are legally responsible for the safety of event participants, speakers, staff and attendees. Event planning must include due regard to risk assessment, safety precautions and emergency procedures.

As part of the Event Application Process, the organiser of an event is required to nominate a Health and Safety contact who will take full responsibility for health and safety at the event. This individual should possess the relevant knowledge and expertise to undertake this role based on the scale of the event being planned and the hazards which may arise. If no individual is named, it shall be assumed that the primary event organiser is undertaking this role.

Risk Assessment

A Risk Assessment must be completed for all events in order to comply with legal requirements and QMUL's own policy. The scope of a Risk Assessment should be proportionate to the scale and complexity of the event, the degree of risk, and the unique hazards prevalent in the venue(s) being used.

A template for Risk Assessment as well as further guidance is available from both the Events Office and the Occupational Health and Safety Directorate. However, it is expected that organisers of events will have sufficient experience and have received appropriate training for the preparation of Risk Assessments and the management of health and safety issues.

Organisers must be aware of emergency evacuation routes and assembly points, and must ensure that these are communicated to participants during or at the start of the event. Evacuation planning must take account of disabled participants. Unless it is known in advance that no attendees with mobility impairment will be present, an evacuation plan should assume disabled participants will need to be evacuated. Further guidance is available from the Senior Fire Safety Adviser in the Occupational Health and Safety Directorate.

Engagement of External Contractors

QMUL's insurance policy states that reasonable precautions should be made when engaging external contractors to ensure the institution is protected from their actions, omissions or negligence. In practical terms, this means that those engaging external contractors should ensure that person/company is suitably qualified to carry out the work, they have undertaken a risk assessment relating to their service/activity and that they hold an appropriate level of pubic liability insurance.

Event organisers will need to satisfy themselves that the contractor selected can do the job safely and without risks to health. This means making enquiries about the competence of the contractor to ensure they have the right combination of skills, experience and knowledge. The degree of competence required will depend on the work. Similarly, the level of enquiries made by the primary event organiser should be determined by the level of risks and the complexity of the job.

All external contractors engaged to work on QMUL premises must possess Public Liability Insurance with a minimum indemnity of £5million. The primary event organiser is responsible for obtaining proof of this indemnity before permitting a contractor to commence work.

All external contractors must provide a Risk Assessment and Method Statement for the work they are proposing to carry out.

Guidance on the selection and supervision of external contractors is available from the Health and Safety Executive website: www.hse.gov.uk/pubns/indg368.pdf

Building opening, Room setup and Reinstatement

QMUL academic buildings, rooms and facilities are generally open from 0900hrs-1800hrs, Monday to Friday (excluding Public Holidays and the advertised Christmas shut-down period).

All events taking place in QMUL buildings outside these times must have a Duty Porter staffing the main entrance of the building at all times whilst persons are on the premises. Porters may be booked via the Estates Helpdesk. Costs of this provision will fall to the event organiser.

Event organisers only have access to rooms at the times stated on their booking. Rooms must be left according to the floor plans posted in rooms ready for the next user and your booking times must allow for set-up / de-rig of your event.

Designated room capacities (as posted in each room) must not be exceeded.

Furniture may not be taken out of the rooms to be used elsewhere. The layout of a room must not be altered, other than by staff who have received manual handling training.

AV equipment (e.g. projector and screen) is available in most teaching rooms with instructions for self-operation. If you require specific assistance from AV, this should be booked in advance via avbookings@qmul.ac.uk. Provision of AV support outside normal working hours may require extra staff costs such as overtime, which will need to be met by event organisers.

Teaching rooms are cleaned at the start of each working day. Rooms are not automatically cleaned prior to the commencement of event bookings so event organiser are responsible for requesting additional cleaning prior to, or during an event. Such requests should be made to the Estates Helpdesk.

Provision of dedicated cleaning services to an event outside normal working hours may result in extra staff costs such as overtime, which will need to be met by event organisers.

Certain buildings or facilities have unique procedures for opening, operation, cleaning, AV provision or staff supervision during events (e.g. The Great Hall). Event organisers shall be advised of these requirements at the time of venue booking by the relevant team. Costs of this provision will fall to the event organiser.

Catering at events

All events (except Student Union, student society or affiliated student group events) are required to procure catering services by following the framework below:

All bookings for the provision of food/beverages with a value of up to £500 must use the QMUL in-house catering and hospitality service (http://www.catering.qmul.ac.uk/) where that service is available or delivery is provided to the relevant building/campus.

All bookings for the provision of food/beverages for QMUL events with a value of £500-£5,000 may approach any supplier on the accredited catering supplier list, available from the Events Office. These suppliers have been selected and accredited to operate on QMUL premises after appropriate checks relating to food hygiene, public liability insurance, satisfactory methods for the preparation, transport and service of food, value for money, London Living Wage accreditation and sustainability policies.

All bookings for the provision of food/beverages for QMUL events with a value of £5,000+ must be made following the comparison of three quotations obtained from suppliers on the accredited catering supplier list. QMUL Catering and Hospitality must always be invited to provide a quotation.

Use of alternative catering suppliers

Where the requirements of an event warrant a particular type of food or method of service that both the QMUL Catering and Hospitality service and all accredited suppliers are unable to provide, the event organiser may apply to the Events Office for an exemption to use an alternative catering supplier.

Permission to use such a supplier shall only be granted following appropriate checks by the Events Office and the Procurement Office to ensure the proposed supplier fulfils key requirements in relation to food hygiene, public liability insurance, satisfactory methods for the preparation, transport and service of food, value for money, London Living Wage accreditation and sustainability policies.

Any exemption request to use an alternative supplier must be received by the Events Office at least 30 days before the proposed event to ensure adequate time for checks to be carried out. Permission to use such a supplier shall only be granted for a single event and will not allow for repeat bookings or use by other event organisers at future events.

Use of non-QMUL premises for events

Where an event organiser wishes to book non-QMUL premises for their event, this will normally only be permissible if the particular requirements of the event mean a location more than 5 miles from QMUL premises is a requirement integral to the event objectives (e.g. an overseas alumni reunion).

Where the proposed venue is within 5 miles of QMUL premises which could reasonably accommodate the proposed event, a business case for use of an external venue must be submitted to the Events Office and Procurement Office. This business case must outline the rationale for using the external venue, any unique requirements of the event which only this venue can accommodate, and evidence that value for money is being achieved (e.g. quotations from similar venues in the immediate vicinity).

Business cases shall be examined by the Events Office and the Procurement Office and approval only granted where financial regulations are being adhered to and the event cannot be reasonably accommodated or delivered at QMUL premises. External venue business cases must be received by the Events Office at least 30 days before the proposed event to provide sufficient time for this to be carried out.

Licensed Premises

Excluding catering outlets and QMSU licensed premises, the following QMUL venues are covered by a Premises Licence granted by London Borough of Tower Hamlets under the Licensing Act 2003:

- The People's Palace, Mile End
- The Octagon, Mile End
- The ArtsTwo Lecture Theatre, Mile End
- The ArtsOne Lecture Theatre, Mile End
- The Film and Drama Studio, ArtsTwo Building, Mile End
- The Harold Pinter Drama Studio, ArtsOne Building, Mile End

Any **public event featuring regulated entertainment** on QMUL property must only take place in the above premises, or a QMSU licensed venue.

If the proposed public event cannot take place in one of the venues above, a Temporary Event Notification (TEN) must be sought from the local authority. The Events Office can provide advice on whether a TEN might be required for a proposed event.

Regulated entertainment is defined as:

- the sale and consumption of alcohol
- the performance of a play (this means any piece where a dramatic role is acted out)
- an exhibition of a film (this means any display of moving pictures)
- an indoor sporting event including boxing or wrestling entertainment
- a performance of live music or any playing of recorded music
- a performance of dance
- or entertainment of a similar description to live music, recorded music or dance

Any public event planned in these premises featuring regulated entertainment will be subject to additional scrutiny by the Events Office to ensure the terms of the Premises Licence are adhered to.

All Premises Licences include mandatory conditions relating to the operating hours and operating procedures of the individual venue. The Events Office can provide details of these conditions and these must be adhered to at all times by the primary event organiser.

Premises Licences issued by London Borough of Tower Hamlets may include conditions prohibiting nudity.

The Live Music Act 2012 and Deregulation of Schedule 1 permits dance or theatrical performance if the audience does not exceed 500 people and the activity is carried out between 0800hrs-2300hrs.

Provision of alcohol at events

Sale of alcohol shall not be permitted on QMUL premises, except in licensed premises under the authorisation and control of the Designated Premises Supervisor for that premises. The Events Office can advise which venues are covered by a premises license for sale of alcohol, and put event organisers in contact with the Designated Premises Supervisor for that venue.

Provision of free alcohol at events must be declared on the Event Application and suitable controls included in the event Risk Assessment to ensure the safety and welfare of attendees. Where the Head of Security and Emergency Planning reasonably believes that the provision of alcohol at an event might result in

instances of disorder, anti-social behaviour, damage to property or instances of under-age persons obtaining alcohol on QMUL premises, a restriction may be placed on the primary event organiser to not serve alcohol, or limit the quantity available to attendees.

SECTION D – PROVISION OF FACILITIES AND CHARGING POLICY

Room bookings are predominately administered by two teams depending on the type of   event/activity and the particular room(s) being booked:

Timetabling Support in Academic Registry & Council Secretariat manages the academic teaching bookings within QMUL across all sites and the booking of all rooms and designated foyer spaces for internal meetings, QMUL events and student societies.

The **Events & Sales Team** in Estates and Facilities manages all bookings for the Great Hall, Octagon and also administers commercial bookings for all QMUL rooms and facilities. This team is also responsible for the scheduling of certain QMUL events and should be consulted before bookings are made for public or major corporate events to ensure they do not clash with other events, and to establish if central support is required.

A number of specialist venues and rooms have additional usage policies, dedicated booking procedures via other departments/named individuals, and internal hire charges. A list of these rooms/venues is contained in Appendix I, together with a contact for more information on how to book these spaces, and information on internal hire charges.

In general, bookings for teaching spaces made via TRF for dates during term-time are only processed once the teaching timetable for the relevant academic year has been confirmed. This means your room booking request may be held in a queue until such time that it can be processed and confirmed.

Bookings for non-teaching venues, or bookings for teaching spaces for dates outside of term-time can be accepted much further in advance, without waiting for the teaching timetable to be confirmed. This provides an opportunity to undertake longer-term scheduling of events.

Dates for annual events must be booked each year and will not be automatically transferred from year-to-year.

Event Categories

To better understand the different types of event which take place at QMUL and how they are treated in respect of charges for room hire and support services, it is expected that any non-teaching activity will fall into one of the following categories:

Event Category	Example Events
CATEGORY ONE (Internal QM Event/Activity) Internal business meetings organised by a member of QM staff; events/activities directly linked to student recruitment; activities critical to the delivery of teaching and research.	• Staff / Council / Committee meetings • Staff training • QMUL Examinations • Open Days • Welcome Week/Enrolment events • Degree Ceremonies
CATEGORY TWO (QM Public/Corporate Events) Outward-facing events, which promote or disseminate QM teaching, scholarship or research; events designed to strengthen external partnerships and to develop links with external bodies, stakeholders, donors or the alumni community. Events to be wholly organised by a QM school/department throughout and must not be public events organised by an external organisation which are hosted at QM premises by a School/Department. Fees may be charged for attendance, but this must only be to cover direct event costs (e.g. catering) and the event should not be designed to generate a surplus.	• QMUL Guest Night • Alumni Reunions/Receptions • Building Openings • Press Launches • Public Lectures • Inaugural Lectures • School Annual Lectures • Music Society Concerts
CATEGORY THREE (External QM linked; non-profit) National or international research, teaching or public engagement events primarily organised by an external organisation, but where QM staff or a school/department is professionally involved with that organisation and has agreed to host. Fees may be charged for attendance, but these must be set at a level to cover direct event costs only (e.g. catering) and the event should not be designed to generate a surplus for the external organisation (see 3.3 below).	• Research Conferences • Workshops
CATEGORY FOUR (External QM linked; profit making) National or international research, teaching or public engagement events primarily organised by an external organisation, but where QM staff or a school/department is professionally involved with that organisation and has agreed to host. Fees may be charged for attendance to cover direct event costs, and in order to generate revenue for the relevant external organisation.	• Research Conferences • Workshops
CATEGORY FIVE (External; full commercial) Events organised by an external organisation with no involvement from QM staff or a school/department and no direct link to QM teaching or research.	• Wedding receptions • TV Filming • Conferences

In cases of uncertainty (e.g. where a case fits more than one category) the responsibility for determining the most appropriate category rests with Events & Sales in the Estates & Facilities Directorate, with right of appeal via the process outlined in section 6.

Some series of events (e.g. some annual conferences) may typically run at a relatively small surplus which is then reinvested in support for the next event in the series. In these cases this surplus will be disregarded provided it is of a similar size to that inherited from previous events in the series and the previous surplus has been put towards the organisation of the current event.

Application of Charges & Provision of Support Services

4.1　The table below outlines the room booking charges where applicable, depending on the   category of event. The table also states which team should be approached to provide support for the organisation of the event.

Category	Room hire charges	Charge for additional services such as porters, AV support, security arrangements or additional/out-of hours cleaning services.	Event management support such as assistance with booking rooms, advertising, logistical planning and on the day support.
Category One	Zero charge. Bookings must be made and organised throughout by a member of QM.	Zero charge during normal working hours of relevant service, at cost outside of these times. Event organiser responsible for confirming requirements directly with service provider.	None. All arrangements to be made by event organiser / school / department. Guidance available on the E&F intranet pages: http://www.estates.qmul.ac.uk/
Category Two	Zero charge. Bookings must be made and event organised throughout by a member of QM.	Zero charge during normal working hours of relevant service. At cost outside these times.	Events & Sales (zero charge); support must normally be formally requested at least 6 months before the proposed event and level of support agreed in advance.
Category Three	Zero charge if using QM Catering services, otherwise 40% of commercial hire rate. Bookings must be proposed by a member of QM and details of external organisation and event budget/finances will be requested at the time of booking.	At cost at all times.	Events & Sales (at cost); support must normally be formally requested at least 6 months before the proposed event and level of support agreed in advance.
Category Four	40% of commercial hire rate if using QM Catering services, otherwise 75% of commercial hire rate. Bookings must be proposed by a member of QM and details of external organisation will be requested at the time of booking.	At cost if using QM Catering services, otherwise full commercial service charges apply.	Events & Sales (some services are included in room hire rate, others are chargeable).
Category Five	Commercial hire rates apply.	Commercial service charges apply.	Events & Sales (some services are included in room hire rate, others are chargeable).

Where discounted or full commercial room hire charges are applicable, details of these charges will be provided by the relevant team in Estates and Facilities at the point of enquiry and all bookings will be subject to commercial terms and conditions of hire.

Use of some venues/rooms at QML are subject to an internal hire charge (e.g. Senior Common Room, Great Hall, Colette Bowe Room) which apply in all circumstances, even when discounts or charge waivers are granted under the framework above. A list of these rooms and details of the internal charges are contained in Appendix I.

QM staff should not enter into negotiations or contractual agreements with external organisations regarding room hire rates or applicable discounts for any proposed event. All venue hire enquiries should be directed to the relevant team as outlined in section 5 in the first instance.

Room Booking Process

Once the appropriate category of event/activity has been identified, event organisers should follow the process below to book rooms and commence the planning process for their event/activity:

Category	Direct initial booking enquiry to	Information required at time of booking enquiry	Next steps
Category One	Relevant booking team for the room(s) required. See appendix for full listings.	Basic information only; date, times, event/meeting title, capacity of room required.	Confirmation of your room booking(s) will be sent to event/meeting organiser.
Category Two	a) If you would like your event project managed by Events & Sales in the Estates & Facilities Directorate, please forward initial enquiry to them; events@qmul.ac.uk b) If you are managing the event locally, please direct initial enquiry to relevant booking team for the room(s) required. See appendix for full listings.	a) Basic information only; date, times, event/meeting title, capacity of room required and a named contact for the Events Office to liaise with. b) Basic information only; date, times, event/meeting title, capacity of room required.	a) Events & Sales will confirm your room booking(s) and discuss options for event management support directly with the named contact. b) Confirmation of your room booking(s) will be sent to event/meeting organiser.
Category Three	Events & Sales, Estates & Facilities Directorate; events@qmul.ac.uk	Completed CAT3/4 application form required at time of booking – please email events@qmul.ac.uk to obtain form and guidance notes.	Events & Sales will review the application form with relevant colleagues and confirmation/rejection of Category Three status will be communicated within 10 working days. Appeal process available outlined in section 6. Events & Sales will then confirm your room booking(s) and discuss options for event management support directly with the named contact.
Category Four	Events & Sales, Estates & Facilities Directorate; enquiries@qmhospitality.co.uk	Completed CAT3/4 application form required at time of booking – please email events@qmul.ac.uk to obtain form and guidance notes.	Events & Sales will review the application form with relevant colleagues and confirmation/rejection of Category Four status will be communicated within 10 working days. Appeal process available outlined in section 6. Events & Sales will then confirm your room booking(s) and discuss options for event management support directly with the named contact.
Category Five	Events & Sales, Estates & Facilities Directorate; enquiries@qmhospitality.co.uk	Basic information only; date, times, event/meeting title.	Commercial hire quotation will be issued directly to external organisation.

All room booking requests for events (excluding category five) must be made by a member of QM staff. This named individual will be recorded against the room booking and treated as the primary event organiser. They will be fully responsible for the activity which takes place within the room(s) during the booked period and any damage or loss which occurs during this time.

Rooms may only be considered as provisionally booked when written confirmation is sent by the relevant booking team to the event organiser. In the case of commercial bookings via the Sales Office, confirmation is subject to terms and conditions and payment of any deposits/charges which are applicable.

Room bookings only become fully confirmed when the relevant Event Application has been received and approval granted by the Events Office for the event to proceed as described.

Appeals Process

Applications to host category three and four events with the room hire discounts offered in Appendix X will be considered in the first instance by the Events and Sales Team in the Estates and Facilities Directorate.

The application form will request pertinent items of information from the member of QMUL staff who is professionally involved in the external organisation in order to confirm that the proposed event fulfils the criteria for discounts offered under category three / four. It is the responsibility of the applicant to ensure that all requested evidence and information is included in the application, including (where applicable) financial information to demonstrate the non-profit status of the proposed event/activity.

The form will be reviewed and a decision communicated within 10 working days of receipt.

If the application form does not sufficiently demonstrate that the proposed event does fulfil the criteria, the application may be rejected and the proposed event/activity allocated to a different category.

This decision may be appealed in writing to the Director of Estates and Facilities by the member of QM staff proposing the event/activity, and this appeal should be supported by their Head of School / Director. Any additional evidence or materials to support the appeal must also be provided at this time.

The Director of Estates and Facilities will endeavour to convene a meeting within 10 working days of the written appeal being made with the most relevant Vice Principal with responsibility for the proposed event/activity. (e.g. Vice Principal for Public Engagement & Student Enterprise for Pubic Engagement events/activity; Vice Principal for Research for research conferences).

The Director of Estates and Facilities and the relevant Vice Principal will then review the proposed event/activity and consider the tangible non-commercial benefits of hosting the event verses the loss of income resulting from providing facilities at a discount/free-of-charge. The outcome of the appeal will be communicated immediately after the meeting and will be as follows;

> i) Original decision upheld and room hire charges to be levied appropriately as per the category originally assigned if the event/activity proceeds.
> ii) Original decision upheld, but discount offered on facilities as a compromise.
> iii) Original decision overturned; event re-categorised accordingly.

The Director of Estates and Facilities and the relevant Vice Principal may agree additional caveats as a condition of any appeal decision, and the event organiser shall be invited to agree to such conditions to confirm the appeal outcome and reduction/waiving of room hire charges. Examples of additional conditions might include;

> i) Event to utilise the services of QMUL catering for all campus-based hospitality bookings where QMUL catering facilities are available.
> ii) Support services to be chargeable at cost (e.g. porters, cleaners, etc).
> iii) Event to use less commercially desirable rooms or facilities.
> iv) Discount to be offered for attendance at the event by QM staff/students.
> v) QM to be appropriately credited as an event sponsor/supporter in any web/print advertising and press releases.

The joint decision of the Director of Estates and Facilities and the relevant Vice Principal shall be final.

Appendix X
Rooms with non-standard booking procedures and/or internal hire charges

If you manage a space which is not booked via the central Teaching Room Bookings team, or a space which is subject to internal hire charges, please email events@qmul.ac.uk with the details to ensure this list is kept up to date.

Room/Venue	Site	Internal Hire Charges	Booking Contact	Additional Information
Senior Common Room Lounge	Mile End	£100 per booking.	David Dunstan (SCR Committee Chairman): d.dunstan@qmul.ac.uk	Guest membership of the SCR Bar/Lounge can be extended to conference attendees by request to the SCR Committee.
Senior Common Room Bar	Mile End	TBA – depends on type of event	Bar Manager: scr-bar@qmul.ac.uk	Guest membership of the SCR Bar/Lounge can be extended to conference attendees by request to the SCR Committee.
Colette Bowe Room	Mile End	£50 per hour	Eleanor Crossen (Council Secretariat): e.crossan@qmul.ac.uk	Only certain types of events/meetings permitted.
Martin Harris Room	Mile End	£50 per hour	Eleanor Crossen (Council Secretariat): e.crossan@qmul.ac.uk	Only certain types of events/meetings permitted.
Great Hall	Mile End	£400 per day. £450 for day and evening. £2500 for 7 days	Events Office – Venue Management Team: enquiries@qmgreathall.co.uk	Venue Services Charge also applies for staffing depending on event type – Events Office will advise at point of enquiry.
People's Palace Foyer	Mile End	Zero	Events Office – Venue Management Team: enquiries@qmgreathall.co.uk	Not a bookable as an exclusive use space when Foyer Café open (Mon-Fri 9am-5pm, term-time). Other restrictions also apply – please ask Event Office for more information,
Octagon	Mile End	Zero	Sales Team: bookings@qmul.ac.uk	
Blomeley Room 1 Student Hub	Mile End	£35 per hour	Alvin Ramsamy a.ramsamy@qmul.ac.uk SU-bookingME@qmul.ac.uk	Off peak rates available Out of hour access at additional cost. AV and catering available.
Blomeley Room 1	Mile End	£35 per hour	Alvin Ramsamy a.ramsamy@qmul.ac.uk	Off peak rates available

Student Hub			SU-bookingME@qmul.ac.uk	Out of hour access at additional cost. AV and catering available.
Ground Café	Mile End	£20 per hour	Thomas Galbardi t.galbardi@qmul.ac.uk SU-bookingME@qmul.ac.uk	Not a bookable space when Café is in operation. Available for bookings evenings and weekends & out of term
Drapers Bar / Drapers Lounge	Mile End	TBA – depends on type of event	SU Venues & Events Team Su-events@qmul.ac.uk	Available for functions during the day, evening and at weekends. Hire fees or minimum bar spends are applicable
Matt Spencer Boardroom	Mile End	£35 per hour	Alvin Ramsamy a.ramsamy@qmul.ac.uk SU-bookingME@qmul.ac.uk	Off peak rates available Out of hour access at additional cost. AV and catering available.
BLSA Dance Studio	W'Chapel	£35 per hour	Alvin Ramsamy a.ramsamy@qmul.ac.uk SU-bookingME@qmul.ac.uk	Off peak rates available
BLSA Recovery Room	W'Chapel	£35 per hour	Alvin Ramsamy a.ramsamy@qmul.ac.uk SU-bookingME@qmul.ac.uk	Off peak rates available Out of hour access at additional cost.
BLSA Study Room	W'Chapel	£35 per hour	Alvin Ramsamy a.ramsamy@qmul.ac.uk SU-bookingME@qmul.ac.uk	Off peak rates available Out of hour access at additional cost.
The Griff Inn	W'Chapel	TBA – depends on type of event	SU Venues & Events Team Su-events@qmul.ac.uk	Available for functions during the day, evening and at weekends. Hire fees or minimum bar spends are applicable
Large Cloud, Blizard Building	W'Chapel	Zero	Blizard Institute	20 person capacity
Small Cloud, Blizard Building	W'Chapel	Zero	Blizard Institute	10 person capacity
Spikey, Blizard Building	W'Chapel	Zero	Blizard Institute	15 person capacity
G12, Wingate Building	W'Chapel	Zero	Gastroenterology	40 person capacity
121, Abernethy Building	W'Chapel	Zero	Academic Surgery	25 person capacity
215, Yvonne Carter Building	W'Chapel	Zero	Public Health	15 person capacity
G15, Yvonne	W'Chapel	Zero	Public Health	16 person capacity

Carter Building				
10 x Seminar Rooms, Alexandra Wing	W'Chapel	Zero	Institute of Dentistry	10-25 person capacity
Senior Common Room, Garrod Building	W'Chapel	Zero	VP (Health) Office	c100 person capacity
3 x Innovation Centre Meeting Room	W'Chapel	Zero	QM Bio	C10 person capacity
Various rooms in IHSE, Robin Brook Centre (e.g. Skills wet/dry, Comm Skills, Interview 1& 2)	West Smithfield	Zero	Institute of Health Sciences Education	15-20 person capacity
Barts Pathology Museum	West Smithfield	Zero	Carla Valentine (Technical Curator): c.valentine@qmul.ac.uk	If event is not during normal working hours then charges may apply for supervisory staff to be present.
The Shield	CHSQ	TBA – depends on type of event	Agnieszka Dmuchowska a.dmuchowska@qmul.ac.uk su-bookingsc@qmul.ac.uk	Available for functions during the day, evening and at weekends.
G09, Rotblat Building	CHSQ		Barts Cancer Institute	49 person capacity
Boardroom, Old Anatomy Building	CHSQ		Barts Cancer Institute	20 person capacity
BCI Seminar Room, John Vane Building	CHSQ		Barts Cancer Institute	60 person capacity
1.29 Wolfson	CHSQ		Wolfson Institute	20 person capacity
1.30 Wolfson	CHSQ		Wolfson Institute	50 person capacity
G01 Rotblat Building	CHSQ		Wolfson Institute	20 person capacity
B02, Heart Centre	CHSQ		Heart Centre	
G10 Heart Centre	CHSQ		Heart Centre	
Dean Rees House Boardroom	CHSQ		VP (Health) Office	20 person capacity
Auditorium, PG Law Centre, CCLS	Lincoln's Inn Field	Zero	Centre for Commercial Law Studies	130 person capacity
LG1, PG Law Centre, CCLS	Lincoln's Inn Field	Zero	Centre for Commercial Law Studies	30 person capacity
LG2, PG Law	Lincoln's	Zero	Centre for Commercial Law	50 person capacity

Centre, CCLS	Inn Field		Studies	
1.1, PG Law Centre, CCLS	Lincoln's Inn Field	Zero	Centre for Commercial Law Studies	20 person capacity
1.2, PG Law Centre, CCLS	Lincoln's Inn Field	Zero	Centre for Commercial Law Studies	50 person capacity
2.1, PG Law Centre, CCLS	Lincoln's Inn Field	Zero	Centre for Commercial Law Studies	60 person capacity
2.2, PG Law Centre, CCLS	Lincoln's Inn Field	Zero	Centre for Commercial Law Studies	30 person capacity