



Hire of College Facilities (including SPACE) by Third Parties SOP

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Responsible Owner:

Head of School: Performing and Creative
Arts

Summary of Contents

This SOP outlines the procedures for third party booking of College facilities at any of the campuses, including **SPACE** facilities at Bangor campus.

RO Review Information:

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Next Review Due: September 2025

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Yes/No

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1.0 Change History

Changes to this SOP are documented in Appendix 1 of this document. When reading electronic copies of this document, [you can click here to view the change history](#).

2.0 Background

- 2.1 The College receives requests for the hire of facilities from third parties to cater for various social functions, performing arts and sports events, and for training purposes, both during and outside normal opening times. While wishing to ensure the buildings are used to their capacity, it is important that this is not to the detriment of teaching or at a financial cost to the College. The hire of facilities is also a possible source of income generation for the College.
- 2.2 This SOP outlines the procedures for booking SERC facilities at any of the campuses to ensure the requested facilities are available and will not have a negative impact on the normal operations of the College.

3.0 Scope

- 3.1 This procedure applies to staff involved in the hiring of SERC facilities to third parties, including Timetabling, Estates, Heads of School, Finance, SPACE staff and for the PPP campus buildings: the Special Purpose Vehicle (EDEP / LEP) and service providers, Graham Asset Management (GAM).

4.0 Procedure

4.1 Facilities for Hire

There are two categories of facilities for hire, with separate booking forms and processes:

1. General campus facilities (excluding SPACE).
2. SPACE facilities which include:
 - Theatre SPACE
 - Recital SPACE
 - Drama SPACE
 - Dance SPACE
 - Studio SPACE (x2)
 - Rehearsal SPACE (x4)
 - Mac SPACE (x3)
 - Meeting SPACE (x2)
 - Computer Training SPACE (x2)
 - Studio Theatre (Main Bangor Campus)
 - Conference/Concert Hall (Main Bangor Campus)

4.2 Information for Potential Hirers

The following will be available from the Space Facilities Team at space@serc.ac.uk

- Details of SERC facilities for hire (including SPACE)
- Terms and Conditions of Hire for SERC facilities (including SPACE)
- Booking forms

4.3 Hire Enquiries

Initial enquiries for facility hire will be received by phone, email, mail and by personal contact. In addition to external enquiries, rooms can also be booked by SERC staff for various meetings and events. Timetabling must be consulted prior to all room bookings being confirmed.

4.3.1 External Enquiry

Generally, a request for facilities must be made not less than 28 days before the proposed date but can be made up to 12 months in advance. Arrangements may also be made to hire the facilities on an annual or more frequently recurring basis.

- **General campus facilities (excluding SPACE):**
The 3rd party or organisation requesting facility hire will be required to complete mandatory fields on the Booking Form available via the Space Facilities Team at space@serc.ac.uk outlining room requirements, equipment, insurance details, date and time of hire, set up times etc.
- **SPACE facilities:**
The SPACE Facilities Coordinator will discuss specific SPACE requirements with potential hirers and check provisional availability with HOS/DHOS. The individual or organisation requesting facility hire will be required to complete mandatory fields on the [Space Booking Form](#) outlining requirements, equipment needs, insurance details, date and time of hire etc. and submit this to the Space Facilities Team at space@serc.ac.uk

4.3.2 Internal Enquiry

Staff wishing to book room(s) (excluding SPACE) for work related meetings or events will normally be required to submit a booking enquiry to Timetabling by email. If assistance is required from the Estates Unit in terms of room configuration, which is different from the normal room layout, this should be requested using the Service Desk App on the intranet. Requests for IT equipment and refreshments should be made directly to the appropriate Departments.

Requests for use of meeting rooms in SPACE should be made directly to the Space Facilities Team at space@serc.ac.uk who will liaise with Timetabling and Estates as necessary. All enquires for other rooms should be made directly to Timetabling.

Staff booking the Theatre SPACE must complete the [Internal Space Booking Form](#) and forward to the Head or Assistant Head of School of Performing and Creative Arts for approval. Upon approval, the completed form will be sent to the Space Facilities Team at space@serc.ac.uk who will confirm the booking in writing.

4.4 Enquiry Response

- **General campus facilities (excluding SPACE):**

All external enquires will be recorded by Space Facilities Team who will consult with Timetabling on availability. Timetabling will respond to any request for information within two (2) working days. Space Facilities Team who will respond to the applicant and advise on availability within five (5) working days of the enquiry and where the facility is available, indicate the total cost of hire. This does not constitute a confirmation of booking.

- **SPACE facilities:**

All SPACE booking enquiries will be managed by the Space Facilities Team who will consult with relevant SPACE staff and Timetabling (who will respond to any request for information within two (2) working days). The Space Facilities Team will then liaise with Estates Staff in relation to caretaking / cleaning requirements and associated costs. Internal users will make arrangements for catering directly with SERC catering staff.

4.5 Room Category

Rooms available for hire are split into the following categories:

- General Classrooms/Meeting Rooms
- IT equipped classrooms
- Central/Sports Halls
- Specialist Rooms e.g. Catering Kitchens, Photography Studios and Dark Rooms, SPACE facilities, Language Labs etc.

4.6 Hire Terms and Conditions

- **For campus facilities including SPACE:**

The terms and conditions of hire, campus facilities, must be provided to the hirer at the initial enquiry stage. **Staff involved in the hire of College facilities must familiarise themselves with these.** Terms and Conditions of Hire are available from the Space Facilities Team at space@serc.ac.uk

4.7 Charges

There are separate pricing schedules for hiring general SERC facilities and SPACE available from the Space Facilities Team at space@serc.ac.uk

General campus facilities (excluding SPACE):

- Rooms are normally hired out on an hourly basis and include all services and set up costs, along with reasonable access to other facilities such as toilets and catering outlets. Exceptions will occur where hirers bring in their own equipment. The daily rate hire charges are based on a maximum of eight (8) hours hire time.

- Standard rates will apply where facilities are hired during the normal opening hours of the College. The hire period will include any 'set up and take down' times associated with the event.
- A discount may be given for repeated bookings. Any exceptions or increases in the discounted rate will be at the discretion of Chief Finance Officer / CMT.
- With prior approval of Chief Finance Officer / CMT, incentives or discounts may be offered on an ad hoc basis.
- Where the hirer requires opening times outside the normal College opening hours, such as late evening or weekends, then a cost will be calculated by the Estates Department and a reply made to the prospective hirer within ten (10) working days. In this case rooms will generally be subject to a minimum of four (4) hours hire. This is to allow for the minimum period caretaking staff are paid in such circumstances with hourly rates increased to take account for overtime payments.
- Specialist Rooms: if the Head of School agrees to the hire of a specialist room, it is possible a technician may also be required to supervise the use of the room and any equipment being used. This will attract an additional standard rate of charge which will be determined by the duration, day and time of hire.
- The hire of College equipment will normally be limited to basic fittings and furnishings (tables & chairs and standard teaching wall). Additional equipment will not be made available unless authorised by the relevant Head of School. Such equipment may require to be operated by a suitable authorised person from the School. A separate charge will apply for the hire of this equipment and for any supervision that may be required.

SPACE facilities:

- A separate pricing schedule applies to SPACE at Bangor Campus Space Facilities Team at space@serc.ac.uk
- A discount may be given for repeated bookings. Any exceptions or increases in the discounted rate will be at the discretion of Chief Finance Officer / CMT.
- With prior approval of Chief Finance Officer / CMT, incentives or discounts may be offered on an ad hoc basis.
- Prices include all services, caretaking, cleaning and set up costs, along with reasonable access to other facilities such as toilets and catering outlets.

4.8 Booking Confirmation & Payment

An application will not constitute a booking until confirmation has been provided to the hirer in writing and payment received. Full payment will be required a minimum of seven (7) days prior to the event date unless otherwise agreed. If payment has not been received by the specified date, Space Facilities Team will contact the hirer by phone or email and confirm that the booking is not required. Where the College accepts the application and payment, it then becomes a contract between the hirer and the College.

- General campus facilities set up procedures: a copy of the booking form will be sent to the relevant Estates office in Bangor, Downpatrick or Lisburn. Estates personnel will arrange for caretakers to set up the facility as required and ensure cleaning staff have been informed and the room fully prepared. A copy of the booking confirmation will be sent from the Estates Department to the relevant School, where a technician is required, and Timetabling.
- SPACE set up procedures: The Space Facilities Team will liaise with technician staff and Bangor Estates Office (providing a copy of the booking form) to arrange for caretakers to setup the facility as required and ensure cleaning staff have been informed and the facility fully prepared. A copy of the booking confirmation will also be sent to Timetabling.
- Charges: an invoice will be raised by Space Facilities Team and issued via the Finance department. Charges associated with technicians' time, hire of equipment and catering will be credited to the relevant School/department.

4.9 Cancellation

A booking may only be cancelled by the College following authorisation by the Campus Manager, Campus Director, Space Facilities Team or member of CMT and only when the grounds for doing so are considered reasonable, for example, health and safety concerns or where any booking or event will adversely impact on College activities or its reputation (see Terms and Conditions).

The relevant staff Space Facilities Team will inform the customer with an explanation for the cancellation and contact Finance to arrange a full refund to the customer.

5.0 Communication Plan

5.1 This procedure will be available for all staff via the Learning Engine on the College Intranet.

6.0 Review

6.1 This procedure will be reviewed annually or sooner to reflect changes in circumstance or legislation.

Appendix 1: Document Change History

Version	Date	Change Detail
1.0	December 2022	Responsible Owner changed from "Head of Estates" to "Head of School Performing and Creative Arts" Reference to "SPACE Facilities Coordinator at estates@serc.ac.uk " changed throughout SOP to "Space Facilities Team at space@serc.ac.uk"
1.1	March 2024	Reviewed and no changes necessary
1.2	April 2024	Transferred to New Accessibility Template