



## Wallacespace Limited – Booking Terms and Conditions (2026)

Thank you for choosing wallacespace.

Your attention is drawn to our cancellation policy at Clause 8.

### 1. Definitions

In these Terms, unless the context requires otherwise, the following expressions shall have the following meanings:

**Agreement:** the agreement between wallacespace and the Hirer for the supply of the Facilities, as set out in the Booking request and Quote, and governed by these Terms.

**Booking:** the Hirer's booking of the Facilities.

**Data Protection Legislation:** all applicable data protection and privacy legislation in force from time to time in the UK including, without limitation, the UK GDPR; the Data Protection Act 2018 (and associated regulations); and the Privacy and Electronic Communications Regulations 2003 (as amended).

**UK GDPR:** as defined in section 3(10) of the Data Protection Act 2018.

**Delegates:** the persons who are to attend, or do attend, the Event.

**Equipment:** the technical systems and equipment supplied within the Room.

**Event:** the event for which the Room is, or is to be, supplied.

**Facilities:** the Room, Equipment, and Services to be provided by wallacespace for the Event.

**Half Day Room Hire:** refers to a fixed duration booking that grants access to the Room during one of the following time slots only:

- Morning Half Day: 08:00 to 13:00
- Afternoon Half Day: 14:00 to 18:00

**Hirer:** the person(s) placing the Booking, including any person placing a Booking on behalf of a third party.

**Price:** the charges for the supply of the Facilities as set out in the Booking and Quote.

**Quote:** the written details and terms of the Booking provided by wallacespace, which shall constitute the Agreement between wallacespace and the Hirer upon the Hirer's signature (digital or otherwise).

**Room:** the room(s) at the Venue agreed to be supplied by wallacespace.

**Services:** the catering, hospitality, technical, and other services to be provided by wallacespace and/or any third-party supplier.

**Terms:** these terms and conditions, as set out in the Booking and Quote.

**Venue:** the building in which the Facilities and the Room are located.

**wallacespace:** Wallacespace Limited, a company incorporated and registered in England and Wales with company number 02792054.

## **2. Interpretation**

2.1 Clause headings are for convenience only and do not affect interpretation of these terms.

2.2 A reference to a person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).

2.3 Unless the context otherwise requires, words in the singular include the plural and vice versa.

2.4 References to statutes include all amendments, extensions, re-enactments, and subordinate legislation from time to time in force.

2.5 Words following “including”, “in particular” or similar expressions are illustrative only and do not limit the preceding words.

2.6 In the event of any inconsistency between the Booking request, the Quote, and these Terms, the following order of precedence shall apply: (i) the Quote; (ii) these Terms; (iii) the Booking request.

## **3. Bookings**

3.1 A Booking request is an offer by the Hirer to hire the Room and other Facilities for the Event as specified, in accordance with these Terms.

3.2 A Booking is deemed accepted when the Hirer signs the Quote (digitally or otherwise).

3.3 These Terms apply to the Agreement to the exclusion of any other terms that the Hirer seeks to impose or incorporate, or which may be implied by trade, custom, or course of dealing.

3.4 The Hirer may not assign, transfer, or otherwise deal with its rights or obligations under this Agreement without wallacespace’s prior written consent.

3.5 Any person placing a Booking on behalf of a third party shall, in addition to that third party, be liable as the Hirer under this agreement.

3.6 If there is more than one Hirer, each Hirer shall be jointly and severally liable for their obligations in this agreement.

3.7 Nothing in this Agreement shall create a partnership, joint venture, or agency relationship between wallacespace and the Hirer.

## **4. Payment**

4.1 wallacespace reserves the right, particularly for new Hirers, weekend events, evening events from 6pm, or where there is third-party demand for a Room, to require a non-refundable deposit (in whole or in part) of the Price immediately after issuing the Quote or at such later date as wallacespace may

specify. Failure to pay any required deposit by the due date shall entitle wallacespace to treat the Booking as cancelled by the Hirer. Any deposit paid will be credited against the final invoice. For the avoidance of doubt, where a deposit is required under this clause 4.1, it shall be non-refundable regardless of the cancellation charges set out in clause 8.

4.2 The Hirer shall pay the Price plus VAT in consideration for the Facilities supplied.

4.3 wallacespace will invoice the Hirer as soon as reasonably possible after the Event. For Events lasting more than one week, wallacespace may issue weekly invoices.

4.4 All invoices must be paid within 7 days of receipt in cleared funds to the bank account specified by wallacespace.

4.5 If payment is not made by the due date:

(a) statutory compensation and interest shall accrue under the Late Payment of Commercial Debts (Interest) Act 1998;

(b) wallacespace may suspend the supply of any Facilities until payment is received; and/or

(c) wallacespace may terminate the Agreement (and any other agreements between the parties).

4.6 All amounts due under the Agreement from the Hirer to wallacespace shall be paid by in full without any set-off, counterclaim, deduction or withholding (other than any deduction or withholding of tax as required by law).

## **5. Venues and Rooms**

5.1 The Agreement is a contract for services only and does not grant the Hirer or any third party exclusive possession or any tenancy rights in relation to any Room.

5.2 wallacespace may, where necessary:

(a) substitute a comparable room(s) of similar size and amenity to the same room; or

(b) substitute an alternative room(s) at an alternative Venue if the original Venue is unavailable. In either case, wallacespace will endeavour to contact the Hirer before doing so.

5.3 wallacespace may host other events in other rooms at the Venue.

5.4 The Hirer must provide prior notice of any unusual activities (e.g., music, loud activities, dancing, cooking, painting). wallacespace may prohibit such activities if they could disturb other guests or compromise safety, or exceed reasonable noise levels.

5.5 The Hirer is responsible for ensuring that all Delegates maintain reasonable noise levels throughout the Event, having regard to the fact that wallacespace may be hosting other events at the Venue simultaneously.

5.6 wallacespace reserves the right to require the Hirer to reduce noise levels during the Event if, in wallacespace's reasonable opinion, the noise is causing disruption to other guests or events at the Venue.

5.7 Parking is not included in the Facilities. Local parking may be available near each Venue but wallacespace does not guarantee availability. Information regarding local parking options can be

found on wallacespace's website. The Hirer and Delegates are responsible for arranging and paying for their own parking. wallacespace accepts no liability for parking availability, costs or any related issues.

5.8 wallacespace's Venues are converted warehouse and historic buildings with accessibility limitations. Detailed accessibility information is available on wallacespace's website. The Hirer must review this information and assess suitability for all Delegates before booking. Hirers should notify wallacespace of any specific accessibility requirements in advance, and wallacespace will endeavour to provide reasonable adjustments where feasible.

## **6. Durations**

6.1 The duration of the Event is as stated as either a full day or a half day in the Quote. The Hirer must adhere to these agreed start and finish times and vacate the Room at the finish time unless otherwise agreed.

6.2 wallacespace's prior written consent is required for any extension. Where agreed, wallacespace may charge £250 per hour per Room or such other rate as notified. For Events continuing after 18:00, rates may differ.

6.3 Where the Booking is for a Half Day Room Hire:

(a) access to the Room is strictly limited to the time slot specified in the Quote (either Morning Half Day or Afternoon Half Day as defined in clause 1);

(b) the Hirer must vacate the Room by the end of the specified time slot and remove all personal belongings and materials;

(c) no setup time outside the specified time slot is included unless expressly agreed in writing by wallacespace;

(d) the Room may be booked by another hirer immediately before or after the Half Day Room Hire period, and the Hirer acknowledges that wallacespace requires strict adherence to the time slots to accommodate other bookings;

(e) any access to or use of the Room outside the specified time slot requires wallacespace's prior written consent and will be charged in accordance with clause 6.2; and

(f) for the avoidance of doubt, Half Day Room Hire does not permit the Hirer to switch between Morning and Afternoon time slots on the day of the Event without wallacespace's prior written consent.

## **7. Delegate Numbers and Data**

7.1 The Hirer must provide a full list of Delegates at least 7 days before the Event and notify wallacespace of any changes.

7.2 If fewer Delegates attend than quoted, the Price remains unchanged.

7.3 If more Delegates attend than quoted, wallacespace may increase the Price accordingly.

7.4 wallacespace may refuse additional Delegates if capacity limits would be exceeded.

7.5 The Hirer warrants that it has all necessary consents to provide wallacespace with any personal or special category data of Delegates.

7.6 By submitting dietary requirements or allergy information, the Hirer confirms that they have obtained the necessary authority from attendees to share this information with us. We will process this data solely for the purpose of ensuring appropriate catering and health and safety and may share it with third-party catering suppliers subject to appropriate safeguards.

7.7 wallacespace shall:

(a) in respect of the Delegate Data, comply with all applicable requirements of the Data Protection Legislation;

(b) only process the Delegate Data for the purposes of the supply of the Facilities, compliance with its own security and health and safety policies, legal compliance in respect of the supply of the Facilities, and the security of the Venue, unless required by law otherwise to do so;

(c) ensure that it has in place appropriate technical and organisational measures to protect against unauthorised or unlawful processing of the Delegate Data and against accidental loss or destruction of, or damage to, Delegate Data, appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures;

(d) not transfer any Delegate Data outside of the United Kingdom unless wallacespace has implemented appropriate safeguards in accordance with Data Protection Legislation.

7.8 wallacespace's processing of Delegate Data is carried out in accordance with wallacespace's privacy policy, which is available at [www.wallacespace.com/privacy-policy/](http://www.wallacespace.com/privacy-policy/). The Hirer should ensure that Delegates are made aware of wallacespace's privacy policy.

## 8. Cancellations

8.1 The Hirer may cancel by written notice.

8.2 Cancellation charges will apply as set out in this clause 8. Clauses 4.3 to 4.6 (inclusive) shall apply to cancellation charges as if "Price" referred to the cancellation charges and "the date of the Event" referred to "the date when notice of cancellation is deemed to be received". Cancellation charges apply as follows:

(a) For events up to 4 days / 4 rooms / £4,999 or less (provided the event does not start after 6pm):

Notice period before Event start date/time	% of value of total Booking
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- |  |     |
|--|-----|
| • More than 28 days                              | 0%  |
| • More than 14 days, up to and including 28 days | 30% |

- More than 1 week, up to and including 14 days 60%
- 1 week or less 100%

(b) For an Event of 5 days or more and/or 5 Rooms or more and/or £5,000 or more (provided the Event does not commence after 6pm):

Notice period before Event start date/time	% of value of total Booking
• More than 8 weeks	0%
• More than 6 weeks, up to and including 8 weeks	30%
• More than 2 weeks, up to and including 6 weeks	60%
• 2 weeks or less	100%

(c) For evening or large events: cancellation within 10 days may incur 100% of the Price.

8.3 If external events (e.g., power failure, strike, flood) prevent attendance, the Hirer remains liable for applicable cancellation charges.

8.4 If any events occur, at any time, which prohibit the Hirer or Delegates from attending the Venue on the day of the Event, (including, but not limited to those listed in clause 9.3), the Hirer agrees to pay wallacespace the cancellation charges as set out in this clause 8.

## 9. wallacespace's Obligations

9.1 wallacespace will provide the Facilities with reasonable skill and care, in accordance with applicable laws.

9.2 wallacespace warrants that:

- (a) Services will be delivered with reasonable skill and care;
- (b) Equipment will be in good working order; and
- (c) any goods supplied (e.g., food or stationery) will be of satisfactory quality.

9.3 wallacespace shall not be responsible for any failure to perform, delay in performance, temporary closure of a Venue, interruption or disruption to an Event or any Facilities, arising as a result of or in connection with (without limitation) mechanical breakdown, failure in electricity supply or telecommunications, flood, fire, government restriction, act of god, or any other reason outside wallacespace's control. The Hirer agrees to comply with clause 8.3, and pay the Cancellation charges, if one of the events in this clause 9.3 occurs.

9.4 wallacespace maintains public liability insurance up to £10,000,000.

## 10. Hirer's Obligations

10.1 The Hirer must comply with and shall procure that its officers, agents, employees and Delegates comply with:

- (a) all applicable laws, statutes and regulations from time to time in force in relation to the hire and use of the Facilities and attendance at the Venue;

(b) any health and safety regulations, and security and other reasonable requirements that apply to the Venue and/or the Room and have been communicated to the Hirer;

(c) any instructions from any member of wallacespace staff in the event of a fire or other emergency or in respect of any other security or health and safety matters.

10.2 The Hirer must not use wallacespace's name or logos without written consent.

10.3 The Hirer must not affix materials or structures to the Venue without prior approval.

10.4 The Hirer must ensure appropriate behaviour and treatment of staff, venue and facilities. wallacespace may exclude any Delegate who behaves inappropriately.

10.5 No external food or drink may be brought into the Venue without consent. Corkage fees may apply.

10.6 The Hirer must maintain public liability insurance of at least £5,000,000 and provide proof upon request.

10.7 The Hirer is responsible for any loss of or damage to the Venue, Room, Equipment, or any other property of wallacespace caused by the Hirer, its officers, agents, employees, or Delegates (whether negligently or otherwise).

10.8 The Hirer shall indemnify wallacespace against the cost of repairing or replacing any damaged or lost items, including but not limited to Equipment, furniture, fixtures, and fittings.

10.9 wallacespace reserves the right to invoice the Hirer for all repair or replacement costs, which shall be payable in accordance with clause 4.4. wallacespace may, at its discretion, deduct such costs from any deposit paid.

10.10 The Hirer shall leave the Room in a clean and tidy condition. wallacespace reserves the right to charge reasonable cleaning costs if the Room is left in an unacceptable state.

## **11. Limitation and Exclusions of Liability**

11.1 Nothing in the Agreement shall limit or exclude wallacespace's liability for;

a) death or personal injury caused by its negligence, or the negligence of its personnel, agents or subcontractors;

(b) fraud or fraudulent misrepresentation; or

(c) any other liability which cannot be limited or excluded by applicable law.

11.2 Subject to clause 11.1, wallacespace shall not be liable to the Hirer, whether in contract, tort (including negligence), for breach of statutory duty, or otherwise, arising under or in connection with the Agreement for:

(a) loss of profits;

(b) loss of sales or business;

(c) loss of agreements or contracts;

(d) loss of anticipated savings;

(e) loss of use or corruption of software, data or information;

- (f) loss of or damage to goodwill; and
- (g) any indirect or consequential loss.

11.3 Subject to clause 11.1, 11.2 and 11.5, wallacespace's total liability to the Hirer, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, arising under or in connection with the Agreement shall be limited to the part of the Price actually paid to wallacespace.

11.4 In light of the warranties given in clause 9.2 and that the Hirer is likely to obtain benefit from the use of the Facilities in any case, the conditions implied by sections 3, 4 and 5 of the Supply of Goods and Services Act 1982 are, to the fullest extent permitted by law, excluded from this agreement.

11.5 Whilst reasonable efforts will be made to ensure that the Facilities are safe and secure, wallacespace does not accept any liability for:

- (a) any loss or damage suffered by the Hirer, its officers, agents, employees and Delegates caused by the acts or omissions of Delegates or any other third party at the Venue;
- (b) any theft, loss or damage to the Hirer's and Delegates' property;
- (c) any theft, loss or damage to the Hirer and Delegates caused by any third party using wallacespace's tech systems for any unlawful purpose. The Hirer and Delegates are responsible for keeping their property safe and secure and should configure their own IT and use their own firewalls and virus protection software.

## **12. Termination**

12.1 wallacespace may terminate immediately if:

- (a) the Hirer fails to pay any sum due under this Agreement by the due date;
- (b) the Hirer commits a material breach and fails to remedy it within 1 day of notice;
- (c) the Hirer commits a serious breach of the Agreement, including but not limited to: (i) criminal activity at the Venue; (ii) violence, threatening behaviour or serious misconduct by the Hirer or any Delegate; (iii) deliberate or reckless damage to the Venue, Room or Equipment; or (iv) bringing the Venue or wallacespace into disrepute.
- (d) the Hirer enters insolvency, administration, liquidation, receivership or similar proceedings, or makes arrangements with creditors or ceases to carry on business; or
- (e) wallacespace reasonably believes the Hirer cannot fulfil its obligations.

12.2 Upon termination under clauses 12.1(a), (b), (d), or (e), wallacespace shall be entitled to:

- (a) retain any deposit paid;
- (b) payment of 100% of the Price (regardless of the cancellation charges in clause 8); and
- (c) compensation for any additional losses or damage suffered.

12.3 Upon termination under clause 12.1(c) (serious breach), wallacespace may:

- (a) immediately require the Hirer and all Delegates to leave the Venue;
- (b) retain any deposit paid;

(c) invoice for 100% of the Price plus any costs incurred in ending the Event early (including security, cleaning, or repair costs); and

(d) claim compensation for any additional losses or damage.

12.4 The Hirer may terminate the Agreement only in accordance with the cancellation provisions in clause 8.

12.5 Upon termination for any reason:

(a) all unpaid sums shall become immediately due and payable;

(b) the Hirer must immediately vacate the Venue and remove all property;

(c) any property left at the Venue may be removed and stored at the Hirer's risk and expense; and

(d) termination does not affect any rights, remedies, obligations, or liabilities of the parties that have accrued up to the date of termination.

### **13. Notices**

13.1 Notices must be in writing and delivered:

(a) by hand or post to the registered address; or

(b) by email (with confirmation copy sent by post).

13.2 Notices are deemed received when delivered by hand or at 9:00 am two working days after posting, or on the next working day after email transmission.

### **14. Confidentiality**

14.1 Each party must keep the Agreement and all confidential information of the other party private, including details about the other party's business, pricing and Delegate details (**Confidential Information**) except information that is public (other than through breach), lawfully known or where disclosure is required by law to be disclosed.

14.2 Confidential Information may only be disclosed to employees, advisers or contractors who need to know it and are bound by confidentiality obligations and may only be used for the purposes of this Agreement.

14.3 Each party shall protect Confidential information with reasonable care. Upon termination or request, all Confidential Information must be returned or destroyed.

14.4 This clause survives termination for three (3) years.

### **15. General**

15.1 If any provision is invalid or unenforceable, it shall be modified or deleted to the minimum extent necessary without affecting the remainder of the Agreement.

15.2 No variation is valid unless in writing and signed by both parties.

15.3 Failure to enforce any term does not constitute a waiver.

15.4 The Agreement represents the entire understanding between the parties, superseding all prior discussions or representations.

15.5 The Agreement does not confer any rights under the Contracts (Rights of Third Parties) Act 1999.

15.6 The Agreement shall be governed by and construed in accordance with the law of England and Wales, and the parties irrevocably submit to the exclusive jurisdiction of the courts of England and Wales.