

HEART EVENT & ROOM BOOKING FAQS



When is HEART available to hire?

Heart is open Monday – Saturday 8am – 11pm. We are not currently open on Sundays.

When is your Café open?

The Café, which serves a range of homemade food, is open Monday – Saturday 8am – 9pm unless otherwise stated. Café opening times can be found outside the Café entrance in the HEART reception.

Do you serve alcohol?

We do – our Café is fully licensed and serves a range of craft beers, wines and spirits. The terms of our licence means you can't bring alcohol onto the premises or consume alcohol bought at HEART away from the premises. We operate a strict 'Challenge 25' policy.

Is your Café child friendly?

Yes – we have no restrictions on well-behaved children being in the café or the centre in general! We have books, toys, an enclosed outside area, and changing art exhibitions. Something for all the family.

Is HEART dog friendly?

Well-behaved dogs on leads are very welcome in our Courtyard. Unfortunately only Service dogs are allowed inside the HEART Centre.

Do you offer catering for events?

We offer a range of buffet options – please ask to see a menu. Alternatively, you are always welcome to order food and/or drink in the café to take to your room or event.

Can we bring our own food and drink?

Unfortunately we only allow food and drink bought from HEART to be consumed on the premises. The only exception to this is for children's parties, where we do allow food to be bought in – however this must be arranged in advance.

Can we use the kitchen?

Unfortunately we do not allow anyone to use our kitchen facilities. However there is the option of having tea and coffee making facilities in your hired room.

Is HEART fully accessible?

Easy access for people with disabilities is a priority at HEART, and the centre features extra-wide doors, ramps and a lift to all floors. HEART is also proud to be the only centre in the north of Leeds with a 'Changing Places Disabled Toilet' in line with the Changing Places campaign. We are a Child Friendly Leeds Ambassador, Disability Confident Employer and Mindful Employer. You can find more information regarding our accessibility on our website or Euan's Guide.

Will there be other events happening at the same time as mine?

There will usually be other people using the building during the time of your event. We always do our best to ensure that bookings are arranged in a way that minimises disruption – please let us know if you have any particular requirements regarding privacy or noise.

How and when do we pay for the booking?

Unless otherwise agreed in advance and in writing, payment should be made in full prior to the date of the event. Payment made in full 1 month or more in advance of the event shall be subject to a 5% discount. This shall apply to first bookings only.

Do you have car parking?

We encourage walking, cycling and the use of public transport wherever possible. We have a small car park on site that is available on a first-come first-served basis. There is limited parking on the streets

surrounding HEART, as well as parking for a small fee at the Headingley Taps. For travel information please visit heartcentre.org.uk/contact

Can we bring our own music?

You are very welcome to play your own music. Please let us know beforehand so we can arrange this.

Do you have wifi?

We have free wifi throughout the Centre.

What is your cancellation policy?

28 days notice of cancellation is required or you will be charged 50% of your booking. Failure to notify us in advance of a cancellation will be subject to payment of 100% where the room was unable to be used for any other purpose. HEART retains the right to cancel an event in some circumstances. More information on this can be found in our Terms and Conditions.

When can I use the room from and until?

You are entitled to use the premises only during the permitted hours and must allow for setting up and clearing away time in the booking. We request that you encourage any participants/audience/performers attending to leave as promptly and as quietly as possible at the end of your booking.

What is your fire/emergency procedure?

Where possible we will try and accommodate all groups in rooms that are most appropriate to their needs. However, this can't be guaranteed so all users should be aware of our fire procedures.

We test the alarm weekly and have regular evacuation drills. We can inform groups if a fire drill is due. All rooms have plans showing the nearest fire exits; there is an 'Evac Chair' on the top floor (please note the lift has an automatic cut-out so can't be used if the alarm goes off) and extinguishers are located throughout the building. In the event of an evacuation the alarm will sound and you should make your way to the muster point in the car park. It is the responsibility of any group organiser or room hirer to ensure they have a register of their group or attendees of their session/party etc, and that they are made aware of the evacuation procedures.

Personal Emergency Evacuation Plan (PEEP)

If you have any health issue that you feel may impact on your ability to safely evacuate the building, in case of fire, please ask at the Reception Desk for our sheet on options available if the fire alarm sounds. The following options are available to you if you have any health condition that would make it difficult to safely evacuate the building on your own.

- If you have alerted us in advance of any fire alarm sounding we will let you know if this is either a false alarm or a test. In this instance you would not be required to leave the building
- If the alarm is genuine the following options are available
 - If you are in Ridge there is an evacuation chair at the top of the stairs and a member of staff can help you access this
 - You can stay in Ridge room if the fire is not immediately affecting that room. The fire doors ensure 2 hours protection
 - If you are on the first floor the evacuation chair will be made available to you
 - You can stay in Claremont which is protected by two fire doors or can be moved to Pulse – dependent on where the start of the fire is located.
 - If you are on the ground floor a member of staff will direct you and assist you to leave the building or move you to the nearest safe place.
 - The muster point is in the corner of the car park and there is a bench there to rest on.