

Hen & Chicken



Ticketed & promoted events: Terms & conditions etc

Ticket sales

- Promoters / agents / self-managed bands & artists are responsible for all ticket sales.
- All bookings require the promoter to be responsible for promoting, selling and managing all ticket sales through their own platform.
- On confirmation of booking, a ticket link should be provided for us to embed on our website to help promote ticket sales
- The Hen & Chicken has no facility to sell tickets either on line or in advance in the pub
- If you wish, you may sell tickets from the box office entrance on the night of your performance. If doing so you must provide your own staff to handle these sales as well as your own float / payment facility. Please note that The Hen & Chicken doesn't accept bookings that rely solely or mostly on ticket sales on the door
- The Choice of paying published hire charges or a ticket split is agreed on an ongoing basis.
- We are able to offer an in-house box office on the night of your event (charges apply and must be confirmed on booking).
- The Hen & Chicken does not take any commission from ticket sales but may request a nominal allocation

Accessibility

9.00am-12midnight / 1.00am (Fri & Sat).

- Day time events: Must vacate the Studio / Chicken Shed by 5.30pm
- Evening events: Access from 6pm (and earlier subject to availability)
- Get ins: Through the large double grey gates on Greville road. Please announce yourself to the Duty manager on arrival
- The Hen & Chicken opens at 4pm Monday / Tuesday, 11.30am Wednesday – Friday & 10am at the weekend. Events requiring access before these times must enter via the large rear courtyard gates on Greville Road.
- Both The Studio and The Chicken Shed have access steps to them and are therefore unsuitable for disabled access. There are no service lifts.
- There is limited facility to store equipment / belongings over night. Security for overnight storage would be at the hosts own risk

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Bar / Catering

- We permit drinks to be carried through from the bar to both The Studio and The Chicken Shed for performances.
- In The Studio, we reserve the right to have at least one side of the bar open throughout all performances
- Please note that we do not permit self-catered events.

Box office

- Should you have a box office requirement on the night, we are happy to provide a member of staff to manage this, please advise on confirmation of booking.(fees apply)
- The promoter must email the Hen & Chicken confirmed ticket sales each week for the 2 weeks prior to an event date.

Cancellation policy / fees:

- A booking is not confirmed until the rental fee has been paid in full
- If full payment of the rental fee is not paid prior to the event, The Hen & Chicken reserve the right to cancel the event.
- Cancellation within 30 days of the event date: No room hire refund will be due.
- Cancellation within 60 days of the event date: 50% of room hire charges apply
- Cancellation with more than 60 days notice: Full refund will be offered.

Marketing support:

- Venue information should be included in all posters & fliers. Please use either: "The Studio at The Hen & Chicken, Southville, Bristol " or "The Chicken Shed at The Hen & Chicken, Southville, Bristol" It is important to differentiate between both rooms as we may be hosting events in both rooms on the same night.
- Promoters are responsible for all their own design & printing costs.
- We will display internally posters up to 2 months ahead of an event
- On confirmation of booking, all promoters should provide an event facebook page link
- On confirmation of booking, a ticket link should be provided for us to embed on our website to help promote ticket sales
- Promoters have direct access to our dedicated Social Media Manager who will assist in the promotion of their event
- The Hen & Chicken social media manager will manage all Bristol listings on behalf of the promoter

Security:

Metropolis Security Ltd provide door staff for the main bar downstairs every Saturday evening. Should you require security for your event please inform us at the time of booking and we will obtain a quote for you.

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Insurance:

Hirers for public events will be required to provide their own public liability insurance for their company, staff & members of the public. Should an event not go ahead, promoters are responsible for all their own costs inc bands etc and the refunding of all ticket sales

Additional Terms & Conditions:

- The hirer shall **Not** remove any pictures, mirrors, instruments etc from the wall space
- The hirer shall **Not** attach, stick or blue-tak etc anything to the wall space without prior written consent.
- The hirer shall **Not** exceed the agreed combined capacity of guests / staff / performers
- The hirer **shall** comply with the Hen & Chicken's polices with regard to fire & health & safety
- Any subcontractors hired / instructed by the hirer (DJ's, sound technicians, roadies etc) must either have their own public liability insurance or be covered by the promoters own insurance
- Production companies / Promoters / Agents: Are to provide the production at their own expense.
- Production companies / Promoters / Agents: Are responsible for obtaining all necessary copyright licences where applicable for the performance

Smoking

In line with smoke free legislation, smoking is not permitted in any part of The Hen & Chicken by members of the public, cast or crew. Those persons wishing to smoke can do so either on the front terrace, or in the rear courtyard area.

Risk Assessment / Health & Safety

- The Hen & Chicken has undertaken an assessment of the general environment and this is made available to all users.
- This risk assessment sets out a minimum standard of health and safety to be complied with however Production companies / Promoters / Agents may be required to complete their own Health & Safety Risk Assessment and provide it to the Hen & Chicken at least 4 weeks prior to the production
- Users of the space are responsible for all aspects of health & safety relating to their activities and it is the responsibility of the hirer to ensure that this information is shared with relevant persons. This includes: Those involved in the design & building of sets, any crew, cast & contractors as well as the public
- Users of the space must comply with the Hen & Chicken's polices with regard to fire, health & safety as set out in the Companies procedural documents.

Age restrictions:

- Public events: Fully seated: Under 18s must be accompanied by an adult. Under 12s are permitted to events finishing before 9pm (certain events may have further age related restrictions) Standing only events: Over 18's only
- NB please note we have a separate children's policy for the main bar downstairs (see website).

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Fire Safety

Users of the spaces must ensure that the risk of fire is not increased, nor the safety of persons in the environment put at risk as result of their activities, by ensuring that:

- Electrical appliances brought into The Hen & Chicken are safe. Portable Appliance Testing (PAT) must be current for all portable electrical equipment brought in to The Hen & Chicken by your organisation or it's sub contractors. (inc sub contracted DJs, sound technicians, roadies etc)
- Good housekeeping is maintained at all times
- All means of egress (including aisles & emergency escape routes) are kept clear at all times
- Users of The Hen & Chicken are advised that our policy is not to allow the use of any pyrotechnic devise nor the use of other special effects (smoke / haze etc.) due to interference with the fire alarm detectors. Any request to use any effect is subject to formal prior agreement of The Directors of The Hen & Chicken and a review of the production Risk Assessment
- Smoking is not permitted in The Hen & Chicken (including by cast members)
- Appropriate persons (fire marshals) are identified on arrival that may be required to assist with evacuation of the premises
- Where the hirer provides any sets, decorations, props, costume & scenery, they must comply with current health & safety / fire regulations
- A fire evacuation procedure document for Production companies / Promoters / Agents will be e mailed in advance of an event and must be passed to the lead person attending the event.
- Production companies / Promoters / Agents must notify The Hen & Chicken of the lead person in charge of their event that will be in attendance throughout the event