



LANCASTER
LONDON

**MEETING AND EVENTS CODE OF PRACTICE
FOR CLIENTS AND CONTRACTORS**

The following terms and conditions are applicable to clients, contractors or their subcontractors working within the premises of Lancaster London. They are designed for their safety and information and that of their guests and others who may be affected by the scope of works associated with the function/event.

1) PRIOR TO THE EVENT

Scope of Works

A detailed plan of works to be carried out and a schedule of materials and equipment must be submitted to the Hotel for evaluation at least 20 working days prior to the event. The Hotel will review the plans and any changes that may be required will be referred to the issuer for amendment.

The plan should include risk assessments, safe systems of work, material schedules. Generic risk assessments will be accepted for standardised tasks but, where appropriate, site-specific risk assessment will be required. If not deemed suitable and sufficient the assessments and systems of work will be referred back to the issuer for upgrading.

The Hotel, prior to, and during the event will review the safety-plan. Any deviation from the plan, during the event, must be corrected at the time. Once the plan is approved, in writing, Lancaster London reserves the right, at any time, to veto any subsequent changes not sanctioned.

Any deviation from pre-agreed plans may result in the function/event being severely disrupted or, potentially, cancelled.

2) ACCESS

General

Production crews are required to arrive at the agreed time; at the designated point and report to the Technician on duty. The Hotel main entrance may not be used for delivery under any circumstances.

It is the responsibility of the client or contractor to report any damage discovered prior to set up of the function room. A hand over sheet should be completed on arrival with Duty Technician.

All deliveries made to the Hotel, prior to the arrival of the set up crew must be clearly marked with the function/event name, date and the name of the designated Event Manager. Lancaster London will not accept any items not adequately identified

Nine Kings Suite

Loading and unloading between the hours of 07.00hrs and 21.00hrs can be via Fire Exit/Access to the Westbourne Street (Riggers Door). Please note that single yellow line with one chevron loading/unloading parking restrictions apply Monday – Saturday 07.00hrs – 19.00hrs. Parking dispensations can be applied for with City of Westminster either by calling 020 7641 4646 or email parkingpermissions@westminster.gov.uk

Alternatively the Loading Bay may be used; the largest vehicle that will be allowed in the Loading Bay must not exceed 18 tonnes. The entrance is 21ft wide 4.1metres high. If access to the Loading Bay is required between the hours of 07.00hrs to 17.00hrs permission must be agreed with the Event Manager. Once unloaded vehicles must be immediately removed, as this area is in constant use and can not be used to park and store equipment or vehicles.

Lancaster London is subject to noise abatement orders therefore loading and unloading of vehicles, between the hours of 21.00hrs and 07.00hrs, must only take place via the Hotel's Loading Bay on Lancaster Terrace.

The Hotel will seek compensation, from the client or contractor for any fines imposed, by the City of Westminster or private legal action taken, due to non-compliance with the noise abatement orders that are in place.

The external shutters must be closed during loading & unloading.

Westbourne Suite

Access to the Westbourne suite is via the Westbourne Suite ramp located off Lancaster Terrace. This ramp must be strictly used for loading and unloading only. Vehicles must be removed once unloaded and the ramp must not be used for parking or storage neither must it be obstructed, in any way, during a function/event.

Set up/Rigging required out of hours

Rigging/Set Up outside the hours of 08.00 – 17.00hrs Monday – Friday are subject to a minimum charge, for a technician, of £240.00 plus Value Added Tax per each 8 hour period, charged on hourly basis thereafter. The technician will be available throughout the rig for technical advice about the venue and to oversee the health and safety aspects of the installation. The technician will be on-hand to conduct a detailed handover of the suite to the production manager. The handover will be documented and approval requested, by signature, of the production manager. If there is no incoming crew and no technician on duty the handover will be carried out by the Safety Officer on duty.

Where the mirrored ceiling tiles, which surround the chandeliers in the Nine Kings Suite, are to be moved to use and expose the hanging bars and points, hard hats should be worn by personnel working at high level and "footing" any ladders or moveable scaffold towers and "cherry pickers".

Where manual chain hoists are being used on 3 or more points these should be motorised.

All rigging equipment should be used in the manner in which it was intended by the manufacturer, failure to do so will result in immediate breakdown of the offending components/set up.

No bridling on hanging bars and points, any damages will be charged. Where bars have been seen to have been overloaded, the client will be responsible for cost of re-testing bar(s) and any remedial work that needs to be completed.

When raising equipment to the ceiling with the use of a rope, the load being lifted must not exceed 50% of the Single Point Loading.

3) ELECTRICAL

The Hotel will provide standard 13amp 230v 50Hz power supplies on 32Amp rings. The Hotel must be advised of the power requirements necessary to run the event. The production company must contact Insync Productions (01923 289600) for a quotation if the following are to be used.

- 63 Amp or 125Amp power supplies – connection charge of £200 applies.
- Hanging Bars
- Audio/video tie lines
- Lighting/Dimmer Racks & Socapiex tie lines
- Public Address System

All portable appliances must display proof of current appliance testing and conform to current regulations.

4) FIRE REGULATIONS

The Event Manager, prior to commencement of the event, will give crews a comprehensive fire briefing.

It is a legal requirement that a corridor of a minimum of 2 metres in width is left free of obstruction around any designated fire exit either as a straight run or chicane. No fire exit may be obstructed in any way or blocked open. This applies during the set up for event/functions as well as during the actual event/function.

Should any illuminated fire exit sign be obscured, in any way, it is the contractor's responsibility to suspend temporary illuminated fire exit signs in a position agreed by the Hotel fire officer. All extinguishers must remain as positioned by the Hotel.

No works/actions may be carried out which involve naked flame without prior permission of the Event Manager. If naked flame is used or involved any works/actions it will be a requirement that a Fire Safety Officer is present and the service of such Fire Safety Officer will be charged at the rate of £90.00 (based on a minimum of 4hrs).

If any 'set' contravenes fire regulations, the Hotel's Fire Safety Officer or Event Manager retain the right to have the 'set' removed or altered; failure to comply with could result in cancellation of or major disruption of the function/event.

The use of smoke or pyrotechnics must be advised to the Event Manager and the Westminster Council in advance of the intended use. The contact at the City of Westminster is 020 764 16801 or e-mail jwilson@westminster.gov.uk, at least 14 days notice is required for this with City of Westminster. It is the Client's responsibility to seek the required approvals and Lancaster London accepts no responsibility for cancellation of performances if the required approval has not been granted.

When any suite is divided up an additional escape corridor may be required to facilitate escape from one room to another. For details please check with your Event Manager prior to set up. There are 11 primary escape routes in the Westbourne & Nine Kings Suites. It is forbidden to block any of these escape routes at any time.

When any of the suites have 'Star Cloth' fitted, door traps must be provided and where appropriate illuminated fire exit signs must be fitted at a similar height to existing signs. Please ensure that the number and quantity of these are agreed before coming on site.

5) FIRE EVACUATION

Sirens and indicators will announce a potential fire safety situation. These will, initially, be muted to allow an immediate investigation to take place. A continuous alarm sound will signal an evacuation of the building. Those people in the Nine Kings and Westbourne Suites will be advised by the public address system and trained hotel staff will assist in the evacuation from the suites to the designated assembly point.

6) THEATRICAL EFFECTS

The Hotel permits the use of smoke generators, strobe lighting, pyrotechnics, real flame and lasers. The specific use of any of the above, with method statements and times of use must be communicated, in writing, to the Hotel 20 working days before the event. If amendments are requested, the Hotel must address them addressed promptly and new documentation presented prior to the event function.

The installation and operation of any laser must comply with the Health and Safety Executive guidance HS(G)95.

A pre-event demonstration will usually be required, prior to approval, by the City of Westminster for the use of pyrotechnics, real flames or lasers. Contact numbers for the City of Westminster are 020 7641 6802 or jwilson@westminster.gov.uk.

Use of confetti and glitter cannons will incur an additional cleaning charge of £350.00 plus Value Added Tax.

The Hotel does not permit the use of 'cracked oil' and only machines approved by the City of Westminster can be used on these premises. Details of the machine to be used must be submitted to the Hotel for approval.

Restrictions on times and usage must be agreed, in advance, with the Event Manager.

Smoke machines must cease being used one hour before the finishing time of the event/function.

Where floor mounted up lighters are to be used, these are only permitted if LED or low heat emitting lights are used otherwise their use is prohibited.

7) FALLS FROM HEIGHT

All works carried out at height by means of ladders, scaffold towers or mobile elevated work platforms must be risk assessed, to ensure that they are used safely, and be maintained appropriately. Lancaster London reserves the right to stop any work that is deemed unsafe or where poorly maintained equipment is used.

The Hotel will not permit the use of its own access equipment.

8) ACCIDENT REPORTING

Any accidents and near misses must be reported to the Hotel's Duty Manger who will complete the initial accident report and, in conjunction with the Hotel safety officer, conduct an appropriate investigation. If first aid is required, please dial '0', from any house phone, and inform the operator of the nature of the injury and the location. The Hotel's emergency number is 555, which can be dialled from all house phones.

9) WEIGHT LOADING

The maximum weight loadings must not be exceeded. All hanging materials and cabling should be included within the load tolerances. Loads should be evenly distributed and must be between bar fixing mounts. No other areas may be used for hanging, as they have not been load tested. All rigged items must have a steel secondary safety bond of appropriate size in addition to their primary fixing or mount. Partition wall and air condition tracks are not to be used as fixing points.

Nine Kings Suite

The maximum loading on the visible black bars and above the mirrors is 50kg per SPL or 100kg UDL. All SPL must be a minimum of 1 metre apart.

Westbourne Suite

The maximum loading on the bars is 50kg UDL.

10) HOTEL PROPERTY

Damage to the fabric of the Hotel, including carpets and walls will be charged, to the client, at the full repair and replacement value, when such damage has been caused by the negligence of the client, its representatives or its guests and servants. This particularly applies to contractors involved in the construction of exhibition booths, staging and the building of presentation sets, which must be free standing and not fastened to any walls or floors.

Where star cloth is used this must not be affixed to walls via staples and/or tape. In the event that the damage results in the suite being unusable the Hotel reserves the right to seek compensation from the client for any loss of revenue. Equipment should not at any time be stacked or leant against pillars, glass window ledges or walls.

Carpets, dance floor, staging, chairs and tables

Care must be taken with the Hotel's carpets and dance floors. In the unlikely event that they are cut or damaged the cost of replacement/repair will be charged to the client. Wooden boards should be placed over carpets ingress/egress points to stage area to prevent carpets 'rucking'. The Hotel possesses 25 pieces of 8 feet x 4 feet carpeted staging units with an height of 400mm or 610mm, tables and chairs which may be used with the agreement of the Event Manager's, in advance.

Telephones

Where additional telephone work is carried out all hotel systems, apparatus and sockets must be returned to the condition in which it was handed over. Any remedial charges will be passed onto the client.

Fixtures and fittings

The production crew will ensure that nothing is affixed to the floors, walls, ceilings or columns of the Hotel by nails, screws, sticky pads, sellotape, drawing pins or other means unless previously agreed by the Hotel and confirmed in writing. Exception (see cable fixing). If mirror panels located in the ceiling of the Nine Kings Suite are removed they must be replaced before leaving the venue.

If not put back a charge of £25.00 plus value added tax, per mirror, would be charged.

Cable fixing

All cables crossing the floor must be well taped down with Gaffer tape, cable ramps or carpets which ever provides the best protection against trip hazards. Where possible cables should go at high level using troughs provide in Nine Kings Suite and cable tied to loops (where provided) above doors in Westbourne Suite. It is Fire Officers preference that cables go over the door rather than at floor level.

11) MOTOR VEHICLES

If motor vehicles are to be displayed prior written permission must be sought. The following actions must be undertaken, as required by the London Fire Brigade; failure to do so will result in the vehicles being removed.

The intention to bring a motor vehicle into the Hotel must be notified to the Event Manager a minimum of 20 working days prior to the event.

The keys of the vehicle must be handed to security once it is in position.

Vehicles must be manually positioned and not driven in or out.

The vehicle must be drained of fuel and tank vented and a drip tray must be placed beneath the vehicle to prevent any spillage- damage to carpets or flooring.

Any damage caused during the access or egress of a vehicle is at the liability of the contractor.

The battery must be disconnected. Agreed times for vehicle handling must be adhered to.

12) CREW WELFARE

The Event Manager, prior to the event/function commencing, will brief the crew manager on fire safety.

The following information must be submitted to the Event Manager 10 working days prior to the event.

- Crew numbers
- Meals/Drinks required (with any special dietary requirements)
- Times meals required.
- Billing details

Contractors may avail themselves of the Hotel's first aid provision in the event of an accident occurring on the premises.

All accidents must be reported to the Hotel whether near misses or incidents that results in injury of any nature.

13) CREW CONDUCT

All contractors, sub contractors, technicians, artistes, musicians, photographers and performers must be advised by the client/Production Company that they must adhere to the dress codes required by the Hotel. Shorts are not considered suitable attire except during set-up and they must be smart and only worn within the contracted function/event area. All external contractors must only use entrances and exits pre-determined by the Hotel.

14) DISMANTLE/BREAKDOWN

All accumulated rubbish and debris must be removed from site. Under no circumstances must the Hotel's rubbish compactor be used.

The provision of a skip can be organised by the Hotel with prior notice and charged accordingly. If the client wishes to organise a refuse collection provision this must be agreed with the Hotel prior to the function so that positioning of any collection equipment can be discussed.

In the event of the Hotel removing excessive rubbish, after a function/event, a cost of removal and clean up will be charged to the client.

Function rooms must be returned to the Hotel in a clean and tidy condition. The client will be held liable for any costs involved in the repair of cleaning equipment that is damaged caused by debris left on floorings.

15) LIABILITY

Lancaster London will not accept liability for any loss or damage to any equipment or other goods brought to the Hotel by the client or any person authorised by the client.

Should any contractor, sub-contractor or their staff cause any damage to the fixtures and fittings, equipment or utensils belonging to Lancaster London or gusts the client or contractor will be held liable for any cost of repair. Lancaster London Reserves the right to carry out a damage inspection at any time

The client or contractor will indemnify Lancaster London against all actions, proceedings, claims or expenses brought against Lancaster London by reason of the client or contractors' failing to comply with any of the above conditions.

16) INDEMNITY

To conform to the requirements of our own insurance policy, it is required for the main contractor to submit details his indemnity insurance.

Kindly complete and return the following 20 days prior to the event/function: -

Policy number Level of Indemnity £.....

Signed by.....

Title/Position.....

Client/Contractor.....

Date:.....

15) CODE OF PRACTICE

I/we, the undersigned, agree to abide by the terms and conditions set out in the Lancaster London's Client/Contractor's terms and conditions and will ensure that our employees, sub-contractors and their agents will be made aware of, and comply with, the terms therein.

CLIENT NAME:

CLIENT SIGNATURE:.....DATE:.....

CONTRACTOR.....

Name:.....

Position:.....

Signature:.....

Date:.....

Updated 6th August 2009

