

Lauderdale *House*



Concert Hire

CONCERT HIRE in Covid-19

From Step 3 of the Government Roadmap

The Government announced the Roadmap for easing the Covid restrictions on 22nd February 2021. Indoor live performances will be allowed with limited attendance from Step 3. The announcement anticipated that Step 3 would start no earlier than 17th May.

However, this is subject to change, so please check the Government website. This does not affect rehearsals / recordings which we can currently host.

Please refer to this: [Roadmap-Details.pdf \(sitgb.org\)](#)

Please take the time to read this information to help you become familiar with how the House runs when hiring for a concert. In light of the current restrictions for performances, we have updated our concert brochure, to help ensure a safe and enjoyable experience for you and your audience. Should you have any questions please contact Hannah Robertson on 020 8348 8716 or hrobertson@lauderdale.org.uk.

Lauderdale House is a Grade II* listed 16th century building set within Waterlow Park. We are an arts and education centre and the House is a very multifunctional building. It is an ideal venue for concerts. We have two attractive spaces for concert hire: the Lower Gallery & Entrance Hall on the ground floor and the Long Gallery on the first floor.

Hire Charges: £300 per evening for 5 hours

This includes:

- Two event stewards who are responsible for health and safety (more detail below).
- Rehearsal on the day from 5pm. Please be aware that the office closes at 6pm and in general, stewards arrive one hour prior to the concert start time. For this reason, there may be a brief period while you are rehearsing when you are unaccompanied in the house. If this is the case the office will brief you fully before closing.
- Admin for using our box office.
- Use of the piano (If you wish to have it tuned there is an additional charge of £75).
- Setting up the chairs and putting them away.
- Any Performing Rights Society fees.

Rehearsals can be made by arrangement before the concert for a maximum of 2 hours from 5pm on weekdays. The concert should not exceed 3 hours from when your audience begin to arrive till when the venue is cleared, and is inclusive of an interval. If you require more time, please let us know and we can organise this for you at an additional charge.

In addition, we provide:

- Inclusion on our website.
- Inclusion in any listings we send out.
- Inclusion in our newsletter, dependent on timings

The booking is secured by payment of the booking fee, which is required 2 weeks after the contract has been sent out.

Piano

We have 2 pianos:

A 6-foot Steinway in the Lower Gallery/Entrance Hall (Ground floor)

A 9-foot Erard in the Long Gallery (1st floor)

The tuning fee is £75 per piano and, where possible, tuning should be arranged at the time of the initial booking. **Should you require a tuning to be booked you will need to advise the office at least two weeks before your concert date.**

Box Office

Due to Covid-19 restrictions, you will need a pre-booking system as we can only accommodate particular numbers of socially distanced support bubbles / household. We will need to know in advance the number of bubbles, **which means tickets will not be sold on the door** and no alterations can be made on the night due to the pre-planned layout. In order to maintain social distancing of 2 metres and to ensure that **support bubbles / households will not mix and stay 2 metres apart**, the capacity of each room has been reduced to between 30 to 40 people. Please note that the lower limit is likely to apply if your audience is made up mostly of single people and pairs.

The final number will depend on the number of support bubbles/households attending, i.e. the make-up of how many are in each support bubble /household. This must also include any extras such as a live streamer

technician for example. Therefore, 30 tickets will be put on sale and once 30 have been sold, we will rehearse the layout to see how many more we can accommodate, socially distant within their support bubbles/households. Please be aware that support bubbled must be in line with Government Guidelines.

If you want prioritised seating for particular audience members, please let us know in advanced.

We will run the box office through our ticketing system, Ticketsolve. Please be aware that Ticketsolve charges £1.50 per ticket to process each booking. This fee is payable by you, even if the concert cannot go ahead and the tickets have been sold. The money made from the ticketing sales will come into our bank account. We will then transfer the ticket sale revenue to you, minus the above fees.

On the night, our event steward will be provided the seating plan and the list of your audience members, and will tick off upon entry.

Stewarding

We will require **two stewards** on the night to ensure the safety of everybody attending.

We'll need one steward who will:

- Be at the front door to welcome people and take temperatures
- Tick those arriving off the list
- Remind ticket holders to use hand sanitiser
- Ask ticket holders to scan the Track and Trace QR code (or will take the name and contacts details otherwise)
- Remain at the front door to welcome any latecomers
- Help direct people to toilets to avoid any congestion

The second steward will be responsible for:

- Taking ticket holders to their seats
- Directing people to the toilet
- The security of the house and is a point of contact in case of emergencies
- Cleaning the toilets throughout
- Any queries regarding lighting etc

One of the event stewards will also make an announcement before the show confirming:

- People need to stay in their seats unless going to the toilet or going outside
- What routes people should take to go to the toilets

- Pink Food will appear to take and serve interval drinks orders during the break – please do not go to the bar
- Confirm the latest rules on socialising and ask that people adhere to them
- That a mask must be worn unless when drinking

It is important for us to ensure the safety of your musicians and audience, and we can only do this by providing enough staff on the night.

How are we keeping you safe?

- Complying with the Government's 'Test and Trace' system
- Extra regular cleaning
- One-way system
- Taking temperature upon arrival
- Welcoming you with hand sanitiser
- Designating toilets for your event
- Table service if refreshments are being served
- Your own entrance
- Good ventilation

Bar/Refreshments

The availability for refreshment is subject to Covid-19 regulations and is provided by our internal caterers. If you are interested in having refreshments, we will discuss this with you when your booking date is confirmed.

We do not permit you to bring in any food or drink yourself / use an external caterer.

Performing Rights Society (PRS) & Box Office Forms

As you may know, the Performing Rights Society (PRS) is responsible for collecting fees in respect of the use of music and arrangements which are in copyright. They charge Lauderdale House a quarterly fee dependent on what music has been played during each quarter in the building, so we need details of your programme.

To satisfy the requirements of various funders and support future funding applications we also need you to supply information about the number and type of people who attend events.

You will need to send us your PRS form which lists the names of the pieces of music played together with the composers, arrangers, etc one week before your concert date.

Publicity

We will require the information listed below to add your event to our website, assuming you have booked sufficiently far in advance. The sooner you can provide it the sooner we can add you to our website.

We will need:

- a 300-word description of the event including name/s of the performer/s and composer/s, who is playing what, and something about the programme
- start time, interval and finish time
- ticket prices
- an image sent as a jpeg of 72dpi resolution
 - Landscape image of 800 pixels wide x 600 pixels high
 - Portrait image of 600 pixels wide x 800 pixels high
 - File size of between 1MB and 4MB.

This will go on our website – please note that our website has been designed to a specific format and we can only upload one photo so if you do not have a group shot but only single ones we can only upload one or you will need to photoshop them to create a single jpeg.

Please send this information to Marketing Manager, Jenny Hall on jhall@lauderdale.org.uk

We send press listings to local, national and specialist publications but cannot guarantee the publications will include you. If you are interested in chasing up editorial our Marketing Manager is always happy to advise you on drafting press releases and sharing our contacts, please email jhall@lauderdale.org.uk

You are responsible for producing, printing and putting up posters. We are happy to display one A4 laminated (portrait format) poster in the display boards on Highgate Hill. It is not possible to display posters on the park railings.

You are also responsible for producing and distributing leaflets and we are happy to display them in the House provided they are no larger than A5.

Please note that Camden Council has a virulent anti-flyposting approach, even for non-commercial activities, and you will be responsible for any fines incurred due to illegal postering. Nevertheless, there are still plenty of public

sites and accommodating shops and pubs locally so you shouldn't feel too restricted. It's well worth planning a walk around the local shops and pubs, subject to ongoing Covid guidelines.

Entertainment License Rules

Our stewards will be on duty during the concert and will ensure that your set-up complies with the entertainment licensing rules. Clear routes (minimum 3'7" in width) must be maintained to fire exits and shutters and these exits must remain open for the duration of the event. The front door must remain unlocked. Audience numbers must not exceed 100. Please be helpful if our steward asks you to move equipment, etc – s/he is not being difficult. If we have an unexpected inspection and fail it could jeopardize our license.

In the event of a fire or emergency our stewards are responsible for calling the Fire Brigade/Police and for the management of the building and will remain on the premises until the audience has left. Our stewards will be responsible for evacuating the building, and will know in advance how many tickets have been sold and how many people are attending the concert.

Hirers are responsible for the conduct of all persons at their event.

Lauderdale House Society accepts no responsibility beyond Public Liability for any persons using the House.

Cancellation

As we are a registered charity and run as an arts and education centre, we rely very heavily on our rental income. We recognise that Covid-19 has created significant uncertainty around the promotion of concerts and other performances. We have therefore adapted our strict 'no refunds' policy to accommodate the exceptional circumstances.

In the event that the regulations relating to Covid-19 mean that your concert cannot go ahead we will offer you the choice of two options:

- **Postpone your date** – we will agree on a new date for your concert not more than 12 months after the date of the event which was cancelled.
- **Cancel your date and issue a refund** less a £40 cancellation fee as a contribution to the administrative management and marketing time required.

Smoking

Smoking is not permitted inside the House at any time.

The use of candles is prohibited

Owing to the age and flammability of the building, and their tendency to set off the fire alarm.

Lights

The lighting is on pre-programmed settings. Please liaise with the steward.

Lavatories

Our toilet suite is situated near to the concert hall and we have two toilets for disabled people on the ground floor.

We will designate a number of toilets for your musicians and your audience on the night, which will have been cleaned in advance.

Covid-19 Precautions

We want to make sure you are safe, along with everyone else around you, and so we will allocate you specific seats according to the size of your group.. Those who want to sit together have to book together. We will treat each booking as a household or support bubble. Each booking will be seated 2 metres apart.

Every audience member will:

- have their temperature checked on arrival. Anyone with a high temperature will not be admitted along with anyone in their household or 'bubble'.
- asked to sanitise their hands.

Once we have checked your temperature and welcomed you, you will be shown to your seat.

Please help us to help you by following these instructions:

- If you are displaying any of the symptoms of Covid-19 do not come to the show - please stay home in line with Government Guidelines.
- If you are a vulnerable person who should not be going out please stay home - we hope we can see you in person soon but want you to stay safe.
- Wherever possible please stay 2 metres from people outside your 'bubble' or household.
- Please wear a face covering.
- Please co-operate with the stewards and volunteers when they show you to your seating area.
- The toilets will be available and are regularly cleaned but please follow the instructions in relation to keeping a distance when/if queuing and follow good hygiene and hand washing regimes. Soap and disinfectant sprays are available for your use. Be careful and considerate.

- Getting everyone settled will take longer than usual so please be patient – we promise not to start till everyone is in and comfortable.
- The windows will be open to ensure good ventilation - please dress accordingly.

Please be aware that these are subject to Covid-19 changes.

**For further enquiries please contact our Events & Sales Manager,
Hannah Robertson, on 020 8348 8716 or hrobertson@lauderdale.org.uk**

**Alternatively, you can head to our website (www.lauderdalehouse.org.uk) and fill in
our enquiry form under the 'Hire the house' section.**

Lauderdale
House