

Access & Entry Policy

This policy explains how to access the venue, use entry codes securely, and ensure arrival and departure run smoothly. These guidelines help protect security, maintain booking schedules, and ensure fair use of the space.

1. Access Instructions

Access details, including entry codes and instructions, are provided before your booking.

- Entry is via a secure smart-lock system.
 - Please read the access instructions carefully before arrival.
 - If you experience difficulty accessing the venue, use the contact details provided in your booking confirmation.
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2. Entry Times

Access is permitted only during your booked time period.

- Entry before your booking start time is not permitted.
 - Please ensure your group arrives promptly.
 - Early arrival may disrupt cleaning and preparation.
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3. Secure Use of Access Codes

To maintain venue security:

- Access codes must not be shared outside your booking group.
- Codes must not be posted publicly or shared on social media.
- Do not forward codes to suppliers or entertainers without permission.

The named booker is responsible for how access information is used.

4. Tailgating & Unauthorised Entry

For security and safety:

- Do not allow unknown individuals to enter the venue.
 - Ensure doors close securely after entry.
 - Access is limited to guests attending your booking only.
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5. Departure & Securing the Venue

When leaving:

- ensure all guests have exited
- close doors securely behind you
- follow any locking instructions provided

This helps maintain security between bookings.

6. Access Issues

If access problems occur:

- contact the number provided in your booking information
- do not attempt to force entry
- do not tamper with the lock system

✓ Agreement

By completing a booking, you agree to follow the access procedures and keep entry information secure.