



BOOKING POLICY & HOUSE RULES

The Bakery, 18 Brunswick Street Lane, Edinburgh EH7 5JG

Welcome to *MyEdinburgh* and The Bakery, a collaborative community space designed to support connection, creativity, learning, events, and positive social impact.

This document outlines the Booking Policy and House Rules for all individuals and organisations using The Bakery. It is intended to ensure the space remains welcoming, safe, professional, and enjoyable for everyone.

This policy should be read alongside:

- Venue Hire Terms & Conditions
- The Welcome Pack

1. About The Bakery

The Bakery is a flexible event and collaboration space operated by *MyEdinburgh* as part of its vision to create a thriving, collaborative Edinburgh through partnership, innovation, and community activity.

The space may be used for:

- Meetings
- Workshops
- Networking events
- Community gatherings
- Training sessions
- Creative activities
- Social enterprise events
- Conferences and presentations



2. Booking Policy

Who Can Book the Space – Bookings are welcomed from:

- Members and Partners of *MyEdinburgh*
- Charities and community groups
- Businesses and social enterprises
- Educational organisations
- Freelancers and creatives
- External organisations aligned with our values

All bookings are subject to availability and approval.

Booking Process – To make a booking:

- Contact: hello@myedinburgh.org
- Provide details of:
 - Organisation or individual
 - Event purpose
 - Expected attendance
 - Date and timings
 - Room setup requirements
 - Catering requirements (if applicable)

Bookings are confirmed only once approved by *MyEdinburgh*. Access information and key codes will normally be shared 24 hours before the booking.

Booking Times

Please ensure your booking includes:

- Setup time
- Guest arrival time
- Clear-up and departure time

Events must finish within the agreed booking period unless otherwise agreed in advance.

Payments

Invoices are normally issued a week before the booking date unless alternative arrangements have been agreed. Late payments may affect future bookings.



3. Cancellation & Rescheduling Policy

Cancellation by Hirer

All cancellations must be made in writing to: hello@myedinburgh.org

Notice Given Before Booking	Charge Applied
More than 7 days	No charge
48 hours – 7 days	50% of booking fee
Less than 48 hours	100% of booking fee

Rescheduling

Bookings may be rescheduled without charge with more than 7 days' notice, subject to availability.

Cancellation by MyEdinburgh

MyEdinburgh reserves the right to cancel bookings in exceptional circumstances including:

- Health & safety concerns
- Building issues or emergency repairs
- Severe weather
- Breach of policies
- Circumstances beyond reasonable control

Alternative dates or refunds will be offered where appropriate.

4. House Rules

Respect for the Space: Please treat The Bakery with care and consideration. Hirers are responsible for:

- Their guests and attendees
- Maintaining a respectful atmosphere
- Leaving the space clean and tidy
- Avoiding disruption to neighbouring users and residents

Cleaning & Leaving the Space: At the end of your booking, please ensure:

Kitchen & Food Areas

- Crockery washed, dried, and returned
- Food cleared away
- Surfaces wiped clean

Waste & Recycling

- Large food waste removed to communal bins
- Small waste placed in labelled bins
- Recycling used where possible

Furniture: Left as used during your time unless specifically requested otherwise

Before Leaving

- Lights switched off
- Heating and equipment turned off
- Doors closed and secured
- Alarm activated (if instructed)
- Key returned securely

Failure to leave the space appropriately may result in a minimum £50 cleaning charge.

Shared Spaces

The Bakery operates within a shared multi-user environment. Hirers must:

- Respect shared facilities
- Keep noise to reasonable levels
- Avoid blocking entrances or communal areas
- Follow guidance from My Edinburgh staff

All shared areas are non-exclusive unless otherwise agreed.

5. Health & Safety

Fire Safety

- Fire exits must remain clear at all times
- Hirers should familiarise themselves with evacuation routes
- Attendees should be informed of emergency procedures

Capacity Limits: Room capacities must not be exceeded.



Accidents & Incidents: All accidents, incidents, or damage must be reported promptly to MyEdinburgh staff.

Electrical Equipment: Any external electrical equipment brought into the venue must be safe and appropriately tested.

6. Food, Drink & Alcohol

Hirers may:

- Bring their own catering
- Arrange external caterers

Please ensure all catering waste is removed appropriately. Alcohol may only be served or consumed with prior written agreement from MyEdinburgh.

7. Behaviour & Conduct

We aim to maintain an inclusive and welcoming environment for everyone. The following are not permitted:

- Illegal activity
- Discriminatory or abusive behaviour
- Excessive noise
- Smoking or vaping indoors
- Damage to property
- Harassment of any kind

Users are expected to act respectfully toward:

- Other building users
- Staff
- Volunteers
- Neighbours
- Community members

This reflects the wider MyEdinburgh collaborative ethos.

8. Damage & Liability

Hirers are responsible for:

- Damage caused during their booking
- Costs of repair or replacement
- Specialist cleaning where required

MyEdinburgh accepts no responsibility for:

- Personal belongings
- Equipment left onsite
- Loss or theft of property

9. Accessibility & Inclusion

MyEdinburgh is committed to creating an accessible and inclusive environment.

Please inform us in advance of any accessibility or support requirements so we can assist appropriately.

10. Photography & Promotion

From time to time, *MyEdinburgh* may request permission to:

- Photograph events
- Share collaborative activity on social media
- Promote community initiatives

Consent will always be requested in advance where appropriate.

11. Contact Information

For bookings, enquiries, or emergencies:

MyEdinburgh

 hello@myedinburgh.org

 07526 815040