

**VIVIFY**   
Breathing life into venues

The legal bit!  
Our Ts & Cs



# Venue Terms & Conditions

## 1. Appointment

- 1.1. This agreement starts on the Commencement Date and will remain in place unless You or We terminate it under clause 7.
- 1.2. You agree to appoint Us as your sole and exclusive agent to promote and accept Bookings on Your behalf.
- 1.3. You agree that we can enter into Booking Conditions with Hirers on Your behalf.
- 1.4. You agree that Booking Conditions entered into for a Booking will be a legally binding contract between You, Us and the Hirer; and we can update the Booking Conditions, with the updated version applying 14 days from the date We provide it to You.
- 1.5. You agree not to advertise or promote the Venue on any other website or booking platform and You agree to pass all enquiries and possible bookings to Us.
- 1.6. You warrant that You have capacity to enter into this agreement and the Booking Conditions and that if You do not own the Venue, the owner has consented to You doing so.

## 2. Our obligations

- 2.1. We will provide the Services with all reasonable care and market the Venue as We believe to be appropriate.
- 2.2. We will provide a Contact Centre for both Venue and Hirer support during our standard business hours (published on our website) by telephone, email and live chat. Out of hours support is available by telephone only.
- 2.3. We will liaise with Hirers on Your behalf in all matters related to Bookings.
- 2.4. We will list the Venue on the Website. Listings will go live within two Business Days of You giving us a completed Venue Information Form and approved images of the Venue.
- 2.5. We will provide You with access to the Online Portal to view all Bookings and special requests, which you will use to manage your staffing requirements.

## 3. Your obligations

- 3.1. You will ensure that all Venue Information is complete, accurate and up-to-date.
- 3.2. You grant Us an exclusive and royalty free licence to use, change and publish Venue Information and confirm that Our use of it will not infringe anyone else's Intellectual Property.
- 3.3. You will provide access to your Venue Policies to Hirers and ensure they are adequate and up-to-date.
- 3.4. You agree to ensure that the Venue complies with all Applicable Law including but not limited to fire, health and safety, utilities and planning obligations.
- 3.5. You agree to obtain any licences or permits required for Bookings.
- 3.6. You agree it is your responsibility to put the resource in place to unlock and lock the school for all bookings and to provide the Hirers onsite with any assistance they need.
- 3.7. You agree to ensure that:
  - 3.7.1. the Venue is available for the entire period of a Booking and that all special requests relating to Bookings are met, including for equipment and set-up.
  - 3.7.2. the Venue is ready for use by Hirers, including ensuring that it is clean, well lit, free from obstructions, in good repair and at an adequate temperature. Any grass areas must be regularly maintained, and lines marked.
- 3.8. You agree to:
  - 3.8.1. comply with the Booking Conditions;
  - 3.8.2. give Us details of the availability of the Venue for a rolling period of 12 months and 30 days' notice of any change in its availability, unless there are unforeseen or exceptional circumstances that affects availability.
  - 3.8.3. give Us 30 days' notice of any changes to the Venue which would mean that how We describe the Venue to Hirers is inaccurate, incomplete or misleading.
  - 3.8.4. provide a list of any existing bookings for the Venue, including all the agreements for these bookings.
  - 3.8.5. disclose any restrictions or exclusions which affect how the

Venue can be used.

- 3.8.6. confirm any security deposits You require for Bookings.
- 3.9. You agree to proactively identify marketing initiatives for the Venue, which might include banners, website links, social media links and newsletter inclusions. Any materials will be signed off by both parties prior to distribution or installation.
- 3.10. Provided that We use reasonable care and skill in providing the Services, You agree to indemnify Us against any liabilities, losses, demands, fines or penalties We incur in relation to the Services and the Hirers using the Venue, including any claims for health and safety, child protection or employment matters.

## 4. Payments and Commission

- 4.1. You authorise us to invoice all Booking Fees to Hirers in Your name and collect all Booking Fees on Your behalf.
- 4.2. We will deduct Commission and Payment Processing Fees from Revenue and pay Net Revenue to You.
- 4.3. We will email You a report within 5 Business Days of the end of each Payment Period, which sets out the Bookings, Revenue, Commission, Payment Processing Fees for that Payment Period and the Net Revenue due ("Revenue Report"), with an invoice for the Commission and Payment Processing Fees set out in the Revenue Report.
- 4.4. Within 30 days of the date of the relevant Revenue Report and invoice by BACS We will transfer Net Revenue to the account details You have provided to Us.
- 4.5. If You disagree with anything within the Revenue Report You can raise a query within 7 days of issue.
- 4.6. You will provide us with parameters and information about VAT to be charged on specific facilities within your Venue Information document. We will prepare VAT invoices on your behalf in accordance with these.
- 4.7. We will use all reasonable endeavours to charge VAT correctly to Hirers based on the information you provide to Us and according to VAT legislation as laid out in VAT Notice 742 Section 5. Any VAT payable will be listed against each relevant item in the Revenue Report and it is Your responsibility to inform Us of any errors or omissions.
- 4.8. You are responsible for all taxes and VAT relating to the hire of the Venue, and Your receipt of Net Revenue, and indemnify Us against any claims, losses, demands, liabilities or expenses We incur in relation to such matters.

## 5. Bookings

- 5.1. We will set prices for Facilities and Bookings as we deem appropriate.
- 5.2. We will carry out annual price reviews and may offer promotional discounts.
- 5.3. We will provide Hirers with bespoke quotations for Events.
- 5.4. We will make the Venue available for Bookings for rolling periods of 12 months, based upon information You give Us about availability.
- 5.5. We will accept all Bookings unless restricted as set out in clause 3.8.5.
- 5.6. You agree to inform us of any damage to the venue or equipment as a result of a Booking within 5 days of the Booking taking place.
- 5.7. You must pass to Us any complaints made directly to You (whether in person or otherwise) regarding Bookings.
- 5.8. We shall (but are not required to) try to resolve the complaint and You agree to provide reasonable cooperation and assistance if needed. Where We cannot resolve a complaint, You agree that We may provide Your contact details to the Hirer to contact You directly.
- 5.9. We reserve the right to offer Hirers compensation of 100% of a Booking Fee where a complaint has been made and to deduct that sum from the Net Revenue, but the Commission and Payment Processing Fees will still be payable in relation to that Booking.

## 6. Cancellation of Bookings

- 6.1. If a Hirer cancels a Booking and is not entitled to a refund,



We will still pay You Net Revenue for that Booking. The Net Revenue may be reduced if there is a partial refund.

6.2. If a Hirer cancels a Booking and is entitled to a refund, We will refund the whole amount, and not charge you our original commission and payment processing fees.

6.3. If a booking may not go ahead due to the grass surface being unplayable due to adverse weather conditions, you agree to inform us by 12pm the day before the fixture.

6.4. We reserve the right to provide a refund outside of the cancellation terms for exceptional circumstances on a case by case basis.

6.5. If You cancel a Booking or do not let a Booking take place for any reason, or if We cancel a Booking as set out in clause 6.6:

6.5.1. We will refund the full Booking Fee to the Hirer.

6.5.2. We will deduct Commission and Payment Processing Fees from the next payment of Net Revenue.

6.6. We may stop accepting and/or cancel Bookings if:

6.6.1. the Agreement has been terminated or notice has been given to terminate the Agreement.

6.6.2. We are aware of any health and safety or quality issues or non-compliance with Applicable Law at the Venue or its immediate surroundings.

6.6.3. You materially or repeatedly breach the terms of this agreement or the Booking Conditions.

## **7. Termination**

7.1. You can end this agreement by providing 3 months' notice at the end of the term.

7.2. If You do not provide notice, then this agreement will automatically renew on a rolling annual basis.

7.3. We can end this agreement with immediate effect if by giving written notice to You if:

7.3.1. We are subject to a legal or regulatory obligation which requires Us to terminate this agreement.

7.3.2. You commit a material breach of any term of this agreement which is irremediable or (if that breach is remediable) You do not remedy that breach within a period of thirty days after Us telling You in writing to do so.

7.3.3. You repeatedly infringe the terms of this agreement or of Booking Conditions.

7.3.4. We in our sole discretion acting reasonably consider that the Venue is unsuitable for Bookings or does not comply with Applicable Law.

7.3.5. You do not have the right to hire the Venue to Hirers.

7.3.6. You take any step or action in connection with entering administration, provisional liquidation or any composition or arrangement with creditors, being wound up (whether voluntarily or by order of the court, unless for the purpose of a solvent restructuring), or having a receiver appointed to any of Your assets or ceasing to carry on business.

7.4. Termination of this agreement shall not affect any rights, remedies, obligations or liabilities that have accrued up to the date of termination, including the right to claim damages for any breach of the agreement which existed at or before the date of termination.

7.5. On termination of this agreement:

7.5.1. all confirmed Bookings shall be automatically cancelled, and We will refund all Hirers in full.

7.5.2. You will pay Us Commission and Payment Processing Fees for all Bookings which We have arranged by the date of termination (whether they are to take place before or after the date of termination).

7.5.3. We will stop promoting, marketing, advertising and hiring the Venue; We may retain details of the Venue for historical reporting purposes and We will retain and have the right to publish case studies and testimonials in relation to the Venue.

7.5.4. each of us shall immediately cease to use the other's Intellectual Property (except in relation to case studies and testimonials).

7.6. On termination of this agreement, the provisions of clause 4 shall still apply to all Bookings arranged before the date of termination and the following clauses shall remain in place: 3.10, 5.8, 5.9, 7.4, 7.5, 8, 9.1, 10 and 11.

## **8. Data Protection**

8.1. When We and You share personal data with each other we agree to:

8.1.1. have all necessary consents and notices in place to lawfully transfer the Shared Personal Data to each other for the Agreed Purposes.

8.1.2. only process Shared Personal Data for the Agreed Purposes.

8.1.3. not disclose or allow access to the Shared Personal Data to anyone other than the Permitted Recipients.

8.1.4. ensure that appropriate technical and organisational measures are in place to protect against unauthorised or unlawful

processing of personal data and against accidental loss or destruction of, or damage to, personal data.

8.2. You and We both agree to comply with the Data Protection Legislation and agree that any material breach of the Data Protection Legislation shall, if not remedied within 30 days of written notice from the other party, allow the party not in breach to terminate this agreement with immediate effect.

8.3. You and We agree to help each other in complying with the Data Protection Legislation, including:

8.3.1. on termination of this agreement deleting or returning Shared Personal Data and copies of Shared Personal Data to the party which provided it, unless required by Applicable Law to store the Shared Personal Data.

8.3.2. keeping complete and accurate records to demonstrate compliance.

8.4. Each of us agrees to indemnify the other against all claims and proceedings and all liability, loss, costs and expenses incurred as a result of any claim made or brought against one party (the "indemnified party") by a data subject or other legal person in respect of any loss, damage or distress caused as a result of any breach by the other party (the "indemnifier") of the Data Protection Legislation by the indemnifier, its employees or agents, provided that the indemnified party gives to the indemnifier prompt notice of such claim, full information about the circumstances giving rise to it, reasonable assistance in dealing with the claim and sole authority to manage, defend and/or settle it. The liability of the indemnifying party under this clause shall be subject to the limits set out in clause 10.

## **9. Insurance**

9.1. You will indemnify Us against any liability We incur for damage to property, death or personal injury arising from any Booking and any reasonable costs, claims, demands and expenses arising out of or in connection with that liability, except to the extent that the liability arises as a result of Our action or omission.

9.2. You shall maintain all appropriate insurances for the hiring of the Venue including but not limited to public liability insurance for the term of this agreement with a reputable insurer and shall provide a copy of insurance policies if requested.

9.3. We will require Hirers who are organised groups to agree as a condition of Bookings to maintain their own public liability insurance. You may request copies of such insurance policies directly from Hirers and You acknowledge that We do not verify such insurance or keep copies of policies.

## **10. Limitation of liability**

10.1. Nothing in this agreement shall limit or exclude the liability of either party for death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors (as applicable), fraud or fraudulent misrepresentation, liability under the indemnities contained in clauses 3.10, 4.7, 10.1 or any matter for which it is illegal to exclude or restrict liability.

10.2. Subject to clause 10.1, We will not under any circumstances whatever be liable to You, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, sales, revenue, or business, loss of anticipated savings, loss of or damage to goodwill, loss of agreements or contracts, loss of use or corruption of software, data or information, or indirect, special or consequential loss.

10.3. Our total liability to You for all loss or damage arising under or in connection with this agreement, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed the preceding 12 months value of Commission payable to Us for the entire term of this agreement.

## **11. General**

11.1. Force Majeure: We shall have no liability to You if We are prevented or delayed from carrying out Our obligations due to a Force Majeure Event.

11.2. Confidentiality

11.2.1. You and We each undertake not to at any time during this agreement, and for a period of five years after it ending, disclose to any person any confidential information concerning each other, except as set out in clause 15.2.2.

11.2.2. Each of us may disclose the other's confidential information:

11.2.2.1. to Your/Our employees, officers, representatives, subcontractors or advisers who need to know that information for the purposes of exercising the rights or carrying out the obligations under or in connection with this agreement. Each of us shall require employees, officers, representatives, subcontractors or advisers to whom the other's confidential information to comply with this clause 15.2.

11.2.2.2. as may be required by law, to a court of competent jurisdiction or any governmental or regulatory authority.



# Hirer Terms and Conditions

## Booking

1. These terms form a legally binding contract for your booking between you, us and the owner of the venue which you have selected to use for your booking. We enter into these terms as the agent of and for and on behalf of the venue owner. Please read these terms carefully.
2. We have been appointed by the venue as their agent and will liaise with you on all matters regarding your booking, with the exception of being onsite to give you access to the facilities, which is the venue's responsibility. You will be provided with access details on your booking confirmation email.
3. You must create an account to complete a booking on our platform.
4. You must be over 18 years of age to complete a booking.
5. Our Contact Centre is open for support during our standard business hours (published on our website) by telephone, email and live chat. We also offer out of hours support by telephone if your booking activities fall outside of these hours.
6. You must honestly tell us the proposed use of the venue at point of booking. Any misrepresentation may result in a non-refundable cancellation of the booking.
7. During booking you must tell us how many people will attend your booking. If this changes you must inform us in advance to ensure that the maximum capacity for a venue is not exceeded.
8. If you have a discount code this must be entered at the time of booking.

## Venue use

1. You agree to complete a sign-in sheet on arrival if required.
2. You agree to follow instructions given by the venue staff at any time.
3. If you are a formally organised club or group, you must hold valid public liability insurance for the duration of each booking and send a copy of your certificate to the venue, if requested. If you fail to provide a copy when requested, we may at our discretion cancel any booking without refund.
4. The venue must be left in the same condition as it was at the start of your booking. If you damage the venue or any equipment during the booking, you will be required to reimburse the cost of repair or replacement. If you are responsible for the damage, we will tell you the cost and provide details, and deduct the cost of repair or replacement from your security deposit (if applicable) or charge your saved payment card. If there is no security deposit or saved card or this payment fails, you must make this payment within 5 days of us asking you to do so. We reserve the right to use any payment you have made for future bookings to pay this charge instead of use it for the booking.
5. Venue furniture or fixtures must not be used or moved, or in any way interfered with except with the previous written approval from us.
6. You agree that any time needed to set-up and clear away must be carried out during the time slot of your booking.
7. You agree that there is no compensation for a late arrival or delayed start, and you must vacate the venue at by the end of the time slot of your booking.
8. If you plan to use music or show videos during your booking, you must obtain the relevant artist, performance or broadcast licences.
9. You shall not allow any gambling, smoking, the use of e-cigarettes or illegal drugs at the venue.
10. You shall not permit alcohol to be consumed or sold in the venue or its grounds, without the prior written approval of us.
11. You shall not allow any form of media recording (including but not limited to pictures, video recordings, live streaming etc.) to take place at the venue without prior written approval by us. If we do provide approval, you agree to ensure that the venue's name and logo are not included in any recording.
12. If you wish to store equipment at the venue, you must obtain our prior written consent to do so and, if we grant that consent, you agree and acknowledge that neither we nor the venue will be responsible for the safety or security of any equipment stored on your behalf. It is your responsibility to insure the equipment.
13. For larger events, we may request that you provide, and

be responsible for stewards to control the admission, behaviour and exit of attendees. If you do not follow our directions, we or the venue owner may ask you to leave the venue and you will not be refunded any payment made for that booking.

14. We and the venue take no responsibility for the loss or damage of any property brought into the venue by you or your attendees. If you would like to report a lost item, please get in touch with our Contact Centre who will contact the venue on your behalf.
15. You must not enter an agreement with the venue direct, all future bookings must be placed with us unless we no longer represent that venue.
16. You must not discriminate against or harass anyone on the basis of race, national origin, religion, gender, gender identity, physical or mental disability, medical condition, marital status, age or sexual orientation, or otherwise engage in any violent, harmful, abusive or disruptive behaviour.

## Health & Safety

17. You must ensure that all individuals present at the booking comply with all relevant health and safety legislation and regulations and all the venue's policies and procedures, available on request prior to your booking.
  18. You must ensure that anyone teaching any activities during the Booking holds the relevant qualifications needed and will provide evidence of this to us or the venue of this if requested.
  19. You are responsible for obtaining all necessary licences, permissions and consents which may be required for the activities.
  20. You are responsible for ensuring that any equipment with a plug brought into the venue has been PAT tested (Portable Appliance Test) within the last 12 months.
  21. You must ensure that first aid equipment is available during the booking and that a person with first aid training is present.
  22. Where the activities involve the use of swimming, you are responsible for ensuring that persons with the requisite level of lifeguard training are present throughout the booking.
  23. Where the activities involve the use of kitchen and catering facilities at the venue, you must ensure that all food safety and hygiene legislation is complied with and that the kitchen and catering facilities and any associated equipment and utensils are left in a clean condition.
  24. You are responsible for the coordination, running and risk assessment of the activities and the safety of those taking part in the activities.
  25. You are responsible for ensuring that any equipment and materials provided for use are safe, in full working order and suitable for the activities.
  26. You must ensure that anyone taking part in the managing and operating of activities complies with safeguarding legislation and guidance.
  27. If requested by us or the venue, you must provide evidence that appropriate Disclosure and Barring Services certificates (DBS Certificates) have been obtained for individuals in management or leadership positions or where activities involve children or vulnerable or disabled adults or as otherwise required by the venue.
  28. You are responsible for ensuring that all individuals involved in undertaking, overseeing or organising activities shall be recruited using safer recruitment methods and processes, including criminal record checks and shall be trained, and supervised to ensure that there is consistent and thorough implementation of safeguarding policies and procedures.
  29. You must ensure that emergency and other exits are not blocked at any time.
  30. You must promptly report any accident, injury, safeguarding concern, damage to the venue or to the venue equipment to us. We will pass this report on to the venue and they and we may take any steps we or the venue considers to be appropriate.
- ## Charges & Payment
31. During the online booking process, you will choose and select from the payment options available. We invoice and collect payments for bookings on behalf of the venue owner as its agent.



32. You authorize us to store your payment information and charge your card in accordance with the payment option you choose.
33. You are responsible for keeping your payment information up to date.
34. You may be required to pay a security deposit, which you must do within 5 days of the request, unless the booking is within 5 days of the request, in which case you must pay at least 24 hours before the booking takes place.
35. Monthly invoices are raised by us on behalf of the venue on or around the 25th of the month prior to the month to which the invoice relates. Once an invoice is raised this cannot be amended and must be paid in full before any booking in the following month takes place.
36. We may at our discretion accept BACs Payment. Any such payments will need to be received in cleared funds at least 5 days before the start of any Booking to which the payment relates. A copy of the remittance must be emailed immediately to our finance team.
37. The booking platform will show whether VAT is applicable to your booking. Certain fees for bookings for sports are exempt from VAT for the use of sport if the following conditions apply:
- The booking is for a single letting of sports and physical recreation facilities for a continuous period of over 24 hours with exclusive control of the facilities to the same person or;
  - The booking is a block booking which meets the following conditions:
    - The series consists of ten or more sessions.
    - Each session is for the same sport or activity in the same venue.
    - The interval between each session is at least one day but not more than 13 days (it is important that there is a 24-hour time lapse between the start of each session).
    - The sessions are paid for in full.
    - The entity booking the venue has exclusive use of the relevant sports facilities during the Bookings and is a school, club, association or an organization representing affiliated clubs or constituent associations such as a local league.
38. If you cancel the whole or part of a booking, which in turn means that the rules set out in clause 37(b) cannot be met, VAT will be applied and we will inform you that this is the case, void the invoice and raise a new one with VAT on it. If a cancellation or change to the booking is instigated by us or the venue which means that the rules set out in clause 37(b) cannot be met, VAT will be applied but a discount or refund will be applied to ensure that your total payment is not increased due to such cancellation or change.
39. Some venues may opt to tax their premises which would mean that the charge will be subject to VAT even if the above conditions are met.
40. If the rate of VAT changes, we reserve the right to raise a further invoice to you for any additional VAT payment due, such invoice to be payable within 5 days of the date of the invoice.
41. If you fail to make payment due to us by the due date:
- We have the right to suspend your access to any venue we represent until payment is made.
  - We will retry the payment every day for 5 days, at which point your booking will be cancelled unless successful payment is taken
  - We may refer such matter to its debt collection agents whose charges will be added to and be payable with the invoiced amount together with a £50 late fee.
- Cancellation**
42. You accept that we or the venue may, without incurring any liability, cancel a booking by giving you as much notice of the cancellation as reasonably possible for any of the following reasons:
- Any change of circumstances which means the venue owner needs the facility for their own use.
  - Any Force Majeure Event, unforeseen circumstances or emergencies.
  - If our contract with the venue has been terminated.
  - If your proposed activity is restricted at the venue.
  - If you have failed to pay any invoice by its due date.
  - If you have failed to supply any reasonably requested information regarding the activities or proposed use of the venue.
  - If we become aware that or believe that you have failed to honestly disclose the purpose of the activities and/or we or the venue deem the proposed purpose inappropriate.
  - The venue makes a complaint about you or your attendees that we judge to be serious.
  - Any safeguarding or extremist concerns are raised about you, your attendees or the activities.
  - You commit a material breach of any of these terms.
  - If you appear to have or have become bankrupt or insolvent.
43. If a booking is cancelled by us due to any reason set out in clause 41(a) to (d), we shall provide a refund within 14 days.
44. If a booking is cancelled by us due to any reason set out in

clause 41(e) to (k) then we shall not refund any payments made.

45. You shall be entitled to cancel a booking as follows, giving notice to our Contact Centre via telephone or email:
- Block bookings and all-year-round bookings
    - 7 days' notice is required to cancel a single session within a block or all-year-round booking. A maximum of one single booking per quarter may be cancelled.
    - To cancel all future bookings, you must have completed a minimum 12 week consecutive block before giving a minimum of 4 weeks' written notice.
    - Single booking - single bookings cannot be cancelled.
  - Grass fixtures – you may cancel a grass fixture before the following deadlines and only for reasons of the grass surface being unplayable due to adverse weather conditions (and we must agree in writing that the grass surface is unplayable):
    - 9:00 am on the Friday immediately before a weekend grass fixture; or
    - 9:00 am on the day before a midweek grass fixture.

**General**

46. Indemnity:
- You shall indemnify us and the venue against all liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation) and all interest, penalties and legal costs and all other reasonable professional cost and expenses, suffered or incurred by us arising out of or in connection:
    - Your use of the venue.
    - Your breach of any of these terms.
    - Any claim arising out of or in connection with abuse or alleged abuse perpetrated by your staff, volunteers, senior managers, members of boards of trustees, sessional workers, agency staff, students, subcontractors or anyone else who may be working on your behalf; and
    - Any claim made against us arising out of or in connection with any breach of copyright or other intellectual property infringement in respect of the playing, use of or performance of any songs or musical works, theatre scripts, dramatic or artistic works or use of any third party's intellectual property rights.
47. Force Majeure:
- For the purposes of this contract, a Force Majeure event means an event beyond the reasonable control of us and/ or the venue which means that the venue cannot be used for the activities, including but not limited to strikes, lock-outs or other industrial disputes, failure of a utility service or transport network, the actions of a sub- contract, act of God, pandemic or epidemic, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, fire, flood, or storm.
  - We and the venue shall not be liable to you as a result of any delay or failure to perform our obligations under these terms as a result of a Force Majeure event.
48. Complaints:
- If you would like to make a complaint about your booking, a member of staff or the venue where your booking took place, please contact our Contact Centre by telephone or email.
  - We will endeavour to resolve all complaints within 14 days, but where no resolution can be made you may be put in touch with the Venue directly.
49. Personal Data:
- We process your personal data in accordance with our privacy policy – listed on our website.
  - If you have any questions about how we process your personal data, please follow the procedure in our privacy policy.



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