

Fair Usage Protocol

To ensure Student Groups and elected representatives have fair access to booking rooms on campus the Students' Union operates a Fair Usage Protocol. This protocol applies to both Students' Union and University bookable rooms, except for rooms which have their own individual booking processes, including but not limited to:

- Laird Hall
- Drapers Lounge
- The Griff Inn
- Ground Café
- Qmotion studios and Sports Hall
- The Great Hall
- The Octagon

Fair Usage

Room can be booked for a maximum of two hours a fortnight across all bookable Students' Union rooms and a maximum of one booking a week across University bookable rooms. Additional bookings and/or block or reoccurring bookings may be requested in both Students' Union and University bookable rooms. These bookings will be accommodated wherever possible but cannot be guaranteed. Student Groups and representatives may be asked to justify why additional bookings are required.

Bookings made outside of the normal opening hours of the relevant building may incur a charge to cover staff or portering costs. Venue spaces such as the Great Hall or Octagon will incur a charge to cover staff and portering costs.

Reception Warning Policy

The Students' Union will always try to address minor etiquette issues with students informally however a warning and strike procedure does operate for when Student Groups and representatives do not meet expectations set out for bookable rooms usage.

If a Students' Union or University or room is booked by a Student Group or representative, the Students' Union expects them to:

- Arrive within 15 minutes of the start of their booking.
- Leave the room clean and tidy.
- Return all furniture to its correct location.
- Vacate the room on time.
- Be polite - to all staff, including student staff and other students.
- Use the room for the activity described on the room booking form.

- Return all borrowed equipment.
- Show up to their room booking or inform the Hub Reception team if the room will not be used.
- No food, drink, or Sharps (medical instruments such as needles and scalpels) in university rooms.
- Only make bookings for their Student Group and not on behalf of another Student Group or external organisation
- Not impact bookings or teaching taking place after their booking

If these expectations are not met, a Reception Warning will be issued. Any Student Group or representative that receives three warnings will be banned from booking any rooms within the Students' Union or University for a period of four academic weeks. If a Student Group or representative receives a ban and they have bookings that have previously been confirmed within the next four weeks, these will be cancelled.

A Student Group who receives a third warning in an academic year will receive a strike.

Once a Student Group has received a strike following being issued three room usage warnings, any further room usage incidents will incur a second strike and potential further room booking ban. Any further room booking ban will be decided by the Appropriate Staff Member.

If additional costs are incurred from this protocol not being followed, these will be passed on to the student group or representative that booked it. For example, this could be for additional staff time due to delays in vacating the booking and building, or if a room is left in an unclean state and additional cleaning is required.

Bookable rooms with higher risk attached to them being misused may result in multiple sanctions being issued. This may include but is not limited to, causing a fire safety risk and/or causing a health and safety risk. This will be decided by the Appropriate Staff Member.

Warnings will be issued and recorded by the Students' Union Hub Reception team, who will inform the Appropriate Staff Member.

Appeals must be submitted within ten working days of the room booking warning being issued to the Customer and People Manager.

Additional Information

Cancellation Policy

If the date of your booking needs to be changed, you must cancel your booking and submit another online form.

- You can cancel your booking by emailing Reception and quoting your reference number.
- No changes to dates will be authorised via email or in person at the Hub Reception desk.

University Room Bookings

1. Any booking after 6pm at Mile End will be placed below the third floor of the Francis Bancroft Building. Any bookings after 6pm at Whitechapel will be placed in the Garrod Building.
2. Weekends bookings at Mile End will be placed in the Bancroft building (these will be charged at the commercial external rate as directed by the University Events Team).

3. The space allocated for the booking is at the discretion of Queen Mary University, to limit the number of buildings open outside of normal working hours.
4. The University may ask to seek further particulars about any planned event from the organiser who shall be under duty to cooperate in all respects with such inquiries.
5. If approved, where difficulties arise or are reasonably apprehended during or immediately prior to a book such that the meeting cannot be allowed to take place or continue without risk of damage, injury, harassment or serious disturbance the University shall empowered to take steps necessary to deal with the situation including, if unavoidable, cancellation of the event.

Any Costs incurred for staffing or providing any service for the event must be paid for by the group in advance of the booking. The Hub Reception or Timetabling teams will advise on the costs involved.

Weekend Bookings in the Garrod Building.

As outlined by the University, only BLSA student groups are permitted to book the Garrod Building at the weekend.

Any non-BLSA student groups must request make a special request to have weekend bookings at non-Mile End locations.

BLSA student groups should fill out the University online booking form in the usual way.

