Fair Usage Protocol 2026-27

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 the following 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

A 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 which includes 4 pre-allocated University rooms. Additional bookings and/or block or recurring 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.

Student Groups with over 100 members will be able to book an additional two core hours a fortnight in the Matt Spencer Boardroom (Students' Union Hub), or the Recovery Room (Garrod Building).

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

Room booking requests must be submitted via the appropriate room booking form and will be processed on a first come first served basis. Where a room booking request is not suitable for the nature of an event, alternative rooms will look to be sourced where possible to meet operational requirements.

Reception Warning Policy

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

- Attend their booking or inform the Customer Services Team if the room will not be used
- Arrive within 30 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
- No food, drink, or Sharps (medical instruments such as needles and scalpels), arts and crafts in University rooms
- Only make bookings for their Student Group, not on behalf of another Student Group or external organisation
- Not adversely affect bookings or teaching taking place after their booking
- Adhere to the Fair Usage Protocol as laid out on the QMSU website
- Not create a fire or Health and Safety risk
- Only advertise event once room booking and any external speakers have been confirmed in accordance with the External Speaker Policy.

If a Student Group does not meet the above expectations, they will receive a Room Usage Warning. Severe misuse can lead to more than one warning being issued at a time. Please refer to the Strike Group Warning and Strike Policy.

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 su-qmsu.reception@qmul.ac.uk and quoting your room booking reference number (located in your room booking confirmation email).
- No changes to dates will be authorised via telephone 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. Weekend bookings at Mile End will be placed in the Bancroft building (porterage and cleaning costs will be charged 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 during or immediately prior to a booking such that the meeting cannot be allowed to take place or continue without risk of damage, injury, harassment or serious disturbance the University shall be 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 Customer Service Team will advise on the costs involved.

Laird Hall Bookings

In the 2025-26 academic year, the QMUL Residential Services received complaints regarding noise levels from Laird Hall impacting on Floyer House residents. Conversations are still ongoing with the university to see how this can be resolved going forward so that student groups can use the space with minimal impact for residents of Floyer House.

The Customer Service Team will process booking requests for rehearsals, band practice sessions, and performances, however, if noise complaints continue, bookings including performances may be subject to cancellations.

Bookings for Laird Hall will end no later than 21:30.

The Customer and People Manager will send QMUL Residential Services a list of scheduled SU-affiliated society or club events taking place in Laird Hall, which will be included in the weekly newsletter to Floyer House residents.

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 group must make a special request to have a weekend booking at non-Mile End locations.

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