

# WEST HUB



# BOOKING POLICY





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## INTRODUCTION

The West Hub has a number of spaces within the building that are available to book. This policy outlines which spaces are considered bookable, how spaces can be used and when charges apply. This policy details how the allocation of these spaces is managed and where there are priority booking privileges for particular audiences who are key in achieving the wider aspirational goals of the West Hub and Cambridge West.

## THE WEST HUB'S BOOKABLE SPACES

The bookable spaces at the West Hub sit across the first and second floor.

### FIRST FLOOR

There are 5 large bookable spaces - East 1, East 2, West 1, West 2 and the South Room. These are conference rooms that vary in capacity from 30 to 100 guests.

For each room, capacity, equipment, and layout options can be found here on our website. Maximum capacities cannot be exceeded due to fire safety regulations.

Catering deliveries can be made to these rooms. AV and IT support is available for all bookings.

### SECOND FLOOR

There are 12 smaller bookable spaces with fixed layouts that cannot be reconfigured. These rooms vary in capacity from 3 to 14 guests and are used at a higher frequency for shorter bookings.

Space	Maximum Capacity	Services available
<b>Boardroom 1</b>	14	Catering deliveries.
<b>Boardroom 2</b>	14	Catering deliveries.
<b>North Meeting 1</b>	10	Catering deliveries.
<b>North Meeting 2</b>	8	Catering deliveries.
<b>Contemplation</b>	3	Catering deliveries.
<b>Media Lab</b>	4	n/a
<b>Pod 1</b>	1	n/a
<b>Pod 2</b>	1	n/a
<b>Pod 3</b>	6	n/a
<b>Pod 4</b>	6	n/a
<b>Pod 5</b>	6	n/a
<b>Quad Pod</b>	4	n/a

Maximum capacities cannot be exceeded due to fire safety regulations.

AV and IT support is available for all bookings. Equipment available in all rooms can be found [here](#) on our website.

Spaces not outlined above are public spaces allocated on a first come first served basis.

## BOOKING MANAGEMENT

The West Hub welcomes enterprise arms, staff, students, site partners, commercial and public visitors. All audiences are welcome to use the open workspaces around the building. For booked spaces some of these audiences take priority booking status as explained below;

### CENTRAL ALLOCATION

Teaching is considered a core activity for the West Hub and is reflective of the University's investment in the building. Each year the West Hub holds its term-time diary until the student registry team, who allocate teaching spaces to scheduled teaching sessions, have submitted their teaching bookings for the next academic year. This process is known as 'Central Allocation'. The holiday weeks in between term-time will not be held and can be booked at any point.

The central allocation process is initially conducted by an expression of interest submitted by departments, across the university, who would like to apply for teaching space at the West Hub. Expressions of interest open in March and are submitted in April to the Student registry team as well as to the West Hub. The student registry team will consider the availability of all buildings across Cambridge West. Teaching allocated to the West Hub will be announced in July. Priority will be given to those who are based on Cambridge West.

### POST CENTRAL ALLOCATION

Following confirmation of central allocation, the West Hub will prioritise the West Hub's library service requests for onsite teaching spaces. This will be preceded by the West Hub's Events Programme booking requirements.

Next, notification will be given to those on the waitlist. Priority is given first to Cambridge West audiences on the themes of "Learning, Collaboration, and Community" to welcome diverse audiences to the West Hub and fulfil its strategic vision. Requests for teaching spaces that could not be centrally allocated will also be considered at this time.

Bookings then open to all new requests for space. Every attempt will be made to accommodate general University events, at the discretion of the West Hub staff, and with guidance from the Steering Committee. One off University events will be prioritised over repeat committee meetings.

Where possible, external events will be prioritised, to ensure a stream of new audiences bringing revenue to the hub, supporting the Cambridge West community events program.

## BOOKING FEES

### UNIVERSITY BOOKINGS AND EVENTS

Bookings and events organised directly by university members are free of charge. These events must be booked, planned and delivered by a University department. Bookings made by University members on behalf of third parties will incur venue fees at the site partner or commercial rate.

Catering charges will apply to all university booking requests that involve a catering order made payable to UCS or any chosen approved external catering supplier.

The Media Lab service is free of charge to university members for projects that take up to 1 hour and 30 minutes of studio and postproduction time (inclusive). Longer projects will be charged at £40 per hour thereafter.

Every attempt will be made to accommodate University events, at the discretion of the West Hub staff, under guidance from the Steering Committee. One off University events will be prioritised over repeat meetings.

All booking requests are issued with an event agreement form outlining the terms of use.

### SITE PARTNER FEES

Space	Maximum Capacity	Day Hire 09.00-17.00	Hourly Day Rate 09.00-21.00	Evening Hire 21.00-23.00	Hourly Evening Rate 21.00-23.00
<b>East 1 &amp; 2</b>	100	£504+VAT	£63/hr+VAT	£378+VAT	£189/hr+VAT
<b>West 1 &amp; 2</b>	50	£441+VAT	£55/hr+VAT	£330+VAT	£165/hr+VAT
<b>South Room</b>	30	£378+VAT	£47.25+VAT	£283.50+VAT	£141.75/hr+VAT
<b>Boardroom 1 &amp; 2</b>	14	£315+VAT	£40/hr+VAT	£240+VAT	£120/hr+VAT
<b>North Meeting Room 1 &amp; 2</b>	8-10	£168+VAT	£21/hr+VAT	£126+VAT	£63/hr+VAT
<b>Contemplation</b>	3-4	£70+VAT		£70+VAT	
<b>Media Lab</b>	4	£896+VAT	£112/hr+VAT	Closed	Closed

Where more than one space is needed, the West Hub calculates the largest room for the duration of the event and adds additional rooms at a 75% discount for both Site Partner and Commercial bookings.

Site Partners are organisations with permanent or semi-permanent physical presence on Cambridge West. Their eligibility for Site Partners Fees must be confirmed by the host organisations (with whom relevant contracts are signed), e.g. Estates Division, Departments, Maxwell Centre and ideaSpace. Eligibility is reviewed and verified on an annual basis.



## COMMERCIAL FEES

Space	Maximum Capacity	Day Hire 09.00-17.00	Hourly Day Rate 09.00-21.00	Evening Hire 21.00-23.00	Hourly Evening Rate 21.00-23.00
<b>East 1 &amp; 2</b>	100	£720+VAT	£90/hr+VAT	£540+VAT	£270/hr+VAT
<b>West 1 &amp; 2</b>	50	£630+VAT	£78/hr+VAT	£468+VAT	£234/hr+VAT
<b>South Room</b>	30	£540+VAT	£67/hr+VAT	£402+VAT	£201/hr+VAT
<b>Boardroom 1 &amp; 2</b>	14	£450+VAT	£56/hr+VAT	£336+VAT	£168/hr+VAT
<b>North Meeting Room 1 &amp; 2</b>	8-10	£240+VAT	£30/hr+VAT	£180+VAT	£90/hr+VAT
<b>Contemplation Room</b>	3-4	£100+VAT		£100+VAT	
<b>Media Lab</b>	4	£1120+VAT	£140/hr+VAT	Closed	Closed

Where more than one space is needed, the West Hub calculates the largest room for the duration of the event and adds additional rooms at a 75% discount for both Site Partner and Commercial bookings.

For all chargeable bookings, the full facility fee is required 14 working days in advance of the event.

## EVENT PROPOSALS

The West Hub hosts an exciting series of funded programming, including events and activities to promote the building and Cambridge West. These events and activities are centred around key themes relating to Learning, Collaboration, and Socialising. They aim to bring interest and awareness to the building and the wider site, showcasing the area as an attractive place to work, live, socialise, and collaborate with industry.

The West Hub fund offers the opportunity to host events that fulfil the criteria above. To submit a proposal for a memorable event at the West Hub please provide a description of intention, outlining any partnerships or collaborations to [sfhevents@admin.cam.ac.uk](mailto:sfhevents@admin.cam.ac.uk).

## STUDENT BOOKINGS

For students the West Hub offers its main workspaces as a place to meet, work and study. Conference and meeting rooms are reserved primarily for;

- Teaching and business meetings requiring AV.
- Meetings of a sensitive nature.
- Centrally allocated supervisions.

If it is possible for students to meet in the main workspace or book a room from their department or College, we would ask them to do so.

If student booking requests are made at short notice and spaces are available, the West Hub will endeavour to grant access should they gauge the nature of the request to be appropriate.

## HOW TO BOOK

All booking requests can be made via the online booking platform, Ivvy. The link to the enquiry form can be found [here](#).

Questions about the booking process can be answered on 01223 762728 / 07756 292602. Booking support is also available at the information desk on the first floor of the West Hub.

## RECURRING BOOKINGS

Recurring bookings can be made up to a term at a time. Should a requestor fail to show for recurring bookings the West Hub has the right to cancel future occurrences in the series.

## MOVING, AMENDING AND CANCELLING BOOKINGS

A cancellation or postponement must be submitted in writing 14 working days in advance.

A cancellation fee of 30% of the commercial rate will apply to any university booking cancelled within 14 working days of the event.

In some circumstances it may be necessary to rearrange a booking in the building to accommodate additional bookings. In this case the West Hub will move bookings and advise the requestor.

Bookings that are non-chargeable may be moved by the West Hub or cancelled to accommodate a priority audience or a fee-paying booking request.

If the requestor fails to show within 15 minutes of the booked start time, the West Hub has the right to end the booking and allow for a walk-in meeting to use the space.

The West Hub has the right to advise meetings that are over running that they need to vacate the room. Due to the busy nature of the building, we expect bookings to end on time to ensure subsequent bookings are not delayed.

The West Hub has the right to refuse any booking where repeat over running or poor behaviour has been displayed to members of staff and/or other guests.

## POLICY QUERIES AND COMPLAINTS

The West Hub is operationally independent from adjacent departments. Its booking policy is the prerogative of the Steering Committee made up of Cambridge West audiences. Complaints or questions around the Booking Policy should be directed to the West Hub Steering Committee who own the policy and drive the strategic direction of the West Hub under the terms of their governance.

The contact point for policy queries and complaints is

[Jingwen.Chen@admin.cam.ac.uk](mailto:Jingwen.Chen@admin.cam.ac.uk). We ask that you also include the West Hub in all correspondence at [infowesthub@admin.cam.ac.uk](mailto:infowesthub@admin.cam.ac.uk).