
Open space and green space hire policy



Elmbridge
Borough Council

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Intro

Just like us, residents regard our parks, recreation grounds and open spaces as valuable community assets. They are places with significant mental and physical health benefits. They are places to meet friends, for children to play, for teams to compete and to sit and enjoy the natural surroundings. These assets must be maintained so they can meet the expectations and needs of the community and be protected for use by everyone.

This policy sets out to provide advice and guidance to event organisers to help a smooth booking and planning of an event and the process to follow to make a booking for your event. The policy, which covers more than health and safety, is not designed to be prescriptive but simply to highlight legal responsibilities and non-legislative good practice. As events can differ considerably, it is important that the specific requirements for each is established through an individual risk assessment approach.

1. Overview

1.1 Event definition

An event is defined as:

- a gathering of 50 or more persons, or
- where infrastructure (including tents or furniture) is brought to site*, or
- where activities are proposed (licensable or other) which may constitute an event (at the discretion of the Events/Leisure Teams)
- where the event is ticketed or has an admission fee

*The use of a **gazebo for a small picnic or party** is permitted without our approval, if it is safely erected, and it does not cause damage to the ground.

Our greenspaces and open spaces are **not** available for:

- **Private hire or corporate events**, for example weddings, private parties, business awaydays, conferences, gala dinners, award ceremonies. All events must be accessible to the public, either free of charge or with a ticket
- **Promotional/marketing events**, for example, promotions, product launches

and brand activations, road shows or media events.

Unless at the discretion of the Events/Leisure team.

If you are unsure if your proposal will be classed as an event, please email lesiure@elmbridge.gov.uk to seek clarification.

Charges will apply, please enquire for more information.

1.2 This policy covers:

- Events held on Elmbridge owned green spaces
- Fitness classes and bootcamps on Elmbridge owned green spaces. Please [see our website](#) for further details.
- School activities/forest schools on Elmbridge owned green spaces.

1.3 This policy does not cover:

- Events not held on Elmbridge green spaces
- Filming bookings on our green spaces. Please [see our website](#) for further details.

2. Guidelines

2.1. Site

When selecting your location, please ensure that it is adequate for your proposed event, and it is safe and suitable for the participants who will be attending. Please consider at a minimum:

- impact on the local community (position of residents' buildings)
- accessibility to the location (traffic, pedestrian, and emergency routes)
- car parking requirements
- marshalling
- suitability of the activity at your chosen location
- existing hazards e.g., water hazards, overhead power lines
- ground conditions etc.

Check you know the **correct name** for the site you wish to hire, include the closest road on your application. Please check [our Parks, play areas and green spaces directory](#) for more information.

Carry out a site visit to the proposed site and consider the requirements of the event in terms of site layout and topography, access for vehicles/pedestrians and facilities available. Please [contact the Leisure Team](#) if you have queries following your initial visit.

2.2. Event participation list

This is a list of all other groups or entities that are taking part in the event but operate on their own, not under the organizer's direction or as part of their organization. Examples would be entertainment and rides, bar and catering facilities, businesses and exhibitors, community group stallholders, charities etc.

2.3. Numbers attending

The maximum number of people the event can safely hold must be established. This may be reduced dependent upon the activities being planned. The numbers of people attending the event may have to be counted to prevent overcrowding. Remember that one particular attraction may draw large numbers of visitors. There is also a benefit in knowing the maximum capacity when determining the level of provision needed for first aid, stewards, toilets, catering facilities, etc. For larger events it is worth referring to the [Purple Guide](#) or [Purple Guide Light](#) for smaller events and for information regarding to managing crowds safely please refer to the [HSE website](#).

2.4. Seasonal considerations

Consider the time of year, including the consequences of extreme weather conditions at an outside event. The day of the week and time will also need consideration regarding the nature of the event, noise and ease of travel etc. The event should not clash with any other major events in the area. It is your responsibility to research key event dates in the area. Requests will be considered in conjunction with any other major events at the same location within a limited time frame.

2.5. Budget

You may incur unexpected expenses (for example any damage caused to property which occurred during your event). Please check that your budget will cover all expenses and charges, whether from us or those from other agencies. It is also a good idea to have a contingency included within your budget to cover you against any unexpected surprises. Your hire invoice from us must be paid in full within 14 days of the invoice date for your booking to go ahead.

2.6. Sustainability

Sustainability aspects should be considered through the event planning process with a policy in place and commitments to improve sustainability year on year.

Sustainable practices should consider:

- reducing or eliminating the use of disposable products, i.e. use eco-friendly products
- recycle waste
- using green fuels, including green generators
- reduce the use of fossil fuels, including in transportation to site
- encourage attendees to walk or use public transport to travel to events

2.7. Public Liability Insurance

All events will require the minimum of £5 million Public Liability Insurance. All contractors, performers, food venues and stall holders will additionally require their own public liability cover with a £5 million Limit of Indemnity. A copy of the insurance that covers the date of the event should be provided to the council prior to the event being held.

Depending upon the nature of your organisation and the proposed event, other insurances may also be required.

Elmbridge Borough Council will **not** accept an insurance schedule alone; only an insurance policy certificate or a 'Dear Sirs/To Whom It May Concern' confirmation letter covering the details below is acceptable.

- Your name or the name of your organisation
- Must state **public** liability (not Employers or otherwise) for minimum £5million cover

A confirmation letter or policy certificate is an official letter or document of an agreement that has been arranged between the two parties for the type of cover required.

It will always include the details of the insurer and the insured policy reference, with a policy expiry date after the event date and details of the cover type and breakdown with significant information, such as exemptions and clauses.

A confirmation letter must be signed and dated on letter headed paper. The council will not accept as proof of insurance:

- policy schedule
- policy wording and summary
- statement of fact
- terms and conditions
- invoice and / or receipt
- insurance application and / or quote

Please note - Organisers Policy – the event organisers insurance policy does not cover individual activities unless specifically requested and arranged with the insurer; each operator must have own Public Liability insurance policy.

Please see the attached public liability insurance criteria : [link to be added once policy approved]

2.8. Site plan

Draw out a clear site plan identifying:

- the position of all the intended attractions and facilities e.g. toilets, first-aid, hospitality, in relation to the site.
- key site features e.g. river, road, café, playground etc.
- Plan out and designate the entrance and exit points, circulation routes, vehicle access and emergency evacuation paths.

2.9. Risk assessment

It is your responsibility to ensure you are running a safe event and that you have the knowledge, skills, abilities, and competence to put on a safe event, and be prepared

to get expertise and assistance as necessary to fulfil that duty.

A risk assessment will help you decide whether you have done everything you need to, see the [Health and Safety Executive \(HSE\): Managing risk](#).

If you are an employer looking to hold a temporary event, see [health and safety advice for businesses](#).

A Risk assessment is required to ensure that you have considered how people may interact with your event, its structures and anything that could potentially cause issue and require managing. You will also need to consider on site risks such as trips and falls, Oak Processionary Moth (OPM), vehicle movements and weather etc.

Potential hazards due to extreme weather should not be overlooked at outside events.

The hirer must conduct or provide their own risk assessment undertaken by competent persons, a written copy of which should be provided to the council with sufficient time for assessment prior to the date of the event. This key document will be material in the event of any claim arising. Elmbridge Borough Council will not be responsible for any errors or omissions in the risk assessment and will rely upon the reasonable skill and care of the persons conducting the risk assessment.

Please see refer to the [Risk assessment guidance for events held on council land](#) document for further information.

2.10. First-aid provision

It is the responsibility of the event organiser to ensure that medical, ambulance and first-aid assistance, as appropriate, are available to all those involved in an event. The event organiser needs to minimise the effects of an event on the healthcare provision for the local population and, wherever possible, reduce its impact on the local NHS facilities and ambulance service.

Previous experience suggests that approximately 1-2% of an audience will seek medical assistance during an event day. Of these, around 10% will need further treatment on site. Approximately 1% of the number requiring initial medical assistance will require subsequent referral to hospital. It should be recognised that other factors such as ineffective welfare facilities, poor weather conditions, absence of free drinking water or the presence of other 'on site' hazards may increase this number. Appoint a competent organisation to provide medical management if

necessary. No event should have less than two first-aiders.

2.11. Staffing needs

Do you or your organisation have the capacity to plan and manage your event? If you are unsure, it may be worth considering employing a professional event planner, event production company, Health & Safety co-ordinator, traffic management company or other specialists.

2.12. Security and crowd management

Applicants are responsible for security and crowd management provision at their Event. The levels of stewards/security required should be risk assessed and will be dependent on the scale and content of the event – this could range from a few voluntary stewards to full SIA security provision. Please be aware that some roles will require specific training.

2.13. Stewards/Marshals (on site)

It is important that stewards can be easily identified by the public and that they can effectively communicate with each other, their supervisor, the person responsible for health and safety, and the event manager. All stewards should be properly trained and competent, as they will need to be constantly on the lookout for hazards, which could develop during the event. They may also be required to guide vehicles, clear emergency exits, and sort out any behavioural problems. Specific training should be provided for basic first aid assistance and firefighting. Stewards may require personal protective clothing such as hats, boots, gloves or coats. At all day events, duty rotas will be required. For stewards / marshals on public highways please contact Surrey County Council for requirements regarding this.

2.14. Temporary structures

Many events will require temporary structures such as staging, tents, marquees, stalls etc. Decide where this equipment is to be obtained, who will erect it and what safety checks will be required. The location of any such structures should be identified on the site plan. Consider whether barriers will be required to protect the public against specific hazards such as moving machinery, barbecues, vehicles and any other dangerous displays etc. In some cases, barriers will need to have specified safety loadings dependent upon the number of people likely to attend. Temporary

structures should only be obtained from experienced suppliers.

2.15. Catering and alcohol

Where there are existing licenced food concessions on site, the council would encourage the use of these for your event. The council may request proof that you have approached the concessionaire regarding your event.

Ask to see caterers' food hygiene certification. Ensure that the delivery, storage, preparation, and sale of food comply with the relevant food safety legislation and where appropriate consideration is given to the advice contained in the relevant industry guides and codes of practice. This will include mobile catering units, catering stalls and marquees, crew catering outlets, hospitality catering, bars and ice cream vendors, etc.

Anyone wishing to sell alcohol will need to apply for a [Temporary event notice](#) (TEN's). See guidance point 2.31 on Licenses for more information.

2.16. Contractors

All contractors should be vetted to ensure they are competent to undertake the tasks required of them. Wherever possible, personal references should be obtained and followed up. Ask contractors for a copy of their safety policy and risk assessments, and satisfy yourself that they will perform the task safely. Always ask to see their public liability insurance certificate, which should provide a limit of indemnity of at least £5 million.

2.17. Performers and regulated entertainment

All performers should have their own insurances and risk assessments and the same considerations will apply as for contractors. Where amateur performers are being used, discuss your detailed requirements with them and ensure they will comply with your health and safety rules and event plan. You can find out more about regulated entertainment and licences on our licensing web pages.

2.18. Fitness events

To protect the parks infrastructure, fencing, goal posts, benches, trees etc, are not to be used for your fitness sessions or any other activity.

2.19. Noise

We expect the operation of events not to unreasonably interfere with the personal comfort or amenity of immediate neighbours or the nearby community. You may wish to think about how noisy your event might be. Elmbridge Borough Council supports entertainment and cultural events, but the Council is keen to ensure that there is a balance between those involved in the event as well as the right of the local community not to be unduly disturbed by noise. There is a [local code of practice and guidance for control of noise from outdoor events](#) available that you can read more background information on, but it is recommended at least that you complete a noise risk assessment and submit it to our Environmental Health and Licensing department two months before the event (if it is for over 500 people) or one month if for less than 500 people. For more information please see: [Neighbourhood Noise Policy](#) or contact Environmental Health and Licensing.

Loudspeakers guidance:

- Fri- Sat – loudspeakers can be used up to 11pm latest
- Sun-Thurs – loudspeakers can be up to 10pm latest
- Weekdays – loudspeakers can be used from 8am
- Weekends – loudspeakers can be used from 9am

Please also consider the noise from generators and ensure these are positioned carefully, kept maintained and used only where necessary.

Fitness sessions

- Fitness sessions can take place on weekdays after 8am until dusk
- Fitness sessions can take place on weekends after 9am until dusk

2.20. Facilities and utilities

We do not provide power or water at any of our greenspace sites for your event.

Where mobile electricity, gas or water is to be used, detailed arrangements must be made to ensure the facilities are safe. All portable electrical appliances including extension leads etc. should be tested for electrical safety and a record kept. Any hired equipment should come with a certificate of electrical safety. Where events are taking place outside, residual current circuit breakers should be used and if possible the power supply stepped down to 110volts. All cables must be safely channelled to

eliminate any electrical and tripping hazards.

Portable gas supplies for cooking should be kept to a minimum in designated areas away from the public. The same should apply to any fuel supplies items such as portable generators etc. Generators should be suitably fenced or barriered to prevent public access from public areas. All these arrangements should be clearly shown on the site plan.

2.21. Fire/BBQs

Use of fire/ naked flames e.g. BBQ's is only permitted with prior agreement with the Council in order to comply with the Green spaces PSPO.

All events within locations should be provided with appropriate portable or hand-held fire-fighting equipment (fire extinguishers) and this provision should be determined at the planning stage. The provision of fire-fighting equipment for outdoor venues will vary according to the local conditions and what is brought onto the site. There will need to be equipment for tackling fires in vegetation, vehicles, and marquees.

The Hirer is responsible for adequate fire precautions and for the maintenance of clear exits for emergency vehicles and for seeing that none of the footpaths are blocked.

2.22. Fireworks/pyrotechnics

Fireworks/pyrotechnics are strictly forbidden on our greenspace sites.

2.23. Clearing up/ waste management

If any waste is expected in conjunction with the event, it is the organisers responsibility to arrange waste disposal (i.e. provision of bins) and rubbish clearance both during and after the event. Individuals should be designated specific responsibilities for emptying rubbish bins and clearing the site. Waste needs to be managed carefully to minimise the risks associated with its accumulation, collection, and final disposal.

The clearance must be undertaken at the end of any event and no litter or bagged litter may be left out overnight and must be removed to an approved waste site. If the Hirer fails to perform these obligations, the Council reserves the right to perform any such obligations and any costs incurred shall be borne by the Hirer.

2.24. Park protection

To protect sports pitches, fitness training and other event activities are not to take place on or within 3 meters of marked sports pitches or areas that may be temporarily fenced off.

The Applicant shall adhere to all Wildlife and Countryside legislation including but not limited to [The Wildlife and Countryside Act 1981](#) and [The Countryside and Rights of Way Act 2000 \(CRoW Act 2000\)](#).

2.25. Toilets/portaloos

The organiser must estimate the number of attendees to the event and consider its duration. Toilet and first aid requirements should be based on these estimations. Permanent toilets should be checked for adequacy and maintained during the event. Ensure that adequate sanitary provision is made for the number of people expected to attend the event, and that consideration is given to location, access, construction, type of temporary facilities, lighting, and signage. Construct and locate toilets so that people are protected from bad weather and trip hazards. The floors, ramps and steps of the units should be stable and of a non-slip surface construction. Protect connecting pipe work to avoid damage.

It is your responsibility to ensure that toilet facilities are adequate. Portaloos should be located on hard standing ground (exceptions may apply). The location of these should be outlined on your site plan.

Adequate toilet or sanitary facilities must be provided, and this will be based on the proposed capacity of the event, in accordance with the recommended guidelines set out below:

- For events with a gate opening time of 6 hours or more:
1 Female toilet per 100 people, 1 Male toilet per 500 + 1 urinal per 150
- For events with a gate opening time of less than 6 hours duration:
1 Female toilet per 120 people, 1 Male toilet per 600 +1 urinal per 175
- For all public events: 1 toilet with hand washing facilities per 75 people with a disability.

2.26. Parking and traffic

It is your responsibility to encourage people to travel sustainably to the event.

You will need to consider where participants and organisers are going to park. Your site plan will need to show your proposed car parking location. A separate car parking and/or traffic management plan may be required. Ground protection must be considered if the parking on the grass is permitted.

Charging for car parking within a green space is not permitted.

Contractors and/or performers vehicles and other traffic should be carefully managed to ensure segregation from pedestrians. It may be necessary to only permit vehicle access at specific times and not during the event itself. Separate entrances should be provided for vehicles and pedestrians with specific arrangements for emergency vehicle access. Car parking is likely to be required at most events, where these are located in the green space, marshals/stewards must be provided. Unplanned and uncontrolled access to a site can result in a serious accident. Traffic control both inside and outside the site should be discussed with the police. Adequate signs and directions should be provided in prominent positions on the approaches to the entrances.

If the event location has an existing car park, the event may be restricted to a percentage of the car park dependent upon site and event.

The Council does not allow parking on our greenspaces when not in conjunction with an event being held on that greenspace site.

2.27. Road closures

If road closures, signs on the highway, traffic diversions and/or the placement of cones are required then an application must be made for a traffic regulation order and/or approval from the Surrey County Council.

Surrey County Council state you must send your application at least 12 weeks in advance of the date required, to allow time for the TTRO to be advertised, checked, and processed.

To apply for a Temporary Traffic Regulation Order (TTRO) please visit [this Surrey County Council web page](#).

2.28. Advertisement consent

No posters boards signs flags or other emblems or advertisements are to be displayed inside or outside any part of the park without the previous consent of the

Council.

If consent is granted, the applicant may display signage/event advertising at the event site within the event period. The applicant must ensure by checking daily that signage is securely fixed and undamaged & removed by the hirer within 24 hours after event.

The Hirer is required to comply with the Town and Country Planning (Control of Advertisements) Regulations 1992, whereby unauthorized advertising, including “fly posting”, is an offence and therefore strictly forbidden.

2.29. Pavilions

There are pavilions at some of our greenspace sites. Use of these may entail an additional fee.

2.30. Licences

It is your responsibility to check if you need any licences.

To hold an occasional event in England or Wales that involves the sale of alcohol or the provision of entertainment, you must submit a temporary event notice (TEN) (below 500 people). For larger events (over 500 people) you may require a premises licence, please see link below for further information.

We advise you apply for your TEN **at least 6 weeks before** the event. Don't leave it to the last minute in case there is an objection or problem.

You will need a licence for:

- any **sale or supply of alcohol** - this includes giving it away as part of a wider ticket, for example "fish and chip supper including free glass of wine" or "complimentary" with a haircut.
- **entertainment** - consisting of plays, films, an indoor sporting event, boxing or wrestling, a performance of live or recorded music, any playing of recorded music, any performance of dance, or entertainment of a similar description where the entertainment is for the public. If the entertainment is private but intended to make a profit this is a licensable activity, no matter where the proceeds go - this includes fundraising activities.

[Please see this link for more information.](#)

2.31. SAG

The Safety Advisory Group (SAG) is a multi-agency forum that reviews and advises on safety for public events that take place in Elmbridge.

Each event is looked at case by case but is likely to go to the SAG if it is to be held outdoors and:

- there will be more than 500 attendees, or
- it is a high-risk event, such as one with dangerous activities.

The scope of the type of public events the SAG can cover is wide ranging but includes firework displays, carnivals, parades, music festivals and other events of a similar nature. Further information can be found in Appendix A.

2.32. Bouncy castle, inflatable and fairground ride certificates

If you are intending to have a bouncy castle, slide or other inflatable structure at your event, you must ask the supplier to provide the relevant risk assessment(s) that they have carried out.

Any inflatables or fairground rides to be used for events on green space sites must have an in-date Amusement Devices Inspection Procedure Scheme (ADIPS) or Performance Inflatable Play Accreditation Scheme (PIPA) certificate. These schemes allow operators to comply with their duties under health and safety law. A device tested under either scheme should have a safety certificate issued by an independent examiner.

Hirers should **not allow** sealed air trampolines at their event, as they do not conform to British/European standard BS EN 14960 (unlike bouncy castles); these types of trampolines are normally inflated with an air compressor and then sealed so there is no air flow in and out.

Operators should conform with the manufacturers' instructions when using inflatables, including fixing them securely to the ground and being mindful of the weather conditions – each piece of inflatable equipment will have a maximum wind speed under which it would be safe to operate (operators should possess an anemometer to be able to measure wind speed) and must not operate the equipment if it is wet.

Private/non-commercial inflatables are not permitted.

2.33. Fairgrounds

To prevent disturbance to residents and green space users, the council limits the hirer of fairground attractions to the maximum period of 2 weeks at any one site with a further minimum of 1 month gap until they return.

Suitable sites for large funfairs (laid out over 6000m²):

- Brooklands Community Park (Weybridge)
- Leg O' Mutton (Cobham)
- Hersham Green (Hersham) – suitable for smaller fairs under 6000m²

2.34. Animals

You must consider animal welfare, you may require a licence to have animals at your event and adhere to [Department for Environment, Food & Rural Affairs \(Defra\) policy](#). Businesses operating on a commercial basis will need a licence if they keep or train animals for exhibition for education or entertainment.

All applications to hold circuses, performances, exhibitions or displays of animals on any Council land or premises will be considered individually and the decision to grant or refuse such applications will be based on a wide range of considerations, including animal welfare. When considering the application on council owned or maintained land, the following will be considered: The type of animals used and whether the five welfare needs have been observed during the animal's life.

[Please read this document for further information.](#)

2.35. What the council does not allow on our green space sites

- Drones/balloons/Chinese lanterns
- Camping
- Religious events/ activities
- Political events/ activities

This list is not exhaustive.

2.36. Equality

The event must open and accessible to all members of the public. Under the [Equality](#)

Act (2010) you must not discriminate since race, colour, ethnic or national origins, religion and belief, gender, sexual orientation or marital status and disability or age.

3. Application process

3.1. Application procedure and additional supporting information

The application and approval process is detailed below in 3 steps. Failure to comply may result in the council refusing to grant permission for your event.

Timelines to complete our online application in advance:

Scale of event (daily attendance)	Stage 1 Initial online application (prior to event)	Stage 2 Online detailed application (prior to event)
Small (up to 499 people)	6 months	2.5 months
Medium (500 to 4,999 people)	6 months	2.5 months
Large (5,000 to 9,999 people)	10 months	6 months

Stage 1 Suitability and availability assessment

Complete the [online application form](#). You will be asked to provide details of the date(s) and times for your event, your preferred location and the number of people attending.

Once we have received your event application, we will check it for date availability and event suitability.

Stage 2 Event details

Once the availability of our greenspace for your event has been provided, we will then advise you of the event charge and you will be sent a link for you to proceed to the Stage 2 form which must be fully completed at least 2 and half months prior to the event.

Information required to complete Stage 2 booking:

Small events (up to 499 people):

You must upload all required documents at **least 2.5 months** prior to the event.

- Site plan
- A site-specific risk assessment
- Traffic or parking plan (if required) and any other details we may require.
- Copy of your public liability insurance (if in date and available for the event)
- Other certificates may be required e.g. ADIPS, PIPA

If your event includes the sale or supply of alcohol or entertainment you will be required to separately [submit a TEN's licence](#).

Medium - Large events (500+ people):

You must upload all required documents at **least 2.5 months (medium size events) 6 months (large sized events)** prior to the event.

- Site plan
- A site-specific risk assessment
- Traffic or parking plan (if required) and any other details we may require.
- Copy of your public liability insurance (if in date and available for the event)
- Other certificates may be required e.g. ADIPS, PIPA
- Larger events will require an Event Management Plan

In addition to this, it is your responsibility to separately submit any documents or licences required.

- [Road closure](#)
- [TEN's licence](#) - sale or supply of alcohol or entertainment
- [Premises licence](#)
- [Alcohol licence](#)

This is not an exhaustive list.

You may be asked to provide additional information or more detailed site plans before we can confirm your event.

Once we have received and reviewed all required documents, we will email you to acknowledge your application and confirm fees and charges.

Stage 3. Event confirmation

3.1. Final approval

Events will not be able to go ahead without a written event confirmation from us. Your documents must be approved by us at least 10 working days before your event

is due to take place. The amount of time taken to check your event documentation will depend on the size and nature of the event.

The Council will also invoice you for the hire of the park. Invoices must be paid 14 days prior to the event.

When your documents have been approved and your payment has cleared you will be given final approval for your event to take place.

3.2. Booking terms

The council shall be under no obligation to accept an application from an applicant.

The applicant does not have automatic priority over the use of any green space site, unless the appropriate bookings have been made with the council, irrespective of historic /previous events.

The borough council reserves the right to cancel the hiring if details are not submitted within the timeframes set out in this policy, if there is a breach of any of the foregoing conditions, or if the arrangements are deemed unsatisfactory.

The council reserves the right to update or modify the terms and conditions at any time without prior notice and the applicant agrees to abide by the most recent version of the terms and conditions as notified to the applicant.

3.3. Fees

A scale of fees and charges is set annually and is subject to fees and charges review. The fees are dependent on the type of event, the numbers of people attending and the duration of the event.

Full payment of the fee must be made at 14 days before the event.

The local organisation rate only applies to those events being run by residents living within the Borough of Elmbridge. Where multiple parties are involved at least 80% of the organisers and stall holders / attending organisations should be based in Elmbridge or Elmbridge Residents.

3.4. Application deadlines

The Events Team need time to organise and check the application deadlines to ensure that your event can be run safely and to process events during the busy summer periods.

Check that your proposal is achievable in line with our application deadlines and please allow plenty of time to complete the necessary paperwork. The completed application form and supplementary information must be submitted in accordance with our timescales.

If you are unable to make your application within the required timescales, it may still be possible to submit an application, however this will incur additional fees to cover additional staff time to process your application:

- 5% of the total booking cost per week past the deadline for the stage 1 application
- 10% of the total booking cost per week past the deadline for the stage 2 application.

3.5. Changes to your event/documents

The applicant will ensure that all information included in the application form at the time of making the application is correct. Once the requested documents have been submitted any future changes must be submitted to the council for consideration in writing, via through tracked changes or clearly highlighted as soon as reasonably possible. No changes can be made 7 days prior to the date of your event.

3.6. Event cancellation

Should the hirer cancel following stage 3 written confirmation of a firm booking, the hirer will be liable for cancellation charges. Cancellations must be in writing. Cancellations made following stage 3 approval and within 30 days prior to the event will be charged 50% of the booking fee.

3.7. Keys/site barrier access

Access via any site barriers need to be agreed in advance and it will be the responsibility of the hirer to arrange and collect and return keys for their event from/to the council offices. Any keys provided will require a £50 deposit (payment by debit or credit card only) which will be returned on receipt of the keys. Keys must be returned during office hours to the customer service advisor on the council offices reception desk and in a labelled envelope with the name of the hirer and event they are being returned from clearly visible.

Site security during the event will be the responsibility of the hirer and any barriers or gates should be kept locked when not in use. Gate security is essential and monitored throughout the event to prevent unauthorised access. Any unauthorised access occurring via the hirers failure to lock the site, may result in any future events being declined.

4. Booking timeline/guide



Useful contacts/links

To speak to a member of the Leisure team regarding site suitability please email leisure@elmbridge.gov.uk

For advice on Licensing visit [our licensing web pages](#), [email the Licensing Team](#) or call 01372 474 748.

Additional useful links:

[The Purple Guide](#)

[Surrey County Council - roads and transport](#)

[Surrey County Council - public events on the road](#)

[Health and Safety Executive - Running events safely](#)

[Gov.UK advice on organising a street party](#)

[Fire safety risk assessment: open air events and venues](#)

[Safety Advisory Group](#)