



## FAQs

### **How do I become a Wellbeing Practitioner Member?**

You will be required to complete a Membership Application Form and provide relevant documentation that details your skills, experience and qualifications in your chosen field. Once complete you will have the opportunity to meet with the Quay Place Team to discuss your requirements further and complete the Membership Process.

### **What are the benefits of becoming a Member?**

- a reduced room hire rate through bundles
- access to our online booking system
- the opportunity to be promoted via the Quay Place Website
- showcase your services at Quay Place events

### **What are the T&Cs of room hire?**

You must read and sign a Room Hire Agreement before using rooms at Quay Place which will be sent out to you when applying for Membership.

### **What is a bundle and what does this give me?**

A bundle is offered to Members of Quay Place and consists of either 10 hours or 20 hours and reduces the 'hourly' rate overall.

### **Is there a time limit to use bundles?**

The bundles should be used within a 3 month (for 10 hours) or 6 month (for 20 hours) period and you will be notified 2 weeks in advance of expiration.

### **How can I make the room hire cheaper?**

The hourly room hire rate can be reduced by becoming a Member of Quay Place and therefore have the ability to book 'bundles' using our online booking system.

### **Can I book more than 1 hour at a time?**

Yes

### **How are hours deducted from bundles?**

When you book online the system automatically deducts the amount of hours you have booked from the total "bundle" you have paid for.

### **When are the rooms available?**

Quay Place is open at the following times (please bear in mind these are opening hours and rooms will need to be booked between these hours i.e. weekdays rooms cannot be booked for an hour at 9pm):

Monday to Friday 9am – 9pm

Saturdays & Sundays for large events

### **What is included in the room hire?**

The following items are included as part of basic room hire price:

- Waiting area with water cooler
- WIFI
- Heating & Lighting

### **How do I pay for rooms?**

When you have become a Member of Quay Place you will be fully inducted on how to use the online booking system where you can search for room availability and pay online. Our administrator(s) will always be happy to help you during working hours.

The booking system allows payment by Credit or Debit Card.

### **Why can't I book the Wherry Flint Room online?**

The Wherry Flint Room is an open space studio area that is formed from the combination of both the Wherry and the Flint rooms. These individual rooms are available to book online and in order to avoid the Studio space being double booked this is an administrative task of the Quay Place Team. Please contact us if you wish us to look for availability of the Wherry Flint Room.

### **How can I book a room with less than 48 hours notice?**

Unfortunately we are unable to accept bookings with less than 48 hours notice but as a Registered Member you can call and speak to the Quay Place team to ask if there is room availability but please note the decision will be at the discretion of Quay Place only.

### **How do I book the Nave?**

The Nave is available to book for events and conferences and as this is a public area this cannot be booked using the online booking system. Please contact the Quay Place Team should you wish us to look for availability and to discuss your event details further.

### **What is my username?**

Your username is your email address

### **I have forgotten my password?**

When logging in please select the option 'forgotten password' and the site will direct you to where this can be reset.