



QUAY PLACE

Quay Place Membership

Quay place is a beautiful wellbeing and heritage centre in Ipswich where people are able to meet, discover and connect with themselves and others.

We offer heritage and wellbeing activities and event space.

Quay Place is managed by Suffolk Mind and money raised through commercial activities is used to help us achieve our vision of improved mental wellbeing for all the people of Suffolk.

Room Hire

Quay Place offers seven rooms for hire available throughout the year including Bank Holidays:

Monday to Friday 9am – 5pm - Open to the public
Monday to Thursday Open evenings until 9pm subject to bookings
Friday evening, Saturdays & Sundays for large events only

Included as part of basic room hire price are:

Waiting area with water cooler
WIFI
Heat, light

Benefits of Membership

A wellbeing practitioner who regularly books (approximately 20 hours pcm or 15 hours or more at a time) will become a Member of Quay place and enjoy additional benefits which include:

Package options providing discounted room hire rates

Access and log in to Quay Place online room booking system to be able to book rooms direct and view the room diaries.

Marketing opportunity via the Quay Place website and through Quay Place events.

Selection Criteria

When using rooms to provide therapeutic services, wellbeing practice or training, you must meet the following criteria:

- Training and qualifications from a recognised training provider to diploma or degree level or similar (i.e. much more substantial than a short correspondence courses)
- Membership of an appropriate professional body where available
- Public Liability Insurance up to the value of £2m specific for the work you undertake
- DBS where there is an intention to work with under 18's or vulnerable adults
- Testimonials from previous clients and reference from last place of work or training provider
- Evidence of regular CPD

Online Booking System

A simple online booking system that gives you the flexibility to search for room availability, pay for hourly bundles and book space as and when you need it and on a recurring basis.

Marketing support for members of Quay Place

Quay Place offers a complete wellbeing experience and a trusted and reliable place for people to access activities and information that enhance all aspects of their life.

We value the work of the practitioners who are with us at Quay Place, providing a high standard to our visitors and clients. In return, one of the additional benefits we offer to the practitioners that become members are marketing promotional opportunities.

Here are some of the ways we will work with you:

- Include your business profile on the Quay Place website
- Promotion of your offer at Quay Place through social media (e.g. retweeting, sharing on Facebook)
- Work together with you to create material to advertise your events at Quay Place – e.g. flyers/posters (by prior agreement only and subject to cost and time restraints)
- Promotion of special offers on external website partners, where appropriate and subject to availability
- Promote activities on 'upcoming events' leaflets displayed in Quay Place
- Promote events on the Quay Place website calendar

To discuss promotion and marketing please liaise direct with the Quay Place marketing team by email - marketing@quayplace.co.uk or by phone 07342999080

All activities are subject to workload, availability, cost and conflict of interest considerations and to be agreed by the Marketing Manager.

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 6 month 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 – minimum booking is 1 hour and rooms can be ½ hourly.

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.