

Online Space Hire FAQ

The Basics

Q. How do I book for the first time?

A. Check availability for the days/times you want on the Hire page of our website then complete the request form at the bottom of the page. If you begin to hire times regularly you could become a Trusted Customer.

Q. What is a Trusted Customer?

A. A regular user group who is allowed to make bookings online and pay for them later, by invoice.

Q. How do I become a Trusted Customer?

A. Email admin@craggedinburgh.com and ask to become a Trusted Customer

Q. What's the key-holder system?

A. We hate grump janitors so our Trusted Customers become key-holders to enable them to open and close the Centre.

Q. Do you really trust people that much?

A. Yes we do. The Craggs is built on trust.

The Details

Q. How far in advance can I book?

A. The window for making bookings is 3 days – 9 months

Q. Why can't I make a booking with the next 3 days?

A. We're a small charity (rather than a corporate machine) so it can be tricky to arrange staffing at short notice. If existing customers want to book within 3 days please contact us.

Q. When can I cancel my booking?

A. Bookings can be cancelled more than 30 days in advance of the booking date at no cost (and if you've already paid, a refund will be issued). Any cancellations within 30 days make it very difficult for us to hire out that time to another customer so charge for those cancellations.

Q. What is the minimum booking length?

A. While our system does allow for 30 and 45 minute booking times, 1 hour is the shortest booking duration available and our pricing starts at 1 hour rates.

Q. What is the maximum booking length?

A. There are no maximum booking times, however booking the Main Hall for a full day will require contact with the staff as it potentially conflict with other planned events.

The Money

Q. Why am I being charged for a full hour for my 30/45 minute booking?

A. The intended minimum time allowance is for 1 hour bookings. While we do allow 30 and 45 minute bookings for the rare instances where this is required, it simply isn't economical to charge for less than 1 hour.

Q. Why don't the prices on your website match the prices on skedda?

A. Please ensure you're logged in before viewing the prices on the booking system, otherwise you'll be shown the same price as the general public.

Q. How much does it cost?

A. See our website for up to date pricing

Q. How are the prices decided?

A. Prices are determined by the type of group:

- Community Youth - constituted organisations with a community purpose who work with people under 18 years old
- Community Adult - constituted organisations with a community purpose who work with people 18 years old or older
- Private Group - any customer who doesn't fall into the two above types

Q. How there any extra costs?

A. Some bookings can incur additional costs, such as:

- Half-hall use of the Main Hall costs 60% of the full hall rate
- Access to certain extra facilities or resources
- Booking times that require additional staffing or special cleaning

Q. What are the payment terms?

A. One-off or casual bookings must be paid in advance. Regular bookings are invoiced regularly.

Q. Are there other Terms & Conditions?

A. Yes. Our full terms and conditions are available to download on our website