

Venue Hire – Frequently Asked Questions

General Use & Activities

Can I do yoga in the Main Gompa?

Unfortunately, yoga is not permitted in the Main Gompa as feet should not be pointed toward the altar.

How many people can practice yoga in the Tara Room?

The Tara Room can accommodate up to 25 people for yoga.

Can I do Pilates in the Main Gompa?

No, Pilates is not allowed in the Main Gompa due to the same reason as yoga—feet should not be pointed toward the altar.

Can I play music during my event?

Yes, but music must be kept at a moderate volume to maintain the peaceful atmosphere of the centre.

Can I have a birthday celebration with loud music?

We kindly ask that music is kept low, so a loud birthday party would not be suitable for our venue.

Can I host a children's party?

As we strive to maintain a tranquil environment, our venue is not suitable for children's parties that involve music, performances, or high noise levels.

Can I hold an event after 8 PM?

No, the latest booking time is 8 PM, as the centre closes at that time.

What types of events are allowed in the centre?

We welcome meetings, away days, conferences, student reunions, workshops, and gatherings to celebrate special occasions. However, as a Buddhist centre, we do not allow events that include alcohol, meat, or excessive noise. If your event involves loud music or alcohol, it would not be suitable for our space.

Can I use candles or incense?

For fire safety reasons, candles are not permitted in the venue. Incense can be burned, but it must not be left unattended.

Can I decorate the space?

Yes, you are welcome to bring decorations, but they must be **non-permanent** (no nails, screws, or strong adhesives). All decorations must be removed at the end of the event.

Can I film or take photographs during my event?

Yes, photography and filming are allowed. However, if your event includes any religious or community activities, we ask that you be mindful and respectful of the space.

Are pets allowed in the venue?

Only **registered assistance dogs** are allowed inside the venue.

Hours of booking

- Venue available daily from **9:00 AM to 5:00 PM**.
- Extended bookings available **until 8:00 PM** at an hourly rate.
- **Café not bookable on weekends** as it remains open to the public.
- The **library is not available for private bookings**. Guests are welcome to visit during **opening hours**, but it remains a communal space dedicated to quiet study and reading.

Capacity & Room Setups

How many people fit in the Tara Room?

- **Boardroom setup:** 20 people
- **Workshop setup:** 30 people
- **Theatre-style setup:** 40 people

How many people fit in the Main Gomba?

- **Theatre-style setup:** 60-70 people
- **Boardroom setup:** 30 people
- **Workshop setup:** 40 people

How many people fit in the Café?

- **Workshop setup:** 30 people
- **Catering setup:** 30 people

Catering & Food Policies

Can I have catering at my event?

Yes! We offer catering options with vegetarian and vegan meals.

Can I bring my own catering?

Yes, self-catering is allowed, a £30 cleaning fee applies.

Can I bring an external catering service?

External catering services cannot use our kitchen. However, you are welcome to bring your own food and someone to serve it, as long as it is vegetarian or vegan.

Can my food be vegetarian?

Yes, all catering must be either vegetarian or vegan.

Can I bring meat into the centre?

No, we do not allow meat on the premises as we are committed to non-harm towards sentient beings.

Can I have alcohol at my event?

No, alcohol is not permitted in the centre.

Can I have lunch in the Main Gumpa?

You are welcome to have tea and snacks in the Main Gumpa, but full meals must be enjoyed in the Café area.

How late can I confirm catering for my event?

The earlier, the better! To ensure availability, catering must be confirmed at least **two weeks before the event**. You can make changes to your order up to **two days before** your event.

Can I have refreshments for breakfast?

Yes! If ordered at least **one week in advance**, we can provide breakfast refreshments and snacks for your tea station.

Do you provide plates, cutlery, and cups?

Yes, we can provide reusable plates, cutlery, and cups if needed. Please let us know in advance.

Can I bring my own drinks?

Yes, you can bring non-alcoholic beverages. We also offer a tea station and catering options if you prefer.

Do you provide water stations?

Yes, we have water stations available for guests

Facilities & Equipment

Do you provide yoga mats?

Yes, we have yoga mats and cushions available.

Is the venue accessible for disabled guests?

Yes, we have a wheelchair ramp and an accessible bathroom.

Is there parking available?

There is public paid parking available on the street.

Is there accommodation on-site?

Yes, we have **five rooms available** for accommodation, but they must be booked at least **one month in advance** as they fill up quickly.

Can I use the kitchen?

The kitchen is available for use at a fee of **£50 per two hours**, subject to approval from the Kitchen Manager. Please note that availability is not guaranteed.

Can I book breakout rooms?

Yes, breakout rooms are available for **£35 per hour**.

Do you have showers available?

Unfortunately, we do not have shower facilities.

Is all technical equipment included?

Yes, all standard tech equipment is included. If you need microphones or cameras for Zoom events, our tech team will assist you in setting up.

Setup & Booking Details

Can I arrive early to set up?

Yes, you can arrive **20 minutes before your event** for setup. Additional pack-up time after your event depends on availability. Extra set up time can be negotiated.

Is VAT included in my booking?

As a charitable organisation we are VAT exempt. By booking with us you are supporting Jamyang's community initiatives.

Booking & Payment

How do I secure my booking?

To secure your booking, we require a **20% non-refundable deposit**. The remaining balance must be paid **at least two weeks before the event**, and once paid, it is also **non-refundable**.

How do I receive my invoice?

Once you confirm your booking, we will send you an invoice via email.

Do you offer discounts for charities or repeat bookings?

Yes! We offer a **20% discount for multiple bookings**. We also have special 15% discount for charities and non-profits.

Can I visit the venue before booking?

Yes, we encourage site visits! Please contact us to schedule a tour.

Cancellation Policy

If you need to cancel your booking, the following terms apply:

1. Cooling-Off Period

You may cancel **within 24 hours of receiving booking confirmation**, provided cancellation is made **at least 48 hours before the event start time**, and receive a **full refund** (including the deposit).

2. Standard Cancellations (outside the cooling-off period)

Time Before Event	Refund Eligibility
More than 30 days	Full refund (excluding deposit)
15–29 days	50% refund (excluding deposit)
Less than 14 days	No refund

- The **20% deposit is non-refundable** in all circumstances, unless cancelled during the cooling-off period.
- The **final balance**, once paid (14 days before the event), is also **non-refundable**.

3. Cancellations by Jamyang

If Jamyang cancels your booking for any reason, a **full refund** will be issued, including any deposit and balance paid.

Facilities & Logistics

Do you provide tables and chairs?

Yes, we provide tables and chairs for all room setups at no additional cost.

Do you have WiFi available?

Yes, we offer free high-speed WiFi throughout the venue.

Is there a projector or screen available?

Yes, we provide projectors, screens, and other AV equipment at no additional cost. Please let us know in advance if you need assistance with setup.

Do you have a storage area for event materials?

We have limited storage space. If you need to store items before or after your event, please let us know in advance, and we'll do our best to accommodate.

Can I have a registration desk or a welcome area?

Yes, you can set up a registration or welcome table near the entrance. Let us know your requirements, and we'll assist with the best placement.

Will there be someone to greet my team upon arrival?

Yes, a member of our team will be available to welcome you and show you to your booked space. They can also assist with refilling the tea station and answer any questions you may have to ensure a smooth start to your event.