



# ORGANISERS HANDBOOK

**FRAMELESS**

# INTRODUCTION

Thank you for confirming your event at Frameless. To assist with planning you will be assigned a dedicated event manager from our catering partner Rhubarb. They are there to guide you through the process but if there is a specific question you have please don't hesitate to contact them as they will be delighted to help.





# A

## **Accessibility**

Frameless is an accessible venue. We have disabled access lifts and accessible toilets. If any of your guests have specific needs, please talk to us in advance and we will do our best to help you.

## **Accommodation**

We recommend the Cumberland London which is conveniently located and only a short level walk from Frameless. Please speak to us for further information on how to access preferential rates for you and your guests while attending an event at Frameless.

## **Allergies and dietary requirements**

We pride ourselves on our rigorous approach to allergen management. Please advise us in advance should any of your guests have allergies or specific dietary requirements and we will do our best to service their requirements.

## **Address / How to find us**

We are centrally located, very close to Marble Arch.

Our physical address is:

Frameless, 6 Marble Arch, London, W1H 7AP

Our postal address is:

Frameless, 6 Marble Arch, London, W1H 7EJ

Please book any deliveries in advance via your event manager and use the following address:

Frameless, Loading Bay at Marble Arch Place, 55 Bryanston St, London, W1H 7AA.

## **Audio Visual**

Frameless is one of the most technically advanced venues in London, from customising content in our galleries to a PA system for speeches, our team is here to help. Please contact [avtech@frameless.com](mailto:avtech@frameless.com) to discuss your specific needs quoting the name and date of your event. Additional charges will apply.

**FRAMELESS**

# B-F

## **Cleaning**

We will ensure that the venue is clean and tidy for your event. If you would like an enhanced level of cleaning service, then please talk to your event manager in advance.

## **Cloakroom**

We have a cloakroom at the venue. Depending on the type of event that you are staging, there may be the opportunity for an additional temporary cloakroom for your sole use. Please speak to us to confirm your requirements. In all instances, items are stored at your own risk.

## **Deliveries**

There is a strict delivery and access protocol to which our preferred suppliers have agreed to adhere. Please email operations [@frameless.com](mailto:operations@frameless.com) to organise delivery

## **Filming**

If you would like to film on the Frameless premises, please speak to your event manager so that we can consider your request. In all instances, advance written permission is required.





# F

## **Fire**

We take our health and safety responsibilities seriously. Our team will point out fire exits as part of your venue showround. Please ensure that you and your guests are familiar with their locations. Should the alarm sound, please exit via the designated routes and do not use the lifts. Visitors who are unable to use the stairs should congregate in the designated fire refuges and wait there for assistance.

## **Fireworks/Pyrotechnics/Naked Flames**

No fireworks, naked flames or pyrotechnics are permitted at Frameless.

## **First Aid**

We will have a First Aider on site at all times throughout your event to provide reassurance to you and your guests, however they are not fully qualified medics.

## **Floor Plans**

Indicative layouts and room capacities are available for :

[Exclusive hire of the venue](#)

[Blank Canvas room hire](#)

For more detailed individual room plans with dimensions :

- [Blank Canvas](#)
- [Beyond Reality](#)
- [Colour in Motion](#)
- [The World Around Us](#)
- [The Art of Abstraction](#)

# F-I

## **Food and Drink**

Only Rhubarb Hospitality Collection food and drink purchased as part of your event, or from the Café Bar at the venue may be consumed at Frameless.

## **Gifts**

We have a range of souvenir merchandise which has been curated especially for Frameless and which offers a convenient solution to gifting or prize requirements for your event. Please speak to us if you would like to explore the options. Should you wish to commission bespoke Frameless items for your event, then don't hesitate to ask us.

## **Health & Safety**

We have an experienced team who are there to help keep you, your guests, suppliers and the Frameless team safe. Your support in following their instructions is appreciated.

## **Hire periods**

When staging an event at Frameless, we will confirm the agreed venue space with you along with the specified hire time. If you wish to be on site outside of these times, then please agree this in advance with your event manager. Additional charges may apply.

## **Insurance**

You will be required to show that you have sufficient Public Liability Insurance and Employer's Liability Insurance cover of £10m each.

**FRAMELESS**





# L-S

## **Lectern**

Should you wish to use a lectern, please speak to AV Tech manager in advance so that we can reserve this for you. This is provided with our compliments. please contact [avtech@frameless.com](mailto:avtech@frameless.com).

## **Noise**

The maximum permitted noise level at Frameless is 85 decibels.

## **Parking**

In common with other central London venues, we do not have parking however there are private car parks nearby.

## **Photography**

Flash photography is not permitted at Frameless. Photography of the venue may not be used for commercial purposes.

## **Security**

Your venue hire fee includes security, however if the nature of your event requires an enhanced level, then please speak to your event manager in advance. Additional charges may apply.

## **Signage and Branding**

It is not possible to hang any signage or branding at the venue without our permission. Please speak to your event manager in advance to discuss your needs. Nothing may be affixed to any walls.

## **Smoking / Vaping**

No smoking or vaping is allowed on the premises. Outside of the premises, we are required to advise that visitors may not congregate to smoke or vape at the main entrance on Marble Arch Place.

# S

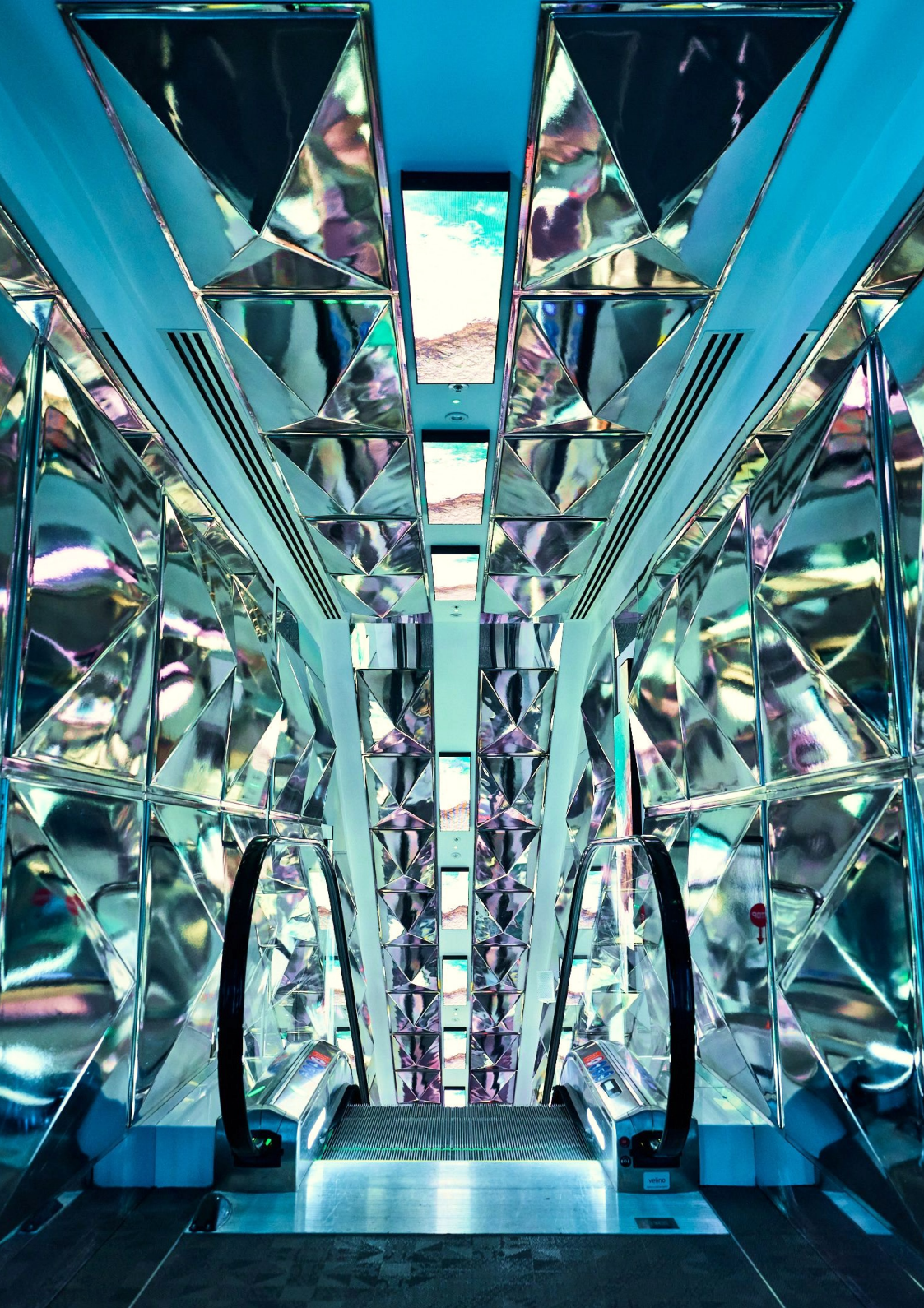
## Set up of your event

To protect the venue, our preferred suppliers have agreed to adhere to the following protocol when moving items. As the event organiser, please advise anyone else who needs to know this. Please contact [operations@frameless.com](mailto:operations@frameless.com)

- Anything over 2m long or very heavy or bulky must be carried by at least 2 people.
- All equipment must be kept at least 50cm from the walls, or any display items.
- Tables and chairs must be carried through the venue on trolleys by trained porters.
- Trolleys are bought specifically for purpose and overloading is not permitted.
- Furniture and other items must be lifted into place and not dragged into position to protect the floors.
- Limitations are set on the size of each piece of equipment moved through Frameless in accordance with Health and Safety guidelines. This is monitored by the Operations team during each event set up or takedown.
- Floor protection must be used for any heavy objects that will have contact with the floor.







## S-W

### **Storage**

If you would like to store anything at Frameless, please speak to your event manager in advance as storage is limited.

### **Suppliers**

Our experienced team have curated a portfolio of trusted preferred suppliers who offer best-in-class services in their specialist areas. Not only have we known and worked with them for many years, they are familiar with the venue and its idiosyncrasies. They will be able to work with you to deliver the vision you want for your event. You will find details in our Events brochure.

### **Sustainability**

At Frameless, we are strongly aware of the environmental impact of running our venue and are committed to working towards long term solutions. We are constantly striving to reduce our negative environmental impact and building a more socially equitable company. We are committed to managing our venue with a strong environmental, ethical, and sustainable ethos. Please refer to our Sustainability policy for more information : <https://frameless.com/sustainability/>.

### **Terms & Conditions and Payments**

Our terms and conditions are designed to be clear and give you peace of mind. Please speak to us if you would like clarification on any point.

May we respectfully advise that for us to be able to deliver your event you are required to pay the venue hire and food and beverage costs in accordance with the agreed payment terms.

If you would rather pay your invoices with a credit card then this is possible.

### **Wifi**

We have free visitor wifi at Frameless. In addition we also provide mobile phone boosters for O2, Vodafone, EE and Three.

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For further information please contact us at:  
[events@frameless.com](mailto:events@frameless.com)  
Or speak to your event manager.

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