



Hires FAQs

COLLECTIVE

Accessibility

Q: Are all of your venues accessible?

A: All of our paths are accessible to wheelchair and mobility scooter users. All of our new buildings are fully wheelchair accessible, however a number of buildings at Collective are hundreds of years old and there are limitations to their accessibility. The City Observatory has a 10cm step at the entrance which is ramped but may require assistance for wheelchair access. More access information can be found [here](#).

Q: Where are the accessible toilets located?

A: An accessible toilet and baby changing facilities are available in the Observatory, and we will provide access to these facilities for events in the City Dome and elsewhere around the site.

Buildings

Q: Can I hire the whole site?

A: If you have an idea for a bespoke private event that utilises the whole of our walled site, we'd be delighted to discuss options with you. Price upon application.

Q: Can I hire a combination of buildings and outdoor spaces?

A: Yes.

Q: Can I hire The Lookout?

A: Yes. The Lookout can be hired for exclusive private use and special events. The restaurant seats up to 40 people. If you are interested in hiring The Lookout in conjunction with another building, the Hires Co-ordinator will contact them for their availability. If you would like to hire The Lookout only, our team will put you in touch with them.

Catering

Q: Can I bring my own catering?

A: Due to health and safety regulations, only caterers we have existing relationships with are permitted to cater events at our venue. Wedding cakes are an exception to this.

Q: Do you offer BYOB?

A: Yes, but for a glass of fizz only. Glass flutes are included in the additional BYOB fee, and will be available for your party to set up and pour. Please note that this is self-service only; we do not provide waiting staff. Due to our alcohol policy this option is only available for up to 1 hour, and for sparkling fizz only. No other alcohol can be self-served. Please ask us for more information.

Q: Do you provide glassware and linen?

A: We can organise the hire of glassware and linen on your behalf. We charge a 20% admin fee for this which will be added to your final invoice.

Decorations

Q: Does Collective decorate the venue?

A: No. All decorations need to be organised by the client and set-up within the duration of the hire. Once the event is finished, the area should be returned to the state it was found in. We welcome clients to organise for florists to drop off and decorate on the day of the event.

Q: Can I drop things off or set-up the night before?

A: As our buildings are open to the public on a daily basis, all set-up and take-down is required to happen on the day of the event and should fall within the duration of your hire. If either is likely to require longer than your allotted time, it is possible to extend the hire time for an additional fee.

We have minimal storage on site. If you wish to drop things off during opening hours the day before, the equivalent of two shoeboxes is permitted. If you would like to arrange access to drop off more than this, or drop things off after 5pm, then we can arrange access for an additional fee. Collective is not liable for anything left at the venue overnight.

Q: Can I leave things after my event to collect at a later date?

A: We have minimal storage on site. If you wish to leave anything after an event to collect the next day, the equivalent of two shoeboxes is permitted. If for whatever reason you are unable to collect your belongings at the arranged time, it is essential you inform the Hires Co-ordinator as soon as possible. Collective is not liable for anything left at the venue overnight.

Q: Am I allowed to throw confetti?

A: Yes, but please only use a natural and biodegradable product like rose petals or leaves (no bird seeds or rice).

Q: Can I use real candles?

A: Yes, but the candles must be in a tall and stable container/ vase, where the flame is set a few inches below the top. No naked flames are allowed.

Q: Will Collective clear away any rubbish or leftover decorations?

A: Collective has a zero-waste policy and you are therefore required to arrange the removal of any decorations or waste produced during your event. We encourage recycling, re-using or ethically disposing of any waste. Please liaise with your supplier on waste removal, as we are unable to allow large items in our main bins.

Q: Can the telescopes/pillars be removed from the Observatory? Can I cover them up?

A: The telescopes and pillars cannot be removed. If you wish to bring something to your event to screen them, please discuss this with our team, as telescopes are historically significant, so any covering/screening will need to take this into consideration.

Q: Can I attach things to the wall?

A: Nothing that will permanently alter or damage the walls is permitted. We recommend command hooks and strips to adhere anything to the wall without the use of nails or screws.

Film & Photography

Q: Can I take photographs during my hire?

A: Yes, personal photography (including wedding photography) and filming is permitted during a venue hire.

If you are conducting a professional shoot without a hire, Collective has a separate application form that you'll need to fill out. We charge a fee for professional photography based upon the size of the crew and the duration of photography/filming. No drones are permitted on Calton Hill.

No filming or photography should block paths or access around the site.

Furniture & Equipment

Q: Does Collective provide furniture?

A: For smaller events, we have a small selection of furniture available for use, including chairs and tables. For larger events or for any more specific requests, we will coordinate the hire of furniture on your behalf to suit the events requirements. We charge a 20% admin fee for this, which will be added to your final invoice.

Q: Does Collective provide electrical equipment?

A: We have a small selection of technical equipment available to hire for an additional fee, details of which are available upon request. For anything beyond our offer, it is your responsibility to source and ensure it meets health and safety regulations specified in our T&Cs.

Planning

Q: Is there any wiggle room in the capacity of the venue? Please can I squeeze a few more people in?

A: The guest capacities stated in our packages are the maximum permitted within the spaces. Due to health and safety regulations, there is no flexibility in this. Please note, our capacities are for guest numbers and do include the couple and their celebrant.

Q: Does Collective provide staff for the event?

A: A dedicated events co-ordinator is assigned to each booking. They will be your liaison throughout the planning stages to the delivery of the event, and will ensure everything meets your specifications. Collective will also provide operational staff to manage the dry hire on the day. For a whole building hire, this will usually be a Duty Manager, plus another member of staff.

Please note that Collective staff are there to help ensure the venue and the spaces are clear for use by your suppliers and guests. Collective staff are there to support but not to deliver the event. For this we recommend our approved suppliers, or of course you may enlist your friends. Collective will ensure your room is ready to hand over to a supplier.

Any staffing in addition to this would be subject to an additional fee, for example, if you require

someone to manage a cloakroom. For events with catering, in most circumstances our catering partners will organise the staffing of any event and the fee for this will be added to your catering bill. Security is required for any events that finish after 9pm. Collective will arrange this on the client's behalf and add a late access fee to the final invoice.

Q: Can Collective guarantee the privacy of my event?

A: We will guarantee the safety of all events and ensure that any venue or outdoor area hired remains for private use and we will communicate to the public when buildings are closed.

Our site is a tourist destination in a public park and is open to the public on a daily basis. It is therefore highly likely people will be able to see that an event is occurring. If you're envisioning an event in a secluded location, this probably isn't the venue for you!

Q: Can I bring my dog/pet to the event?

A: Only Assistance Dogs are permitted within our buildings.