

# Prevent undesirable bookings

## Advice and good practice for community venues

Follow the steps below to mitigate the risk of undesirable bookings. This document is not a definitive list and should be used in conjunction with other checking mechanisms.

### ASK What's planned and who's planning it?

1. Who is the individual or organisation booking the event?
  - ask for their name and any associated names they operate under
  - ask for their address and a phone number
  - get details of the individual or organisation's website and associated websites
2. Do they implement a policy that promotes equality and diversity and challenges all forms of discrimination? Or will they agree to their event subscribing to your equality and diversity policy?
3. Ask for details of the event including: theme; title; agenda; content; speakers; expected audience numbers and demographics; details of how the event will be promoted (ask for copies of flyers/posters etc.); is the event open to the public or ticket only?

### CHECK Undertake due diligence to confirm what you've been told and find out more.

1. Run a check on the individual/organisation/speakers by:
  - viewing their websites, articles or speeches
  - considering what other people are saying about them (articles/blogs etc.)
2. Ask for a reference from a venue provider previously used by the individual/organisation.
3. If the booking is for a charity, check the charity number of the organisation with the Charity Commission at **[charitycommission.gov.uk](https://www.charitycommission.gov.uk)**

### DECIDE

**Do you let the event go ahead?**

**Or take action to reduce the risks?**

Use the information collected to inform your decision.

## Top tips when taking bookings

- if the booking is being arranged by an event management or another company, make sure you know who their client is
- be wary of individuals only giving mobile numbers
- if enquiries are made about internet use and bandwidth, investigate whether any speakers are participating in the event remotely
- be wary of individuals/organisations making large cash payments
- ensure that in the event of reputational risk to your organisation you have the ability to withdraw from the contract.

## Top tips when researching organisations/individuals online

- complete a thorough check on the individual/organisation by:
  - viewing their website(s)
  - looking at what other people are saying about them (articles/blogs etc)
- complete a thorough check on any speakers by looking at what other people are saying about them (articles/blogs etc)
- when you are looking at a website check if it's being kept up-to-date
- if you are unsure about an organisation check if it has a landline number and business address
- where possible use primary evidence - an organisation's manifesto or a person speaking on YouTube.

## More information

List of terrorist groups or organisations banned under UK law

**[gov.uk/government/publications/proscribed-terror-groups-or-organisations--2](https://www.gov.uk/government/publications/proscribed-terror-groups-or-organisations--2)**

The Charity Commission

**[charitycommission.gov.uk](https://www.charitycommission.gov.uk)**

If you still have a concern about a booking you can contact your Local Authority.

Venues in the City of Westminster should email **[prevent@westminster.gov.uk](mailto:prevent@westminster.gov.uk)**

Venues in the London Borough of Hammersmith & Fulham and the Royal Borough of Kensington and Chelsea should email **[preventenquiries@lbhf.gov.uk](mailto:preventenquiries@lbhf.gov.uk)**

In case of an emergency dial **999**.

To report suspicious activity call the Anti-Terrorist Hotline anonymously on **0800 789 321**.