

Liverpool ONE Live

Code of Conduct for Buskers



This code of conduct sets out how the Liverpool ONE Live scheme works and how to perform responsibly with stores, restaurants, the Liverpool ONE team, and other performers in mind. All registered buskers must agree to follow these guidelines upon their application.

Booking Locations & Performance Hours

Once approved as a busker at Liverpool ONE, you must email busk@liverpool-one.com to request your preferred time(s) and location(s) in advance.

We ask that you email at least 3 days in advance to secure your slot, up to a maximum of 2 weeks in advance. You may not busk without booking in advance, and we are unable to accept bookings by telephone or in person.

We operate 1 hour busking slots. This means that buskers may play in a designated location for up to 1 hour, and then should change to another pre-booked location for the next hour, and so on. This is for the comfort and enjoyment of retail and leisure occupiers.

Performances may take place during Liverpool ONE's retail opening hours which are:

Mon – Fri	10am – 8pm
Sat	10am – 7pm
Sun	11am – 5pm

You may go straight to your pre-booked pitch to start busking. If you can't find the busking location or have any problems, please see a member of our Customer Support Team.

Performers must follow instructions given by the Liverpool ONE Team, and failure to do so may result in your permission to busk being revoked.

Your Data

Please be aware that we may have photographers or film crews capture your performance for promotional purposes. As busking locations are in a public place, as such, any member of the public may wish to record your performance or photograph you.

Liverpool ONE may occasionally contact you via email to invite you to busk at particular events, so please keep your contact details up to date with us. Our busker database is also reviewed regularly in line with GDPR.



Restrictions

All performances must take place within the allocated static busking space and may not move around in different areas of the street or Liverpool ONE.

Busking groups must consist of no more than 4 people. If you wish to perform with a bigger group, please contact busk@liverpool-one.com.

Please note that we have limited capacity for solo singers/songwriters with backing tracks and no instrument accompaniment.

You should not aggressively market your cause, or do any religious or political speeches.

Permission to busk at Liverpool ONE is based on the info provided at the time of application. If the actual performance differs from what has been agreed, performers may need to reapply.

Your permission to busk at Liverpool ONE is non-transferable to other performers, who must apply themselves if they would like to busk here.

Amplification and Noise

Amplification is currently only permitted in specific locations between Friday - Sunday.

Please see our busking map for details of permitted amplification.

We can't supply power for busking, so any amplification should be battery powered and suitable for outdoor use.

Please keep volume at a reasonable level for nearby visitors and stores. If your performance is too loud, our Customer Support Team will ask you to turn the volume down.

Safety and Logistics

Liverpool ONE is not responsible for any performers' equipment. You should not leave any instruments/equipment unattended at any time.

Performances must not contain anything which could place any person or property at risk of harm or damage. You must consider public safety at all times, keeping all equipment tidy within your busking location to ensure there are no trip hazards or dangers to visitors.

There is no vehicle access to the busking locations. You must be able to carry everything that is part of your performance.

Please be careful not to obstruct any store entrances or cause congestion in any part of Liverpool ONE. All store entrances/exits must be kept clear with neither the performer, equipment, nor the audience hindering access to a store. If congestion occurs, you may be asked to stop to allow any crowd to disperse.



Avoiding Complaints

You should take breaks and not repeat material on the same pitch. Repeating a limited number of songs or performances is one of the main causes of complaints. Moving to another location after finishing a set of songs will make complaints less likely.

As you are performing in a public area, please ensure your conduct and performance is appropriate for a family audience and does not contain any material/lyrics which may cause offence.

Receiving Donations

You may receive monetary appreciation from members of the public. However, please note that it is the responsibility of each performer to make appropriate submissions to the Inland Revenue and National Insurance. HMRC guidance can be found [here](#).

If you wish to collect for charity, please provide a letter of authorisation from the charity showing that you have permission to collect on their behalf with your booking request.

Sales of products such as CDs/photographs are not permitted. You may have flyers available for visitors to pick up from your instrument case, but they must not be actively handed out.