

# Liverpool ONE Live

## Code of Conduct for Buskers



**This code of conduct sets out how the Liverpool ONE Live scheme works & 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 use our [online booking system](#) to request your preferred time(s) and location(s) in advance.

You can alternatively email [busk@liverpool-one.com](mailto:busk@liverpool-one.com).

We ask that you submit requests at least 3 days in advance to allow time for our team to confirm approval and secure your slot, up to a maximum of 2 weeks in advance. You cannot busk without booking in advance, and we cannot accept bookings by telephone/in person.

We operate 1 hour busking slots. Buskers may play in a designated location for up to 1 hour, and should then 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 the Liverpool ONE 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 videographers capture your performance for promotional purposes. As busking locations are in a public place, as such, any member of the public may also 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](mailto: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 location details or 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, the Liverpool ONE 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 email [busk@liverpool-one.com](mailto:busk@liverpool-one.com) with a letter of authorisation from the charity showing that you have permission to collect on their behalf before booking.

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.

## **Dos and Don'ts**

**Do** bring anything you need to support your performance (i.e. battery powered amplifier) as long as you are able to carry it to the piano – there is no vehicle access. **Amplification is not permitted on weekdays, and is only allowed on Saturdays and Sundays at the Sugar House Steps piano.**

**Do** close the piano lid when you have finished, especially if you expect rain.

**Do** cover the piano if it begins to rain – a showerproof pull out cover is tucked into a pack mounted on the side of the piano. Covering the piano in the event of rain will help look after it for your future performances and fellow pianists.

**Do** promote what you're doing during your performance time - i.e. speak to people, busk, promote up and coming gigs, and most importantly, have fun!

**Do** remember you are performing in a public area. Please keep the area as clear and tidy as possible and ensure your conduct and performance is appropriate for a family audience.

**Do** tell all your friends, family and co-workers what you're up to, and update your website/social media pages. Do this in plenty of time prior to your performance/s to help build your audience even more.

**Do** remember to empty the busking bucket when your performance has finished.

**Do** use the piano seat to store your belongings whilst performing.

**Do** play a variety of songs during your set. Repeating the same songs is not pleasant for nearby stores and residents

**Do** sanitise your hands before and after playing, and after touching any money in the collection bucket. A sanitiser is installed on the side of the piano.

**Don't** set the volume of amps or microphones too high for the comfort of stores and visitors in the surrounding area.

**Don't** reserve pianos during Free Play times. Free Play is available for a maximum of one consecutive hour per pianist on each piano. Pianists must vacate the piano after one hour and allow other people to play after which they may then return to play. To book particular slots on the pianos, please go to [Liverpool ONE busking site \(simplybook.it\)](http://liverpool-one.com/busking)

**Don't** create any trip hazards where you are performing or cause a danger to anyone (you or the public).

**Don't** attach promotional banners or posters to the pianos or poster stand. Promotional /business cards are fine to hand out.

**Don't** climb on the pianos or use them as a prop in your performance.

**Don't** attempt to move the piano, tune it, or carry out any repairs or alterations.

**Performers are responsible for their own Tax and National Insurance.**

## **Charity Collections**

If you wish to collect for a charity you must apply for a specific charity permit from Liverpool ONE by contacting [info@liverpool-one.com](mailto:info@liverpool-one.com).

## **Problem?**

If you require any assistance when you are in Liverpool ONE, the team in the Information Centre on Wall Street will be able to help (near to the ground floor entrance to Foot Locker). In an emergency please call 0151 232 3199.

## **Public Toilets**

Public toilets can be found at the Information Centre on Wall Street and cost 30p.

**Please be aware that we may have photographers or film crews capture your performance and by playing a piano you agree to be filmed. Tickle the Ivories locations are public places. As such, any member of the public may wish to record your performance or photograph you and we have no control over this.**