

St Ethelburga's Centre for Reconciliation and Peace

TERMS AND CONDITIONS

ROOM HIRE / USE OF PREMISES

1. The number of delegates **must** be finalised no later than 2 working days (Mon-Fri) prior to the event. Refreshments will be charged for the finalised number of delegates, agreed 2 working days prior to the event.
2. It is your responsibility to ensure that the maximum number of delegates as per your Booking Confirmation is not exceeded without prior agreement.
3. The nave and ground floor areas will only be available to use from the time they are booked. If delegates arrive before this time, access may not be available. When booking, please allow time before the meeting is due to start, and for overruns. Your event must end and the room be cleared no later than the Finish Time as stated on your Booking Form. Please note that booking times are between **9am** and **5.30pm** during the daytime and **6pm** and **11pm** during the evenings (see Note 6)
4. Should your event need to continue after the agreed finish time, we shall make every endeavour to accommodate you. However, if we need to ask you to vacate the room for a subsequent Hirer, we ask your co-operation to comply. Charges may be incurred at our discretion for any time run over booking times.
5. Morning bookings are any time from 9am – 1pm.
Afternoon bookings are any time from 1.30pm – 5.30pm.
Any event that finishes after 1pm or begins before 1.30pm will be considered a full-day booking.
Evening bookings are any time from 6pm – 11pm.
Booking times must include preparation and clear-up times.
6. Any accident/injury occurring within the premises must be immediately reported to the facilitating member of staff and logged in our Accident Book. Any damage occurring within the premises must be immediately reported to the facilitating member of staff.
7. You shall not sub-licence or share occupation of the room without our prior written approval.
8. You shall not use any public area of the premises to display company signs, notices, or for the display or distribution of promotional material without prior written approval. Any literature must be removed or packed away immediately after the event.
9. The use of the Centre does not carry any endorsement by the Centre and none shall be claimed or implied by you in any way whatsoever.

10. You shall not make use of the Centre logo in any way whatsoever, except with the prior written approval of the Centre.
11. Nothing may be fixed to walls, ceilings, floor or pillars by nails, screws, drawing pins, tape or other means without prior approval.
12. There is strictly no smoking in any part of the building. Smoking is permitted in the main garden but not in the rear garden or Tent area.

CHARGES

13. Venue hire, equipment, catering and all other charges are subject to periodic review and so may occasionally differ from charges quoted upon your initial enquiry.
14. The charges applicable to your event will be stated on the Booking Form and will be fixed and firm from the date of receipt by the Centre of the signed Terms and Conditions.
15. VAT is not applicable.

CATERING

16. **Refreshment times and orders** must be confirmed 2 working days (Monday – Friday) prior to the event. Changes to food orders cannot be made after this confirmation time. Any changes to refreshment orders after this time will only be considered at the discretion of the Centre. In the event of your booking being cancelled by yourself, payment for food is required in full unless we receive formal notice 2 working-days in advance.
17. When wine is charged for on a consumption basis, you will be charged for the number of bottles opened at the agreed rate.
18. If the Centre is not providing catering for your event, a small kitchen is available for you or your external caterers to use with prior agreement. In these circumstances you or your external caterers must bring your own provisions and clear everything away and leave the kitchen clean and tidy after the event. The Centre's crockery and glasses may only be used with prior permission and must be washed and returned to their storage place after the event. Any breakages incurred may be charged for at the Centre's discretion.
19. Under no circumstances may food or alcohol be brought into the building unless permission has been granted in advance.
20. Please note: food and drink are not allowed to be taken into the Tent.

CONFIRMATION OF BOOKING, DEPOSITS AND PAYMENTS

21. If you make a provisional booking you will be sent a Venue Booking Confirmation Form. The booking will remain provisional until the signed

Venue Booking Confirmation and Terms and Conditions are returned and a deposit of 25% of the venue hire charge is received. The deposit must be received within 14 days of the provisional booking in order for the booking to be confirmed. The Centre reserves the right, without liability, to cancel a provisional booking once the 14 days has elapsed, by sending you notice of the cancellation in writing or by e-mail.

22. If during this 14-day provisional period, the Centre receives a booking enquiry from another client we will consult with you first, and if you are not in a position to confirm your booking we reserve the right, without liability, to cancel the provisional booking.

23. **Short notice bookings:** If you make a booking less than 8 days prior to the meeting you will automatically be billed for the full amount of the venue hire and will be required to sign a copy of the terms and conditions to be returned to the Centre prior to the event.

24. If any changes take place to your requirements you must notify us immediately and if necessary you will be asked to amend and re-submit a new Venue Booking Confirmation form.

25. **Cancellation charges:** If you wish to cancel your booking after confirmation you must advise the Centre immediately. Any notice of cancellation must be confirmed in writing or by e-mail. Cancellation will not be implemented until such confirmation is received. If you cancel your booking after confirmation the Centre shall retain any deposit or deposits paid. In addition a Cancellation Charge shall be applied to any outstanding balance as detailed below:-

26. **Cancellation Charge**

Over 28 days	Nil
21 – 28 days	25% of outstanding balance
8 – 20 days	50% of outstanding balance
7 days or less	100% of outstanding balance

27. We reserve the right to cancel your booking with immediate effect and without liability if at the sole discretion of the Centre it appears:

- (i) The event may bring bad publicity or disrepute upon the Centre.
- (ii) The event may be illegal.
- (iii) The event is of a different nature to that confirmed by you.
- (iv) The number of attendees may exceed capacity figures as per Booking Confirmation.
- (v) It is possible you may not be able to honour your obligations under the Contract.
- (vi) You fail to pay the required deposit.
- (vii) You breach any of the conditions of the signed Terms and Conditions of the booking.

28. In the event of cancellation under the circumstances described above, any deposit paid by you will be retained. In addition, at the Centre's discretion, cancellation charges as detailed at 27 above, may also be payable at the Centre's discretion.

29. The Centre may cancel your booking with immediate effect and without liability in circumstances outside our reasonable control. These may include, although not exclusively, Act of God, fire, refusal to grant or extend a licence, industrial action whether involving Centre employees or a third party, or any act or omission by yourself, your agent or contractor, or your or their employees or guests.
30. If the Centre cancels your booking in circumstances detailed at 29 above, any deposit paid to the Centre will be refunded unless cancellation is related to acts or omissions by yourself, your agent or contractor, or your or their employees or guests.

EQUIPMENT

31. Unless otherwise agreed in writing, telephone calls, facsimile, photocopying and other business services are not included in the Venue Hire Charge. These services may be available at the discretion of the Centre and if pre-arranged. The agreed charge will be itemised on your invoice separately.
32. If you wish to deliver items of equipment or literature prior to your event we can only accept things by arrangement 1 working day (Mon-Fri) before your event. Property should be clearly addressed with the name of your organisation. We reserve the right to dispose of any items unless they are collected within 2 working days (Mon-Fri) of your departure.
33. Clients providing their own IT equipment and presentations should inform the Centre and should note that the Centre cannot provide technical assistance with such items nor shall it accept responsibility for any malfunction. It is your responsibility to satisfy yourself as to the suitability of such equipment for the environment in which it is to be used. You shall be responsible for the security and insurance of any such equipment, for obtaining all consents of licences and for its prompt removal at the end of the event.
34. **Hired equipment:** The Centre can provide a laptop and projector for a fee. This will be set up for you by our facilities staff in the nave. If you have a presentation which needs uploading it must be sent to us at least 1 working day (Mon-Fri) in advance of your event (to ensure the compatibility of the presentation with our software). We cannot take responsibility for last minute requests.

HEALTH AND SAFETY

35. You shall comply at all times with the Centre's fire, emergency and Health & Safety regulations (a copy of which is available on request). Fire escape routes are displayed throughout the Centre's premises.
36. You shall comply with the Centre's security requirements at all times and follow any specific security related instructions, which may be given by Centre staff at any time.

INDEMNITY AND INSURANCE

37. You shall indemnify the Centre against all loss or damage, including indirect or consequential loss or damage arising from this booking.
38. This shall include, but not be limited to loss or damage to the Centre's premises, fixtures, fittings, furnishings, equipment, stock and other contents howsoever arising, including death or injury to any person.
39. The Centre shall not be liable whether in negligence or otherwise for any loss or damage to such items occurring on the Centre's premises and you shall indemnify us against any claims arising from such loss or damage.
40. If requested by the Centre, you shall effect and maintain Events, Public Liability or other insurance to a level notified by the Centre which will indemnify you, your agents or contractors or your or their employees or guests against any claim, costs and expenses incurred in respect of any injury to any person or loss or damage to property howsoever arising from this event, and you shall, if so requested by the Centre, provide certificates as evidence of such insurance cover.
41. In no circumstances shall the Centre be liable to you, in contract or in tort, including negligence or breach of statutory duty for:
 - (a) Any increase in your costs or expenses.
 - (b) Any loss of your profit, business, contracts or goodwill.
 - (c) Any indirect or consequential damage of any nature whatsoever.
42. **Complaints and Claims:** If you have a complaint prior to or during the event, you shall notify us immediately and we will do what we can to help. If any complaint or claim arises out of the booking or our performance of the contract you shall notify us immediately and provide written details within seven days of the event. The Centre shall not be liable for any complaint or claim unless notified in writing within seven days of the event.
43. If two or more persons are named on the Venue Booking Confirmation Form the liability of each is joint and several. This means that each person can be held fully responsible for all the responsibilities under this Contract.
44. This agreement is subject to English Law.

SECURITY

PLEASE NOTE: It is advisable that you keep your valuables with you at all times. The Centre takes no responsibility for items that are stolen.

FIRE PROCEDURES

Please note and inform your delegates of the Emergency/Fire Exits from the building which are clearly marked.

WHEELCHAIR ACCESS

All public areas in the building are fully wheelchair accessible. Please advise us in advance of your event of the number of wheelchair users expected so that full assistance can be given where necessary, and so that appropriate arrangements can be made.

I the undersigned confirm that I have read, understood and accept the above Terms and Conditions of Booking.

Signed

Print Name

Dated