

## Conference / Meeting Room Booking Terms & Conditions

Please read the following terms and conditions before you process a Conference/Meeting Room booking with The Greenhouse.

### **Provisional Bookings**

- Provisional bookings can be made by telephone or e-mail
- Provisional bookings will be held for a maximum of 7 days. Any bookings not confirmed within 7 days may be released without notice. All bookings are provisional until written confirmation (and purchase order, if applicable) is received. Once written confirmation has been received it is given that these terms & conditions have been accepted.

### **Confirmation of Bookings**

- Date(s) of the booking
- Estimated number of delegates and facilitator(s)
- Preferred room layout
- Lunch and refreshment requirements
- Equipment requirements
- Any additional requests
- Invoice address

### **Final Numbers & Requirements**

Notification of the exact numbers and specific requirements must be provided in writing as early as possible, and no later than 3 working days prior to the start of the event, a reduction in numbers received within the 3 working days prior to the start of the event cannot be accepted, and non-arrivals will be charged as quoted. Any additions to the confirmed numbers will be charged pro-rata.

### **Minimum Numbers**

The Greenhouse doesn't operate a minimum number policy – meeting rooms are allocated on the basis of required size and set-up. Please note, that unless specifically requested, your booking may be moved from its original location to accommodate another booking. Charges may be made should booking request lead to loss of revenue.

### **Final Invoices**

Your invoice will be issued by our finance department at the beginning of the calendar month following your booking. Invoices must be paid within 14 days of the invoice date. Late payment of invoices will incur a monthly administration charge of £10 plus VAT.

### **Change of Date**

Whilst every effort will be made to accommodate changes in date, the provision of rooms, equipment and other requirements cannot be guaranteed.

### **Cancellations**

Cancellations must be confirmed in writing. The following cancellation charges will apply:

- Less than 24 hours before event date - 100% of total estimated charges
- Less than 72 hours before event date - 50% of total estimated charges
- More than 72 hours before event date – no charge levied

Cancellation charges will be determined from the date that written confirmation is received and will be payable upon submission of a final invoice. Total estimated charges will be based on the confirmed booking numbers and all pre-booked facilities, such as Room Hire, Catering & Equipment.

### **Damage**

The client must inform The Greenhouse staff of any damage caused to the Meeting and Conference rooms (including contents, furnishings, fittings, sound and light equipment and any other equipment on hire or situated at either site) by the client and/or their guests, employees or agents.

### **Insurance**

The Greenhouse is fully covered by insurance, however we accept no responsibility for any activities organised by those hiring The Rooms' facilities. Hirers must ensure that Public Liability insurance is arranged to cover any claim that might be made against them in respect of any activities that they are responsible for or any equipment they use during the event.

### **Accessibility**

All areas of the Greenhouse are fully accessible. Willow 1 and Willow 2 (combined known as The Willow Suite) are located on the ground floor and the Alder Room can be accessed via a lift. There is a separate accessible WC located on each floor.

### **Car Parking**

Please note: there are limited car parking spaces available at The Greenhouse. Car parking is free of charge.

### **Smoking**

The Greenhouse operates a strict NO SMOKING policy in or around the building, however there is a designated smoking area situated at the rear of the building.

### **Alcohol**

We do not hold a license for either the supply or consumption of alcoholic beverages on the premises.

### **Special Catering Requirements**

The Greenhouse Conference Menu gives full details of our standard catering packages including vegetarian options. If you would like to discuss different catering options, or if any of your delegates have specific catering requirements including special dietary needs, please provide full details when confirming your booking.

We will be more than happy to discuss your requirements and every effort will be made to provide a catering package that exactly meets your needs. Please note that, under normal circumstances, clients are not allowed to consume their own food and beverages within the Greenhouse premises.

### **PRS for Music Licence**

We do not have a PRS licence, therefore if you wanted to play recorded music during your event you would have to obtain the relevant licence. To obtain this licence you would need to go the PRS website: <http://www.prsformusic.com/Pages/default.aspx>

All confirmed Conference/Meeting Room Bookings are subject to the above terms & conditions unless otherwise specified in writing by a member of The Greenhouse team.