

# Terms and Conditions

## 1. Contract

When a booking is made at The Conference Centre, a contract is deemed to exist. A signed agreement must be returned as confirmation of the arrangements.

## 2. Numbers

Final numbers are required 48 hours prior to the date of the function.

## 3. Cancellations

The Conference Manager must be informed of all cancellations. Rooms cancelled in the fourth and third week preceding the event will be charged at 50% room hire cost and there will be no charge for catering. Rooms cancelled in the second and first weeks preceding the event will be charged 100% room hire cost and 50% catering costs. Bookings held provisionally will be charged a non-refundable deposit of 50% of room charge costs four weeks prior to the function and will require a signed agreement. Provisional bookings will be liable to the cancellation fees noted above.

## 4. Health and Safety

The client agrees to take 'reasonable' precautions to ensure that no damage occurs or injury to the person. The client is also responsible for the actions of all guests and contractors for any damage or injury caused. Clients and their guests will be expected to participate in any fire drills.

## 5. Equipment

Clients' equipment must comply with all current regulations. The client will be liable for any damage or injury which arises out of the use of such equipment. The Conference Centre cannot accept responsibility for clients' equipment. All equipment brought into the building is at clients' own risk. Any equipment hired from The Conference Centre must be left in the condition in which it was provided. Any damage to equipment must be reported to the Conference Manager immediately.

## 6. Access

The client must inform the Conference Manager as soon as possible if they will require the room for time outside of their original booking. If the room is not available for the additional time clients will be asked to vacate the room. Extended bookings will incur an additional charge. Every effort will be made to avoid interrupting an event after it has started. However in urgent circumstances clients will be interrupted.

## 7. Catering

Clients will be charged for the number of delegates indicated in their original booking. If more delegates than anticipated require catering the client will be charged for the additional attendees. An attendance register will be taken by The Conference Centre as evidence of attendance. All catering must be booked and confirmed at least one week before the date of the event. Under no circumstances are clients or their guests to enter The Conference Centre kitchen. No food or beverages are to be taken into the training rooms. Clients are not permitted to consume their own food in The Conference Centre. If guests have special dietary requirements the Conference Manager must be informed as soon as possible. Every effort will be made to accommodate guests' needs. All food will be served in the ground floor restaurant unless otherwise indicated.

## 8. Suites

All suites must be left in the condition in which they were found. If excessive cleaning is required the client may be charged an additional cleaning fee.

## 9. Trade Stands

If the client is expecting trade stands the Conference Manager must be informed as soon as possible. Tables will be provided to the client free of charge if trade stands are required. Consideration will be given to erecting trade stands in the ground floor and/or middle floor coffee lounges. The client may be charged for the additional floor space being used.

## 10. Housekeeping and Special Requirements

All delegates entering the building will be asked to sign a register by a greeter. A housekeeping message is displayed at the front of all suites. It is the responsibility of the client to ensure that all guests are aware of the location of toilets and fire exits and the no smoking policy for the whole site. If you have any special requirements such as access / evacuation arrangements, equipment etc please notify the Conference Manager before your event.

## 11. Car Park

Every effort is made to ensure that The Conference Centre car park is as secure as possible, however all vehicles are left there at their own risk. CCTV cameras monitor The Conference Centre car park. If the car park is deemed full the barrier will be raised to prevent entry. Car parking spaces cannot be reserved at The Conference Centre. A first come first served policy is followed. There are disabled parking bays at the front of the Conference Centre.

## 12. IT

Guests are welcome to use their own laptops for presentations. However all external laptops must be virus checked prior to connecting to any network or the internet. The Conference Centre provides an IT technician who is available to assist with any technical difficulties. If the client requires specialist software to be installed into an IT suite the Conference Manager must be informed at least one week before the event takes place. All IT equipment must be booked at least one week in advance.

## 13. Photocopying / Faxing

If the client requires any photocopying or faxing on the day of their event they will be charged 10p per sheet.

## 14. Signs

On the date of the event a sign will be placed on the door of the suite indicating the start time, finish time, name of meeting, provider, times of tea/coffee/buffet and location of tea/coffee/buffet. On rare occasions the location of the buffet may be changed. The client will be informed of any changes at the start of their event.

## 15. Code of Conduct

It is the responsibility of the meeting/training leader to ensure that all their delegates adhere to a professional code of conduct when on ESIS property. Anyone showing disruptive or inappropriate behaviour may be asked to leave the premises. ESIS reserves the right to cancel any future bookings where delegates have shown inappropriate behaviour in the past.

## 16. Complaints

All complaints must be directed to the Conference Manager immediately.

## 17. Costs

The Conference Centre tariffs are non-negotiable. If you feel you have been incorrectly invoiced please contact the Conference Manager.

## 18. Smoking

The Conference Centre and its surrounding car park is a no smoking location.