

# CHARTRIDGE VENUES

## TERMS AND CONDITIONS FOR CONFERENCES, MEETINGS, TRAINING & EVENTS

### 1. CONFIRMATION

The Agreement must be returned by the Client and received by the Venue within fourteen working days of the date of issue. If the Venue does not receive the Agreement within this period, the Venue reserves the right to release the provisional booking and re-let the facilities.

### 2. TERMS OF PAYMENT

#### i. Deposits

The client must pay the deposit or full pre-payment(s) specified in the contract under 'account instructions and charges'. Should the client fail to pay the requested deposit or pre-payment within 7 days of the due date, the Venue may treat the booking as having been cancelled by the client. Deposits are neither refundable nor transferable.

#### ii. Credit Facilities

Where the events contracted spend is excess of £500, credit facilities with Chartridge Venues can be requested. Applications must be received at least 40 days prior to your event and accounts cannot be forwarded without prior arrangement.

#### iii. Final Payment

Clients not having credit facilities with Chartridge Venues are required to make full prepayment of the total estimated charge at least 30 days prior to the event start date and settle any extras on departure. If credit is granted, full payment of any outstanding balance must be made within 30 days – any queries will not affect the immediate payment of the remainder of the account. Thereafter, we reserve the right to charge interest on the balance outstanding at the rate of 3% above the bank base rate. No allowance or refund can be made for meal or other elements not taken within the agreed package rate.

### 3. AMENDMENTS AND CANCELLATIONS

i. In the unfortunate circumstance that you have to cancel or postpone your confirmed booking at any time prior to the event, the Venue will make every effort to re-sell the facilities on your behalf. In the event of the venue being unsuccessful in reselling the cancelled or amended booking, cancellation charges will be made as follows:

#### Cancellation/Partial Cancellation/Postponements

Period of notice	Charge
Between 180 – 121 days	50% of contracted rates
Between 120 – 61 days	75% of contracted rates
Between 60 – 31 days	90% of contracted rates
Between 30 – 0 days	100% of contracted rates

ii. The charges apply to: 90% of the contracted accommodation, packages & room hire revenue, 100% of any other costs e.g. equipment hire, entertainment and 70% of the contracted Food & Beverage revenue. Value added tax is deducted from cancellation charges.

iii. Where a cancellation is made 7 days or less, clause 3.ii is not applicable and 100% of the loss of revenue will apply.

iv. Any cancellation, postponement or partial cancellation should be verbally advised to the venue in the first instance and you will be advised of a cancellation reference number. All cancellations must be confirmed in writing and the facilities you have reserved cannot be released for resale until this is received and acknowledged.

Definitive cancellation charges due can only be confirmed to you after the intended date of your event, when we shall reduce the charge by any alternative business we have been able to secure on your behalf.

Should the client make significant changes to the programme or the expected number of delegates, the Venue reserves the right to amend the rates and/or facilities offered.

Any delegates who do not arrive, or who depart early will be charged at 100% of the delegate rate or rates quoted for nights of non-attendance, unless the venue is able to re-let the accommodation. If the venue is unsuccessful the cancellation policy will be applied.

#### v. Amendments or Cancellations by the Venue

The Venue reserves the right to cancel any booking forthwith or reserves the right to offer alternative facilities without any responsibility on its part in the event of:

a. Any occurrence beyond the reasonable control of the Venue, which shall prevent it from performing its obligations in connection with the booking.

b. If the booking might, in the opinion of the Venue, prejudice the reputation of the Venue.

c. If the client is more than 30 days in arrears of previous payment to Chartridge Venues.

d. If the Venue becomes aware of any alteration in the Client's financial situation.

### 4. SUPPLY OF INFORMATION

i. A full rooming list/delegate list is to be supplied to the Venue 10 working days prior to the event. For the avoidance of doubt, the submission of this list only serves to provide names of delegates attending the conference and does not affect the number of rooms contracted with the Venue.

ii. Any amendments, including additions, cancellations, extension to stay must be notified in writing by the Client and confirmed by the Venue.

### 5) GENERAL

i. The Clients shall be responsible for the orderly conduct of its delegates, and shall ensure that its delegates have regard to any regulations imposed by any competent authority, and that nothing shall be done which will constitute a breach of the law. The Client shall fully indemnify the venue against any claims, or loss or damage arising as a result of breach of this clause.

Prior written approval must be obtained if you wish to fix items to the walls, floors or ceilings. The Venue will hold the Client responsible for any damage caused through negligence by the Client, the Client's guests or the Client's contractors. An inspection of the premises before and after the event may be requested by contacting the Duty Manager.

Where any facilities or services are booked, the Venue will not be liable to make any refunds should the delegates fail or refuse to use them for whatever reason and full payment must be made.

Where the Venue is requested to book facilities and/or services on behalf of its clients or their delegates with third parties, it will do so in good faith but cannot be held liable should the standard of those services prove deficient, nor for the acts or omissions of such third parties.

iii. Only food and beverage purchased from the Venue may be consumed on the premises. If food or beverages are brought into the venue for consumption, a charge will be made equal to the Venue's selling price for that or an equivalent product, which shall be in the absolute determination of the Venue.

iv. Bedrooms and meeting room space is offered to the Client for their exclusive use and for their affiliates and is not for resale to non-affiliated parties unless by prior arrangement with the Venue.

v. The event must start and finish at the times specified on the contract. Changes to the times must be agreed with the venue.

vi. It is strongly recommended that you take out event insurance. Please contact your preferred broker.