

Venue Booking Terms & Conditions

1. General

- 1.1. All bookings are subject to the following terms and conditions and no addition or variation shall be binding unless signed by Trevenson House (TH) in writing. For the avoidance of doubt, the placing of a booking with TH shall constitute unqualified acceptance of such terms and conditions.
- 1.2. These terms and conditions shall be governed by and construed in accordance with English Law and shall be deemed to include all other terms and conditions or rules and regulations issued by the Venue.
- 1.3. TH may at any time revise these terms and conditions without notice, by posting changes online or providing copies of the amended terms and conditions in writing. It is the responsibility of the users to review this information at the time of booking. These changes will be effective and binding from when they appear on the TH website www.trevensonhouse.co.uk or are notified to the Client.
- 1.4. In the event of any dispute as to the interpretation of these terms and conditions as a result of their translation into a foreign language, the English version will be taken as authentic.
- 1.5. TH reserves the right to sub-contract out any services provided to the Client in connection with the booking, including but not limited to catering and enhanced services.
- 1.6. TH has been contracted to manage bookings and provide any enhanced services requested by clients. By placing a booking, the client agrees to accept any rules, terms and conditions of the Venue that apply from time to time.

2. Room Bookings

- 2.1. All Rooms and equipment are subject to availability and must be pre-booked in accordance with these terms and conditions.
- 2.2. Bookings must be made by completing and submitting the Booking Form as per the instructions on the booking form.
- 2.3. Bookings are only secured once confirmation of availability is provided by a member of TH staff in writing. Email communication is accepted as a form of writing.

3. Payments

- 3.1. All prices quoted are exclusive of VAT. VAT will be added at the prevailing rate.
- 3.2. Once confirmation of the booking has been provided in accordance with condition 2.3, an invoice for payment of the booking will be sent to the email address as provided on the Booking Form.
- 3.3. Invoices must be settled as follows in order to secure the booking:
 - 3.3.1. Payment of invoices can be made via electronic bank transfer or cheque. All customers are offered a 14-day payment term, this is initiated on receiving an invoice. Interest will be applied to the account daily on overdue balances, at 2.5% over the Bank of England base rate. TH reserves the right to review this agreement on a per client basis. If clients continue to delay payment on numerous bookings, payment for future bookings will be sought in advance of the event date.



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4. Use of the Room

- 4.1. The Client shall not use the room for any purpose other than to stage the event and use of the Room is by permission of TH who reserves the right to refuse any booking or admission at their sole discretion. The Client is in breach of this contract if the event is presented or conducted other than in accordance with the purpose notified on the Booking Form.
- 4.2. Each hirer must ensure that where possible, all delegates are sent the Conference Travel Document prior to the event.
- 4.3. TH have the right to refuse admission, or remove any delegates from the venue, as it thinks reasonable, or terminate the event if, in the reasonable opinion of TH, the behavior of the delegates, the client or the nature of the event is offensive, undesirable or a security risk.
- 4.4. The Client shall ensure that the event is conducted in an orderly fashion without causing a nuisance and in full compliance with all applicable laws and regulations.
- 4.5. The client must liaise with TH regarding all elements of the events as requested by TH, including but not limited to, access requirements, event program, health and safety, insurance cover and delegate registration.
- 4.6. The client must not do anything which would invalidate the insurance maintained by the Venue and the client and delegates shall observe all health and safety rules and regulations and any other reasonable security requirements that apply at the venue which are communicated to them.

5. Amendment & Cancellation Policy

- 5.1. All bookings are subject to our cancellation policy.
- 5.2. Any changes to a booking must be advised in writing and received by a member of the staff team at least ten working days prior to the date of the event.
- 5.3. Should the client wish to cancel a Booking the following terms and conditions will apply:
 - 5.3.1. Working days for avoidance of doubt are classified as Monday through to Friday, excluding any bank holidays.
 - 5.3.2. To cancel a booking with more than ten working days' notice, no charge.
 - 5.3.3. Less than ten working days' notice but more than five working days' notice a cancellation charge of 25% of the room cost will be applied.
 - 5.3.4. Less than five working days' notice but more than two working days' notice a 50% of the Room cost will be applied.
 - 5.3.5. The full room cost including catering and enhanced services will apply for cancellations made within two working days of the event.
 - 5.3.6. TH will endeavor, but without obligation, to assist in the rescheduling or any alterations made to the event without any additional cost.
 - 5.3.7. All cancellations and alterations must be put in writing via email to the email address provided at the time of booking.
- 5.4. TH reserves' the right to cancel the booking without liability on its part:
 - 5.4.1. In the event that the client breaches any of the obligations contained within the Terms & Conditions.



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5.4.2. For any reason whatsoever by providing notice in writing at least ten working days before the event.

5.5. Should the booking become unavailable or inaccessible for any reason outside TH's control, including but not limited to a Force Majeure event, TH will use reasonable endeavours, but not guarantee, to substitute the room for another. TH will refund any difference in price but will not charge extra for a room upgrade. If a substitute room is not available on the proposed date of the event, TH will re-schedule the booking to a mutually convenient date at no extra charge. TH will not be liable for any consequential losses resulting from any changes referred to in this condition.

6. Catering

6.1. All clients must use TH's chosen caterer if food is to be provided at the event. Unless TH has provided their express prior written consent, the client shall not provide any food or drink which has not been provided by TH's chosen caterer. If external food is brought onto the premises only cold food is permitted.

6.2. TH will provide a sample menu of the food provided by TH's chosen caterer on request together with a price list.

6.3. If food is to be provided at the event, the client must provide TH as soon as possible with details of any specific delegate dietary requirements that will be catered for, TH will endeavour, but provides no guarantee, to comply with any specific dietary requirements provided less than two working days before the event.

6.4. All catering orders must be placed at the time of booking and the catering costs will be invoiced in accordance with condition 3.0

6.5. Any changes to catering orders must be made no later than two working days prior to the event, made in writing and sent to the email address provided at the time of booking. Changes submitted after this time or through any other means cannot be guaranteed and you may still be charged for your original order.

7. Liability

7.1. The client shall take all reasonable precautions to ensure that no damage occurs to the venue, the fabric or contents of the property or the employees at the venue. In the event of any damage, breakages, or loss incurred by TH as a result of the actions of the client, the delegates' or the client's agents, employees or contractors, the client shall be made liable for the replacement or repair. In the event of a member of staff being injured by the client or anyone attending the event the client shall be liable for any claims arising.

7.2. TH accepts no responsibility for any hired equipment or conference equipment provided for or on behalf of the client, left unattended prior to, during, or after the Event.

7.3. The venue cannot accept responsibility for any items lost or mislaid before, during or after the Event.

7.4. To the extent permitted by law, the Client shall indemnify TH and keep TH indemnified against all costs, claims, demands, actions, proceedings and losses whatsoever made against, or incurred, by TH as a result of the client hosting the event and hiring the room.

7.5. The Client shall indemnify and hold TH harmless in respect of all costs, claims, demands and expenses to which the client may in any way, be subject, as a result of any loss of injury arising to any person howsoever caused as a result of any act or default of the client, the delegates, its staff, agents or contractors.

8. Insurance



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8.1. The client shall obtain appropriate third party liability insurance (with a reputable insurance company) to cover all and any liabilities that may arise as a result of the client hosting the event and hiring the room and shall produce a copy of such insurance policy to TH if so requested.

9. Miscellaneous

9.1. Under no circumstances are posters to be adhered to the walls in the conference rooms. Damage to internal surfaces will be chargeable.

9.2. Subject to condition 2.0 this booking shall not be assigned or sub-contracted unless agreed by both parties in writing.

9.3. By making a booking and accepting these terms and conditions, the client agrees that their personal data will be processed by TH on their behalf.

9.4. By submitting registration details in accordance with these terms and conditions, the client agrees to allow TH to contact them regarding the services they offer.

9.5. Delegates, visitors, tenants and staff park their vehicles at their own risk. TH will not accept liability for any accidents, damage or loss incurred.

9.6. TH staff will not reserve any car parking spaces for anyone, including but not limited to, tenants, visitors, event delegates or event hosts.



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