

Terms and Conditions

BOOKING CONFIRMATION

A confirmation contract will be sent to you upon confirmation and must be returned within 7 working days of receipt. Our rooms can be hired Monday to Friday, for a full-day or a half-day booking:

- ❖ Full-day session: 09:00 – 17:00
- ❖ Morning session: 09:00 - 13:00
- ❖ Afternoon session: 13:00 - 17:00

These times can only be extended by prior arrangement with the venue team, and overruns not agreed in advance will be charged on a pro-rata basis. Set-up on the day of the event is from the time the room has been booked. Early set-up for a full-day booking can be arranged from 08:00 with the prior permission of the venue team.

FINAL CONFIRMATION OF ATTENDEES

The client needs to provide the venue with final numbers at least 7 days prior to the meeting. This is to ensure the event can be planned to your exact requirements and that there is no over-ordering of catering, which will result in unnecessary waste. If delegate numbers decrease below 70% of the contracted number (notified by in writing a minimum of 7 working days prior to event), we reserve the right to cancel the event.

CANCELLATION POLICY

All cancellations and amendments must be confirmed to the venue team in writing. In the event the booking is cancelled, the following cancellation fees will apply to the booking:

LESS THAN 2 WEEKS' NOTICE	LESS THAN 1 WEEKS' NOTICE
75% of the contracted room hire NET value	100% of the contracted room hire NET value

COVID-19 CLAUSE

Both parties acknowledge the ongoing COVID-19 crisis in the UK and accept their obligation to comply with any official guidance from UK Government. Considering these circumstances, venue will offer the following options in immediate extraordinary situations:

NATIONAL LOCKDOWN	REGIONAL LOCKDOWN	MANDATED DELEGATE NUMBERS
VENUE CLOSED	VENUE OPEN	
Option 1: Free rescheduling	Option 1: Free rescheduling within a 12-month period of original booking (subject to availability)	
Option 2: Free cancellation	Option 2: Free Video Conference/Hybrid meeting facilities provided	

Both parties agree to communicate without delay any issues they may have in performing their obligations under this agreement. The client acknowledges that COVID-19 may require the venue to take one or more of the following measures for the safety of their staff and the safety of delegates attending the venue:

- i. Impose maximum delegate numbers at the event;
- ii. Limit food or drink availability;
- iii. Impose specific requirements regarding personal protective equipment such as the wearing of masks;
- iv. Limit any planned entertainment for your event;
- v. Designate alternative entrance and exit routes.

SOCIAL DISTANCING

All guests are required to follow the social distancing measures put in place in the building based on the most recent government regulations:

- Floor stickers in the reception area indicate social distancing requirements;
- A maximum of 2 people (3 including receptionist) are permitted at reception at a time;
- A maximum of 1 person is permitted in the lift at a time;
- A give-way system is operated on the staircase - anyone coming up the stairs has a right of way;
- Should there be more than one booking in the venue, meeting times will be staggered to reduce flow of people entering/exiting the building;
- Venue room capacities have been reduced to adhere to social distancing of 1m plus;
- Signage will be apparent throughout the building reminding all guests of social distancing;
- Room layouts will be adjusted to ensure safe entry/exit pathway

PPE

All CIWEM Venue visitors are required to wear PPE in the building. PPE can be provided upon request if necessary. Face masks should only be removed when consuming food/drink or if the individual is exempt due to serious health reasons. Used PPE must be disposed in the PPE bin provided at the reception, clearly labelled as 'PPE ONLY'. Any individual who refuses to wear PPE in the building will either be denied entry or asked to leave the building.

CIWEM VENUE

TRACK AND TRACE

All CIWEM visitors are required to sign-in to the building at reception. This is done by the receptionist so that it is a touch-free procedure. Guest Registration Form will be sent out to the organisers which needs to be returned at least 24 hours before the event. Every attending delegate must be declared free of Covid-19 symptoms via MIA Track and Trace or NHS Test and Trace prior to the booking. The event organiser will also be provided with CIWEM Venue Safety & Emergency Notes which need to be shared with every CIWEM Venue visitor. Please note that any contact information shared with us will remain confidential, will not be used for marketing purposes & will be deleted in line with our current GDPR procedures at CIWEM.

IN CASE OF AN OUTBREAK

Any CIWEM Venue guest showing symptoms of Covid-19 needs to report to their event organiser or a member of the Venue team immediately. If there is a case of Covid-19 in the building, all operations will stop immediately & the building will be closed. All staff/visitors who have entered the building within 21 days of the reported case will then be notified of the potential outbreak. The building will then undergo a deep clean & stay closed for 72 hours with no one to enter the premises.

STATUTORY LEGISLATION

The client is responsible for the health, safety and welfare of all attendees at their event for the entire duration of the hire period and will be expected to comply with all relevant legislation to include site and venue rules.

Any on-site external or internal teambuilding or other similar activities require the authorisation of the venue team at the time of booking and additional insurance liability and Health and Safety documentation may be required.

No alcohol, food or beverage may be brought into the venue for consumption on the premises unless the prior written consent has been obtained, for which a charge may be made. The client must comply within the maximum capacity set for the room hire. The client shall not obstruct stairwells, doorways and emergency exits, or notices of emergency procedures.

CLEANING

The building is thoroughly cleaned every day by a professional cleaning company. Venue staff will clean & sterilise communal areas & high touch point fixings periodically throughout the day. Cleaning will be recorded daily by staff/cleaner & checks will be carried out by venue staff. Following the completion of any meeting, the cleaner will thoroughly clean & sterilise all surfaces in the room & dispose of any waste as appropriate.

FACILITIES AND EQUIPMENT

The room hire rate includes a provision of audio-visual equipment in all rooms (LED screen with and HDMI or Mac adaptor). Flipcharts, conference phones and video conferencing facilities are available on request and might incur an extra charge. It is the client's responsibility to make sure that the equipment meets their requirements. Equipment may be brought in with the prior permission of the venue team, at the client's risk. It is the client's responsibility to ensure that any equipment is compatible with the venue's equipment.

CIWEM Venue will not accept any deliveries unless this is pre-agreed with the venue team. The client agrees that any items brought into the venue will be removed the same day. If the client is to arrange collection of items or equipment, the client shall supply the venue with the following details:

- ✓ Client contact details
- ✓ The items/equipment to be collected
- ✓ Name of the company/individual who is to collect the item/equipment

CATERING

Catering is provided by our external supplier, Sands Catering, and the venue team will confirm your requirements and invoice you accordingly, acting as the agent of Sands Catering. Other than that supplied by the venue, items of food or beverages must not be brought onto the premises for consumption unless otherwise agreed with the venue team.

Catering requirements and final catering numbers must be confirmed by 12 noon on the Thursday of the week prior to the event. The invoice will be raised for the final numbers confirmed on the Thursday prior to the event or the number of delegates on the day, should any increase in catering be requested and accommodated by the venue (whichever is the greater).

Menu prices are per person and do not include VAT, which will be added at payment stage. Cancellation of catering orders within 7 working days of the booking will incur 100% charge.

The Food Safety Act 1990 dictates that all food may only be out of refrigeration for a maximum of 2 hours. Therefore, food will be removed within the expiry time set out by legislation. Food may not be taken from the premises under any circumstances. The right to alter menu tariffs without notice is reserved, except for confirmed bookings where prices have been agreed in writing. Seasonal variations may also occur for reasons beyond our control.

EVENT ROOMS AND FACILITIES

No liability is accepted for any errors or omissions in our brochures. If alternative rooms are offered the client will be compensated for the price difference in that room. The client will not incur any additional costs for room upgrades.

CIWEM VENUE

DAMAGE AND LIABILITY

The client or third party subcontractors will be liable for the cost of repairs carried out as a result of any damage caused to any property or equipment owned by CIWEM Venue by the negligence, wilful act or default of any such person.

So far as is permitted by law CIWEM Venue limits and excludes liability to the client, their guests, employees and third-party subcontractors. Any external equipment brought onto the premises is brought by that person at their own risk and the client will indemnify the venue against all liability arising in connection with the use of the equipment.

CIWEM Venue accepts no liability for the loss or damage to any equipment or personal belongings brought onto the property by the client, their guests, employees or associated third parties.

LATE PAYMENT

In the event of you failing to pay your invoices on time we shall be entitled to charge interest on a daily basis from the date of the invoice to the date full payment is made. This shall be in accordance with the Late Payment of Commercial Debts Act 1998 at 8% above base rate (Bank of England).

In the event of invoices being outstanding for longer than 60

days, we shall be entitled to cancel all your outstanding bookings and all outstanding invoices will become immediately due and payable.

TERMINATION

In the event that you become bankrupt, cease to trade, have a receiver appointed or make any voluntary arrangement with your creditors, we shall be entitled to immediately terminate this contract by giving notice in writing to you or your representative(s).

GENERAL

No failure or delay by us in exercising any of our rights under this contract shall be deemed to be a waiver of that right. In the event of circumstances beyond our control resulting in us being unable to provide our services, we shall have no liability in respect of any losses or damages arising directly or indirectly from such circumstances.

Should the client contract with CIWEM Venue through an agent, the agent acts in that capacity for the client and not CIWEM Venue. The client therefore accepts full responsibility for payment of the account. This contract shall be governed by the laws of England.

All bookings are subject to these terms and conditions which may not be varied without our written agreement.

