



## **Terms and Conditions**

### **Core Hours**

Core conference hours are Monday to Friday 9.00am to 5.00pm. Where a booking is outside core hours, the evening/weekend rate shall apply depending on the availability and discretion of the Centre Manager.

### **Making a booking**

All bookings must be made on the Official Conference Booking Form and be signed by a member of the client company. Bookings are valid where the Centre Management has provided written confirmation.

Tea, coffee, water and biscuits will be supplied as requested and confirmed on the conference booking form.

Bookings are based on a minimum hourly basis subject to availability.

### **Cancellations**

All cancellations should be made before 15 working days of the booking. If cancellations are made within 14 working days of the booking a 35% charge applies. If a cancellation is made within 2 working days of the booking, then the client is liable for the full cost of the booking.

### **Refreshments and Catering**

The Centre Management will arrange catering on behalf of the client company. The client company may make its own arrangements for Catering and in this case the Centre Management will apply a Service Charge of £1 per delegate.

### **VAT**

All conference services including catering are subject to VAT.