

# Terms and Conditions

## Out of Hours

Core conference hours are Monday to Friday 8.30am to 5.00pm. Anything outside these hours will be charged as Out Of Hours e.g. 8am to 1pm will be charged at one hour Out Of Hours plus one morning Core Hours. Reception will be staffed from 8.30am until 4.30pm Monday to Thursday and 8.30am until 4pm Friday except by prior arrangement

Booking outside core hours shall depend on the availability and discretion of the Business Premises Manager and the out of hours rate shall apply.

## Making a booking

All bookings must be made on the Official Conference Booking Form and be signed by a member of the client company. Charges will be rounded up to the next full hour.

Bookings are only valid where the Centre Management has provided written confirmation.

Tea, coffee 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.

Please email cancellations to: [southfens@fenland.gov.uk](mailto:southfens@fenland.gov.uk)

## Refreshments and Catering

The Centre Management will arrange catering on behalf of the client company.

The Centre Management shall not be liable for maintaining standards of quality for food provided by contracted caterers

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.

## No trading permitted

South Fens Business Centre, Fenton Way, Chatteris, Cambridgeshire, PE16 6TT  
t: 01354 691623  
e: [southfens@fenland.gov.uk](mailto:southfens@fenland.gov.uk)  
w: [fenland.gov.uk/southfens](http://fenland.gov.uk/southfens)

[www.fenland.gov.uk/businesspremises](http://www.fenland.gov.uk/businesspremises)



**South Fens**  
BUSINESS CENTRE