

TERMS AND CONDITIONS

Every booking made at Abbey Manor Business Centre is subject to the following Terms and Conditions

Equipment

We cannot guarantee compatibility of our LCD projector or wireless network with your equipment. If you would like to test the compatibility of the equipment, please contact us to arrange a mutually convenient time.

The equipment where provided will be in full working order. The hirer will be responsible to ensure all equipment and furniture is handed back in the same condition. If

All video audio equipment including projectors are available but must be requested on the booking form.

Opening Hours

Normal opening hours are 08.30 to 17.30, any other times are by special arrangement only.

The room/s hired will only be available for your use during the times agreed. If you arrive early you may not get access to the room/s until your arrival time.

Confirmation of Booking

Once we have received a booking form, we will confirm the arrangements in writing (where possible). If any of the arrangements are incorrect, it is the responsibility of the hirer to contact us and inform us of any amendments to the booking.

Cancellation Charges

The following room hire and catering costs will be charged in the event of a cancellation. All cancellations must be confirmed in writing or you may be charged the full cost (email cancellations to ambc@abbeymanor.com)

No of Days before event	Room & Equipment	Catering
More than 21 working days	No charge	No Charge
Between 11 and 21 working days	50% of Hire Charge	No Charge
Between 6 and 10 working days	80% of Hire Charge	No Charge
Less than 5 working days	100% of Hire Charge	100% of Catering & Refreshments

Full payment is due within seven days of invoice (these terms apply unless otherwise agreed)

Catering

We cannot guarantee any changes to catering requirements within 48 hours of the booking, although we will do our best to accommodate your needs. Any reductions in delegate numbers must be confirmed two working days prior to your booking or you will be charged as per your original booking.

Health and Safety / Security

All visitors to the Abbey Manor Business Centre are expected to conform to the Health and Safety and Security procedures in place.

The presenter/organiser of your event should report to reception on arrival to obtain information on Fire Exits and procedures, WC Locations, Smoking areas etc. It is the responsibility of the presenter/organiser to ensure that all delegates are aware of these matters.

It is the responsibility of the presenter/organiser to ensure that all delegates sign the delegates record form. This is to be kept in the room with you during your event. If the fire alarm sounds, the form should be taken with the presenter/organiser and he/she is responsible for checking that all delegates are safe and accounted for. The presenter/organiser must then report to the fire marshal (wearing a fluorescent jacket) and advise them of any problems.

Damage / Cleaning

The Hirer will be liable for any costs incurred due to damage or unnecessary cleaning expenses caused during the hiring of the facilities.