

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 Digital Televisions, 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.

All video audio equipment including projectors and digital TV's are subject to availability and must be requested on the booking form. Abbey Manor Business Centre is not licensed for the use of DVD's, therefore must be the responsibility of customer when presenting any of their own material.

It is the responsibility of the Presenter to remove all used sheets from the Flipchart after the meeting, otherwise they will be destroyed when clearing the room.

Telephone Usage

Any telephone calls made from land line phones in conference rooms during your conference room hire session will be logged and invoiced post the event at current call charge rates (copy available on request).

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. If your meeting/event runs on past your arranged finish time you may be charged extra or in the event of another meeting starting after yours you maybe asked to move to a different room.

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. In the event that rooms other than the Mandeville Room, Plucknett Suite or Boardroom have become unavailable due to them being let full time and are no longer free to use, we will make every effort to accommodate the booking to a suitable alternative meeting room. However, in extremis if no suitable alternative room is available, we reserve the right to cancel 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.

It is the visitors responsibility to report any accidents or injuries whilst at the Abbey Manor Business Centre. An Accident Form can be obtained from the Reception.

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

Payment Terms

Payments due 30 days following the date of invoice.