

Salvation House - Terms and conditions of venue hire

Thank you for choosing Salvation House for your event. This document describes the terms of the booking contract that you enter into with Salvation House Ltd (SH) to hire the use of any part of the premises of Salvation House.

1. Provisional booking

SH may agree to you making a provisional booking, i.e. holding of the space, following initial enquiry for up to 5 working days. This is at SH's discretion and if we agree to do so then if we receive a conflicting booking in this time we will contact you to offer right of first refusal. You may cancel a provisional booking without charge. We require you to inform us of the nature and purpose of your event at the time of booking.

2. Confirmed booking

A booking is only confirmed once payment has been received along with a copy of the Booking Form; we will confirm your booking by email. Final payment of any additional charges must be made a maximum of 2 weeks after the event. For events greater than 100 people, we will accept payment of a 50% deposit on booking to confirm the booking, with the balance to be paid within 14 days following the event.

We reserve the right to refuse to accept a booking at our discretion without any obligation to provide a reason. A minimum of 24 hours notice is required for ANY changes to the requirements booked; changes requested after this time will incur a surcharge.

3. Time keeping

Our standard times for your meeting are a period of up to 8h (full day hire) or up to 4h (half-day hire) between 08:00 to 18:00; if you wish your meeting to extend beyond these times, you must arrange this prior to the meeting and you will incur an additional charge. You will be allowed a period of 15 minutes grace before and after the times of the period booked, but if members of your party occupy our rooms beyond those times additional charges may be incurred at our discretion.

4. Food and drink

Please note that it is a requirement that at least one serving per person of coffee/tea is also ordered per half-day when booking room hire only. We work out our charges on the basis that SH will provide all food and drink that you or your party require. You or any member of your party may NOT bring food or drink onto the premises to eat or drink without our express permission. If you require lunch then your booking will be at the day delegate rate for a minimum of 10 people. A surcharge of £10 pp will be levied for food brought onto the premises.

If you ask for extra meals or other facilities after the final numbers have been agreed, we will use our best efforts to provide them but we cannot guarantee that we will be able to meet your requests. You should contact SH about possible increases in numbers as soon as possible. Please note that alcohol is not permitted on the premises without prior consent.

5. Room layout

You will need to agree a floorplan for each room you have booked in writing in advance of your event. Any late changes to this will incur additional charges. If you require a room to be rearranged during your meeting this will incur an additional charge.

6. Utilisation of space

You will only occupy and use those areas contracted for. While every effort will be made to accommodate your choice of room, we reserve the right to move your meeting into an alternative room should circumstances necessitate it. The venue is a multi-purpose building and may have multiple events ongoing at the same time, so you are not permitted to utilise general areas without specific permission in advance.

7. Damage and Liability

You will be responsible for the rooms, furnishings and equipment used at the venue. If damage is incurred or items, including marker pens, are removed additional charges may apply. **Only 'white-tac' which is available at the venue should be used to fix any displays to walls; no 'blue-tac' or tape is to be used.** The 'white-tac' is to be removed from the walls before departure. We reserve the right to charge a redecorating fee for any damage to the walls.

We cannot accept responsibility for loss of or damage to property or vehicles belonging to you or any of your event attendees, however caused. We cannot accept liability for any injury to any persons which may arise out of any negligence or act of omission by you or your event attendees. We advise that you obtain insurance to cover any such loss or liability.

8. Safety

You are required to announce at the beginning of your event where the fire exits from the room being used are located. If a significant number of your attendees arrive late, this announcement should be repeated as soon as your programme allows.

9. Entertainment

You are responsible for ensuring that any band or musician employed by you complies at your own expense with statutory requirements. No bouncy castle, trampolines, pyrotechnics or similar are allowed at any time. If you are unsure about the acceptability of your plans, please check at the time of booking.

10. Behaviour while at the venue

You must make sure that you, members of your party and anyone visiting you, or any members of your party, at the venue behave in such a way that they do not cause a nuisance or unreasonable disruption to others.

11. Cancellations

If you wish to cancel a confirmed booking, the following charges will apply:

Time prior to event	Charges incurred
More than 2 months	£25 administration charge
Between 1 and 2 months	50% hire price
1 month or less	100% hire price

Full payment must be made for all facilities booked and not cancelled whether or not used.

12. Termination of the Booking

SH may cancel the booking (with a refund where applicable) but otherwise without any liability of whatever description for any loss on your part howsoever arising if:

- The booking might, in the opinion of SFTN, prejudice the reputation of the organisation or if the purpose of the event differs from the description on the booking contract.
- The use of the premises is likely to occasion a potential risk of disorder or damage or injury to person or persons or property
- We receive serious complaints in relation to the use of the premises by you.

13. Payment

We reserve the right to charge interest for late payment of invoices.

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