

## Terms and Conditions

Issued 10/2/11

### Contract

- a) When used below, "the Conference Centre" refers to King's House Conference Centre, King's Church, Sidney Street, Manchester, M1 7HB.
- b) The Conference Centre is wholly owned and operated by King's Church in Greater Manchester. There is signage to this effect in and around the Conference Centre.
- c) Bookings will be "Provisional" until the signed booking form is returned to the Conference Centre by email, fax or post at which point it will become "Confirmed". Bookings that remain "Provisional" for more than 2 weeks will be released.
- d) Signed booking forms returned to the Conference Centre and subsequent written amendments or additions to the original booking constitute a written contract with the Conference Centre.
- e) The Conference Manager reserves the right to add or amend terms and conditions to certain bookings at the time of booking an event.
- f) The booking form for an event will contain the provisional numbers of delegates. Final numbers for catering must be confirmed in writing 5 working days prior to the event and this number (plus any extras requested subsequently) will be the number charged for.

### Payment

- a) The Conference Centre normally invoices after the booking, for payment within 21 days.
- b) The Conference Centre reserves the right to ask for a deposit or full payment before an event is confirmed.

### Rooms

- a) The Conference Centre is normally open weekdays from 8.30am to 5:30pm. Evening, weekend and bank holiday bookings are subject to an additional access charge.
- b) Bookings are charged from the start of setup until the Conference Centre is completely vacated, in periods of half days and full days. Half day means: 8:30am to 1pm, 1pm to 5:30pm or 5:30pm to 10pm. Full day means two consecutive half days.
- c) Access times should take into account setting up and clearing away time and be clearly specified on the booking form. Events that over-run these times are subject to an additional hourly charge.
- d) Any request to use rooms that haven't been booked, should be directed to the Conference Manager. Any extra rooms used will be charged according to our room rates.
- e) It may be necessary to substitute the room you have booked for a different one, after appropriate consultation.

### Equipment

- a) Room rates include use of the following standard equipment: chairs, tables, coat rail, lectern, single flip chart, projector screen and whiteboard (where fitted).
- b) The following AV equipment is available for hire and should ideally be requested at the time of booking: additional flip charts, LCD projectors, laptops, DVD players, VCR players, televisions, overhead projectors and a conference telephone.
- c) The following PA equipment is available for hire and should ideally be requested at the time of booking: induction loops (where fitted), portable PA systems and the auditorium PA system.
- d) The auditorium PA system may only be operated by King's House technicians.
- e) If you choose to bring a PA system into the Conference Centre it will not be possible to use any Conference Centre PA equipment.
- f) For certain events we will send out a PA Requirements form which must be completed and returned at least 2 weeks prior to the event.

### Catering

- a) Alcohol may not be brought into King's House without written permission.
- b) When any kitchen is hired, food hygiene and health and safety procedures and standards must be scrupulously followed. Immediately after use you must thoroughly clean any equipment used and return it to its original location. All work surfaces and the floor must also be cleaned.
- c) Children are not permitted to enter any kitchen at any time.

### Cancellation by the Customer

- a) If you cancel your booking, a cancellation fee will apply. The fee is a percentage of the grand total including catering, based on provisional and then confirmed numbers. The fee will also apply to any cancelled rooms, equipment or catering, where the event goes ahead.
- b) The fee will be based on the following:

|                         | Events up to 30 delegates | Events over 31 delegates |
|-------------------------|---------------------------|--------------------------|
| 8-16 weeks before       | No fee                    | 20%                      |
| 4-8 weeks before        | 30%                       | 40%                      |
| 1-4 weeks before        | 50%                       | 70%                      |
| Less than 1 week before | 90%                       | 90%                      |

- c) If you cancel your event and, in the opinion of the Conference Manager, book a similar event within a period of 14 days, 30% of the cancellation fee will be credited to the re-booked event.

### **Cancellation by the Conference Centre**

- a) The Conference Centre may cancel your booking at any time and without any obligation to you in any of the following circumstances:
- I. If the Conference Centre or any part of it is closed due to fire, flood, power failure, by order of any public authority or through any reason beyond the Conference Centre's control.
  - II. If you become bankrupt, insolvent or enter into liquidation.
  - III. If you are more than 21 days in arrears with payment to the Conference Centre for previously supplied services.

### **Liabilities**

- a) Please be aware that lots of different groups of people use the Conference Centre. Please be considerate to others, safeguard your property accordingly and do not leave windows open in unoccupied rooms.
- b) You are responsible for the conduct of all persons admitted to the Conference Centre for your event.
- c) Special attention should be taken for the care and supervision of any children attending your event.
- d) Whilst we take all reasonable steps to ensure a safe environment, the Conference Centre cannot accept liability for loss or damage to property or death or illness of or injury to persons in or around the Conference Centre. You are advised to check your insurance cover.
- e) You will indemnify the Conference Centre from and against any and all liability to loss of or damage to property or death or illness of or injury to persons and against any and all claims, costs, demands, proceedings and damages arising from, or as a result of your event. You are advised to check your insurance cover.
- f) Any damage to the fabric and fittings of the Conference Centre arising from the activities of your event or its attendees will be charged to you.
- g) Any excessive or specialised cleaning required as a result of your event will be charged to you.
- h) You may be asked to produce evidence of appropriate PAT testing for any electrical equipment you bring in to the Conference Centre. The Conference Centre may insist that uncertified equipment be removed.

### **Fire Safety**

- a) You are advised to be familiar with the evacuation procedure (copies available on request) and the location of fire exits and escape routes.
- b) You should never block any fire exit or escape route.
- c) You are responsible for keeping a register (blank ones available on request) of all persons attending your event, which you will need to take to the assembly point in the event of an evacuation.
- d) The use of candles and pyrotechnics in the Conference Centre is forbidden.
- e) You should ask any smokers to smoke on the street, well away from the entrance, and use the cigarette bin provided.

### **General**

- a) Nothing may be fixed to any ceiling, wall or floor without the permission of the Conference Manager.
- b) No animals (except guide dogs) are allowed in the Conference Centre.
- c) Please ask delegates to dispose of litter and recycling in the bins provided.
- d) Repairs and maintenance must occasionally take place in the Conference Centre during conference hours. Whilst disruption will be kept to a minimum, silence cannot be guaranteed.

*Serving you with Excellence*

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