

Mary Ward Centre (MWC)

Booking Policy and Conditions of Hire for introductory period November 2011 – July 2012

1 Booking enquiries

- Initial enquiry by telephone or email will be considered a provisional booking. A provisional booking will be held by MWC for one week. However, if another enquiry is received during that week the holder of the provisional booking will be asked to either release or confirm it immediately. The provisional booking will be deemed cancelled after one week if not confirmed within that time.
- A booking must be confirmed by email or hard copy in the post. The client will then receive a confirmation email from MWC.

2 Payment in advance and refundable deposits

- Payment of 25% of the total room hire booking charge is required within one week of booking confirmation. In addition, a refundable deposit of £40 for each room hired will be required. A block booking, i.e. the use of one room on multiple dates, will be treated as a single hire and just one refundable deposit will be charged.
- For year round block bookings, payment will be required termly in advance
- Changes to a confirmed booking will be considered on an individual basis and will be accommodated where possible.
- A date change is not guaranteed without the deposit being lost even if you are re-booking for another date.
- The refundable deposit of £40 will be repaid within two weeks of each hire, assuming there have been no problems with the hire.
- Bookings can be taken up to 12 months in advance. However, bookings for the following academic year will not open until the publication of that year's prospectus (usually in late June).

3 Payment

- The balance of payment for room hire must be paid in full no later than 14 days before the date of the room booking. Failure to comply with this will result in the booking being cancelled.
- A 5% reduction in the fee is available to not-for-profit organisations. This reduction is totally at the discretion of MWC and proof of status will be required.

4 Communication

- MWC will usually communicate with hirers by email.

5 VAT

- VAT is charged at the prevailing rate on all rooms at 10 Great Turnstile. No VAT is charged on room rental at 42 Queen Square.

6 Detailed confirmation

- Final details for each event must be received by MWC five days before the date of the event and where any IT equipment is required, one month in advance. This includes room layout, number of people and any equipment requirements. Later requests cannot be guaranteed and MWC holds no responsibility if items are not available.
- Once details have been confirmed a completed booking form will be emailed to each client and a signed copy of this must be received by MWC within the next 2 days.

7 Cancellations

By the hirer

- Cancellation by the hirer within 7 days prior to the date of the booking will incur a 100% cancellation fee. Cancellation by the hirer in excess of 7 days and less than one month prior to the booking is subject to a 25% cancellation fee. Cancellation by the hirer in excess of one month prior to the booking will incur no charge, and any deposit paid will be returned.
- Written confirmation must be received by MWC to cancel a booking; if nothing is received in writing the booking will remain confirmed and may incur a charge.

By MWC

- A minimum of 14 days notice will be given in the event of cancellation by MWC. MWC will not be liable for any losses direct or otherwise if it has to cancel a booking. We will offer alternative dates or rooms subject to availability or refund in full the booking fee and any deposit paid. MWC's liability will not exceed refunding the paid room hire fee and deposit under any circumstances.
- MWC reserves the right to cancel a booking at any time without recompense if the hirer fails to fulfil any of these terms and conditions.
- On the day of hire MWC reserves the right to terminate the letting if, in their opinion, the hirer, their staff, agents or visitors are in breach of any of the terms and conditions of hire. In that event the hirer, their staff, agents or visitors will be required to leave the premises immediately, taking with them their possessions and equipment. In the event of hire being terminated in such a manner, MWC will not be responsible for any claims, losses, actions or damages incurred by or on behalf of the hirer, their staff, agents or visitors in respect of this termination, nor will any hire charge be waived.

8 Equipment

- Room hire includes hire of all tables and chairs within the rooms, as detailed in the room specifications. It may be possible for us to arrange additional equipment and furniture, including flip chart stands or additional chairs, please ask us at least one month in advance, charges may apply.
- Use of our classroom technology is not generally available during the academic year 2011/2012. Where it is granted it will be subject to an extra fee. All Smartboards are compatible with MWC computers, if you have been granted permission and plan to use your own computer with our Smartboards we will have to check its compatibility, please ask one month in advance. If you have booked the AV equipment (Smartboards) but are not sure how to use it, please ask any questions at least one month in advance so that we can arrange a training session if necessary. Training sessions may also be subject to a fee.
- Extra technical equipment being brought by the hirer for use during an event must be agreed with MWC prior to the event. All equipment must demonstrate PAT testing.
- The hirer is liable for any damage to or loss of the furniture or equipment. In the event of damage or loss, MWC will send the hirer a bill for repair or replacement which must be paid within 7 days.
- Hirers are advised to ensure that they comply with the room information sheet, which will be provided with your booking confirmation.
- Hirers must not charge, disconnect or change any cabling and connections in the room. In the event of any problem our staff will endeavour to rectify it for you. Hirers may not move furniture to their room from any other part of the building.

9 Access times

- Access to the rooms is from the time booked. If you require earlier access this must be prearranged and charges may apply. The hirer must not permit more than the maximum number of people specified to be in the room at any one time.
- Rooms are available for booking at times between the hours of 8am and 10pm only.

10 Choice of organisation and activity

- MWC reserves the right to refuse room hire for any activity or to any organisation that it deems to be in contradiction to its own principles and values or in competition with its own services. Bookings for Political meetings, or religious meetings for adults only available to members of one religion, are not accepted. See para 16 for the requirement to clarify that the activity is not endorsed or provided by MWC
- The hirer must declare at the outset the purpose of the room hire and the rooms must be used for that purpose only. If it is deemed that the activities are not in keeping with what was described, hirers will be asked to leave immediately in accordance with para 7.
- Hirers must be able to demonstrate their official status, by way of a bank statement or other official documentation such as Charity and/or Company Number. Individuals booking for activities such as rehearsals or performance will need to supply valid ID demonstrating a home address.

11 Injury, Loss or Damage Indemnity

- MWC will not accept responsibility for any injury, death, loss, or damage to persons or property occurring in connection with the hire of rooms at MWC. Organisers should ensure that they are indemnified by a UK insurer in respect of their liabilities to MWC and their delegates.

12 Leaving the rooms as found

- The hirer must leave the rooms clean, tidy and arranged as they were given them. Any failure to comply will result in MWC retaining the refundable deposit and refusal of any future bookings to that organisation or person.
- Loss or damage to MWC will be charged to the hirer, as will charges for cleaning rooms left unusually disordered.
- The hirer must inform the designated MWC staff member when all their staff and visitors have left the building.

13 Security

- At any time during hire (typically only on Sundays when MWC is not running its own classes) when the front door is closed and Reception unstaffed, hirers and their participants will be required to take responsibility for closing the front door behind them when leaving the building.

14 Noise

- The hirer, their staff and visitors must not make or permit to be made any noise which may interfere with the use of other rooms within the building or adjoining neighbours.

15 Complaints

- Complaints about any services provided for a meeting or an event must be made in writing within 14 days of the event.

16 Advertising

- Advertising copy about your event must be submitted to MWC prior to it being placed. Advertising or promotion indicating MWC as the venue is prohibited until your event is confirmed. This includes media promotions and distribution of posters or leaflets. You are required to make clear in all publicity that your event has no endorsement from MWC and is not delivered by MWC.

17 Subletting

- Subletting of rooms or facilities is not permitted.

18 Posters, Signs and Decorations

- No items can be affixed to the fabric of the building, on outside walls, trees, lampposts, street furniture or any other objects in the surrounding area. A charge will be made for any damage caused to MWC property.

19 Smoking

- Smoking is not permitted in any of the meeting rooms, corridors, lobby areas, roof garden, toilets or external steps.

20 Children

- An adult must accompany children under the age of 14 at all times. Persons under the age of 18 must be under the responsibility of at least one adult who should be clearly identifiable.

21 Filming/ Video Taping

- Permission to film or video events must be obtained in advance from MWC.

22 Music

- The hirer must not make or broadcast music without the permission of MWC. The hirer must in such cases organise directly with the Performing Rights Society or Mechanical Copyright Society or other bodies for any licence required for the uses of copyrighted material.

23 Health and Safety

- The hirer is responsible for maintaining proper order, and observing fire, safety and security regulations. Fire doors must be kept closed at all times, and not wedged open under any circumstances. Corridors, extinguishers and fire doors must be kept clear of obstructions at all times. Any stage dressing (drapes, banners, props etc.) must be certified flame resistant. Any materials not meeting with the satisfaction of our representative will not be permitted.

24 Alcohol licence

- The sale of alcohol is expressly forbidden and we will not support the application for an alcohol licence for any event. However, hirers are permitted to serve and consume alcohol provided this is indicated on the booking form.

25 Food and Drink

- MWC at Queen Square hosts a vegetarian café run on a franchise basis by Luciano Bruni and Daniella Scorciola. All visitors to the building are welcome to use the café, which is open during term time 9.30-20.30 Monday-Friday, 9.30-16.30 Saturdays and on those Sundays (nine per year) when the MWC is open for its own classes. If you wish to order food or drink specifically for your event contact Luciano Bruni on bruni_07@hotmail.co.uk. If you wish to bring and eat your own food and drink in the rooms you have booked, please indicate this on the booking form.
- A vending machine with snacks and hot and cold drinks is available in the student common room area on the third floor at 10 Great Turnstile for hirers' use.

26 Rubbish and recycling

- Hirers using Queen Square are requested where possible to take all recyclable rubbish to the recycling bins in the Square. Where this is not possible, any foodstuffs and all other rubbish must be disposed within the secure lidded metal bins in each classroom or taken away from the premises.

November 2011