

# THC TERMS AND CONDITIONS

## Charges and Payments:

- 1.1 A *deposit* with cleared funds is required to confirm your reservation. We require the full deposit amount in pounds sterling to be paid.
- 1.2 **Deposit Requirements:**
  - 50% deposit at the time of booking (on accommodation only)

***If payments are delayed with more than 14 days,*** The Highbury Centre has the right to release the reservation.
- 1.3 **Final payment** is to be settled by **30 days prior to arrival** including the remaining accommodation and any conference or additional meal charges
- 1.4 We prefer payment to be made by bank transfers, but after a prior agreement we can accept:
  - **debit/credit business cards** with a 1.8 % of transaction charge added to the deposit
  - **debit/credit private cards** – there are no transaction charges
- 1.5 The charges quoted may be subject to alteration if government legislation changed, for example VAT.

## Cancellation

- 2.1 In the event that you cancel ***All or Part*** of your **Accommodation**, upon acknowledgement of written confirmation from an authorised person the following cancellation fee will apply to the final invoice:

### **With more than 5 months' notice:**

15% of the total of the cancellation

### **Within 3 - 5 months' notice:**

50% of the total value of the cancellation

### **With 2-3 months' notice:**

75% of the total value of the cancellation

### **With less than 8 weeks' notice:**

100% of the total value of the cancellation

- 2.2 If you cancel all or part of your **conference booking or any booked meals** within 30 days, the full balance will be charged for the original numbers booked

## Names, Special Needs, Diets, Conference Details

- 3.1 Full names of participants must be sent to us in writing no less than **14 days prior to arrival**. It is the organiser's responsibility to inform us about any special needs or dietary requests.
- 3.2 For day conference bookings or dinners we need the following information **14 days prior to the conference**:
  - exact number and name of participants
  - conference schedule
  - dietary needs
- 3.3 In order to comply with food hygiene regulations, only food and drink supplied by The Highbury Centre may be consumed on the premises.

## Changes in the Booking

- 3.1 Any group related extension or cancellation should be initiated in writing by the group organiser.
- 3.2 If a member of the group wishes to extend their own stay and pay for it individually, the extra nights should be deposited with credit/debit card payment by the

participant. *We can only extend this way if the leader already sent us the names of the members!*

- 3.3 Any double bookings caused by miscommunication between the group leader and members will have to pay the full amount for the number of nights booked.

## Arrival and Departure, Parking:

- 4.1. Bedrooms cannot normally be accessed until 3.00pm on day of arrival. If your arrival is after 10pm you have to notify us in advance.
- 4.2 Please try to allow enough time in your programme on departure day for delegates to pack luggage and vacate their rooms by 10.00am.
- 4.3 If you arrive by car you need a Parking Permit to park on the street. This can be provided upon arrival for £20.00 refundable deposit (in cash/per vehicle). It is the group organiser's responsibility to inform members about parking.

## Security and Damage:

- 5.1. Any equipment or valuables brought onto the premises, such as cash, computers, cables are the responsibility of the owner, and are not covered by THC's insurance
- 5.2. Any loss of or damage to THC property caused by the organisation or any of its delegates, agents or suppliers will be charged for.
- 5.3 The Highbury Centre is a NO SMOKING building. If guests are not compliant, then The Highbury Centre will have the right to charge a fixed penalty of £50.

## Insurance and Risk Assessments:

- 6.1 You are responsible for ensuring that your organisation has effective arrangements in place, including insurance and risk assessments, for any activities that you may be conducting whilst at The Highbury Centre and for these to be available for inspection.
- 6.2 You are also responsible for ensuring that your organization has effective arrangements in place, including risk assessments, to ensure the safeguarding of any children, young people or vulnerable adults within your group whilst staying at or visiting The Highbury Centre.
- 6.3 It should be noted that The Highbury Centre does NOT have public liability insurance against claims of personal liability or damage caused through negligence during a hiring event. We require that you obtain such insurance before using these premises.
- 6.4 Same for death or personal injury resulting from its or its employees' or agents' negligence or wilful default, The Highbury Centre accept no liability for any death or injury to any persons attending functions or for any loss or damage to any property belonging to such persons. The Highbury Centre also accepts no responsibility for injury to people attending the function nor for any items brought into the premises.
- 6.5 Furthermore, organisations are responsible for conducting their own Risk Assessments before using the premises since hirers are responsible for any accident or injury arising out of the activity for which they have booked the premises. It is the responsibility of the hirer to ensure that the premises are safe for the purposes for which they intend to use them.

**General:**

- 7.1 THC has the right to alter or cancel any booking that it cannot keep for reasons beyond its control. If this happens, THC will use all reasonable efforts to offer you an alternative booking, but is not liable for any losses or damages arising directly or indirectly from such circumstances.
- 7.2 This contract shall be governed by the laws of England and Wales. No failure or delay by us in exercising any of our rights under this contract shall be deemed by a waiver of that right. The provisions of these terms and conditions are severable and distinct from one another, and, if at any time any provision is or becomes invalid, illegal or unenforceable, the validity, legality or enforceability of the provisions shall not be in any way be affected or impaired.