

THC Terms and Conditions for Group Bookings

THC has the right to alter or cancel any booking that it cannot keep for reasons beyond its control. Should this event occur, THC will endeavour to inform you as soon as we can and offer you alternative options available.

The Organiser will have responsibility for making payments and providing the required information within agreed timescales.

Charges & Payments:

- **Deposit**

A non-refundable deposit of 20% is required at the time of booking in order to secure your place (on accommodation only).

If payments are delayed by more than 14 days, The Highbury Centre has the right to release the reservation.

- **Final Payment**

The Final payment is to be settled no later than one month (30 days) before the date of arrival, or at the time of the booking if this is within that one-month period.

If payments are delayed, The Highbury Centre has the right to cancel the reservation.

Cancellation Terms:

- **more than one month before arrival**

In the event that you cancel **All** or **Part of your Accommodation** with more than one month's notice, the following cancellation fee of 20% of the total value of the cancellation will apply to the final invoice (on accommodation only).

- **less than one month before arrival**

In the event that you cancel All or Part of your Accommodation, the following cancellation fee will apply to the final invoice:

- 100% of the total value of the cancellation for accommodation or meals

If you are forced to cancel less than one month before your stay, we will try our best to transfer your booking to another date / the same year. If this is not feasible for you then the full fee will be payable. For this reason, and your own peace of mind, we recommend that full insurance cover be obtained.

Refunds:

No refunds or reductions are made for accommodation and meals paid for and not taken. Please note we will also not give refunds if your travel arrangements are delayed or cancelled for any reason.

Payment Methods:

We accept payments as follows:

- **a telephone payment using**

- a debit/credit business cards - 1.9% of transaction charge added to the deposit
- a debit/credit personal cards – 0.9% of transaction charge added to the deposit

- **a BACS payment** using your booking invoice number and the following details as needed:

Bank Name	Barclays Bank
Name on Account	The Highbury Centre
Account Number	5333 6336
Sort Code	204486
IBAN	GB93 BUKB 2044 8653 3363 36
SWIFTBIC:	BARCGB22

For BACS payments, please send email confirmation to our office at groups@thehighburycentre.org so that we can trace your payment.

Privacy Policy:

We do not store credit card details nor do we share customer details with any third parties.

Conference Booking:

- 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:
 - exact number and name of participants
 - conference schedule
 - any special needs or dietary requests
- 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:

- Any group related extension or cancellation should be initiated in writing by the group organiser.
- 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 has sent us the names of the members.*
- 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.

Check-in & Check-out Times:

Rooms will be available from 3pm on the day of your arrival. If your arrival is after 10pm you have to notify us in advance.

Guests are requested to vacate their rooms by 10.00am on the day of departure even if you are departing in the afternoon. You will have access to other public areas in the Centre during that period.

Parking:

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.

Damage and Liability:

Guests and visitors will be liable for the cost of repair or replacement of any damage caused to THC property, grounds for which they are personally responsible.

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.

Smoking:

In accordance with legislation no smoking is permitted in The Highbury Centre. If guests are not compliant, then The Highbury Centre will have the right to charge a fixed penalty of £50.

Data Protection:

Personal information provided by guests is stored securely in the Centre's records system and will be used solely for the Centre's purposes. It will not be passed on to anyone else.

Insurance and Risk Assessments:

- Organiser/ leader(s) of the group 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
 - to ensure the safeguarding of any children, young people or vulnerable adults within your group whilst staying at or visiting The Highbury Centre

- 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.

- Same for personal injury or death 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.

- 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.

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.