



TERMS AND CONDITIONS AGREEMENT

USING THE MEETING AND CONFERENCE FACILITIES

Prior to your meeting:

Please read the following Terms and Conditions carefully before you submit your conference booking request online. By clicking accept to this agreement you accept the following terms and conditions.

Special note about IT, Audio-visual, Teleconferencing and videoconferencing equipment:

Should you have any special requirements for your event such as Audio Visual, Teleconferencing and Videoconferencing equipment, these must be requested on the booking page under 'Products' in advance. Kindly note that any special requirements should be booked at least 72 hours prior to the event date. Please contact Glandore directly if your request falls within this window and we will endeavour to accommodate the request. It is recommended that you set up an hour before your delegates arrive to ensure that all the equipment is in working order.

The nature of your business

You must only use facilities for the agreed event purpose as stated in the written agreement. Use of the facility for a "retail" or any "commercial" nature involving frequent visits by members of the public is not permitted. You must not use the name 'Glandore' in any way in connection with your business except for identifying the address.

Your name and address

You must not put up any signs on the doors of the facility set aside for your event, which is visible from outside the rooms you are using. We operate a no branding policy and appreciate your cooperation on this.

Taking care of our property

You must take good care of all meeting & conference rooms, its equipment, fittings and furnishings which you use. You must not alter any part of it. You are liable for any damage caused by you or those in the business centre with your permission or at your invitation. Please do not hang flip chart paper on the walls as this damage the paint work and a charge will be incurred.

Using our name without our permission

You may not use the name "Glandore Business Centres", "City Quarter", the Glandore Business Centres logo or any photographs of our premises without our permission.

Smoking policy

Glandore Business Centres operates a no-smoking policy throughout the centre. The smoking area is out front of City Quarter.

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Cancellation policy

In the event of non-availability of meeting or conference rooms, we reserve the right to cancel your booking up to 5 working days prior to the event. In such a situation, we will do all possible to find you alternative accommodation.

Comply with the law

You must comply with all the relevant laws and regulations in the conduct of your business. You must do nothing illegal. You must not do anything that may interfere with the use of the business centre by us or by others, cause any nuisance or annoyance, increase the insurance premiums we have to pay or cause loss or damage to us or to the owner of any interest in the building which contains the business centre.

Comply with house rules

You must comply with any house rules that we impose generally on users of the business centre whether for reasons of health and safety, fire precautions or otherwise. You must not play music or use amplification equipment in a way that can be heard outside your rooms.

Insurance

It is your responsibility to arrange insurance for your own property, which you can bring into the business centre, and for your own liability to your employees and to third parties for an amount no less than €13million any one accident in respect of employers' liability insurance and not less than €6.5 million any one accident for public liability insurance. In addition, your policies will contain a specific indemnity to Glandore Business Centres Services Ltd. You will provide a copy of your insurance for inspection on request.

Opening and closing times

Opening and closing times Glandore Business Centres open Monday to Friday - 08:30am to 5.30pm. If your event requires the building to be open before 8.30am or after 5.30pm additional costs may apply. Glandore does not normally open during the weekend. However, if we agree to do so, additional charges may apply. All events in the building will start and end at the time agreed in the contract and all your attendees will vacate the building no later than 30 minutes after the end of the event. We will charge you for any facilities or services used outside of the times agreed in the contract.

PROVIDING THE SERVICES

At the start of your agreement

Although, we will do our utmost to accommodate your needs, if for any reason we cannot provide anything as set out in the written agreement we are not liable to you for any loss or damages.

Suspension of services

We may by notice suspend the provision of services (including access to the meeting room) for reasons of political unrest, strikes, or other events beyond our reasonable control, in which event payment of the standard fee will also be suspended for the same period.

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Our liability

We are not liable for any loss as a result of our failure to provide a service as a result of mechanical breakdown, strike, delay, failure of staff, termination of our interest in the building containing the business centre or otherwise unless we do so deliberately or are grossly negligent. We are also not liable for any failure until you have told us about it and given us a reasonable time to put it right.

YOUR AGREEMENT

Making a booking

All bookings must accompany a signed copy of this "Terms and Conditions Agreement". Bookings will only become confirmed on receipt of the signed booking confirmation form and terms and conditions agreement.

Altering your booking

Altering your booking Altering your booking date is required 5 working days in advance, unless otherwise stated. If you have less time than 5 working days, please contact Glandore directly and we will endeavour to accommodate.

Duration

Your agreement is only for the dates and times stated in the written agreement. Dates and times are not transferable if you fail to show or arrive late.

If an event runs overtime or if you require extra time

As soon as you realise that you may require additional time it is imperative that you inform our Reception prior to the event or on the day of your event. Kindly note that a minimum of 30 minutes is required for break down and set up. All additional time will be charged accordingly. There is a grace period of 15 minutes after an event finishes. Should your event go over by 30 minutes (post the grace period), a charge of €60 will apply to your account. Should your event go over by 1 hour (post the grace period), a charge of €120 will apply to your account.

Ending your agreement immediately

We may put an end to your agreement immediately without giving notice if: you are a regular user of our facilities and have a history of late payment of invoices and you have received a number of written reminders. If we put an end to the agreement for any reason it does not put an end to any then outstanding obligations you may have and you must: pay for additional services you have used, pay any meeting and /or conference room or cancellation fees your agreement stipulated you to respect and indemnify us against all costs and losses we incur as a result of the termination.

If the business centre is not available

In the unlikely event that we are no longer able to provide the services and facilities at the business centre stated in your agreement then your agreement will end and you will only have to pay the standard fees up to the date it ends and for the additional services you have used.

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When your agreement ends

You are to vacate the meeting and /or conference facility immediately, leaving it in a decent condition.

If you leave any of your own property in the business centre we may dispose of it any way we choose without owing you any responsibility for it or any proceeds of sale.

Confidentiality

The terms of your agreement are confidential. Neither of us must disclose them without the other's consent unless required to do so by law or an official authority. This obligation continues after your agreement ends.

Indemnities

You must indemnify us in respect of all liability, claims, damages, loss and expenses, which may arise:

- From any death, injury or disease sustained by any person or loss or damage to any property arising from use of the accommodation provided.
- From a third party in respect of our provision of services to you
- If you do not comply with the terms of your agreement. You must also pay any costs, including reasonable legal fees, which we incur in enforcing your agreement.

Consequential loss

If for any reason we cannot provide you with any service our liability is limited to crediting or returning to you a fair proportion of the relevant fee. To the extent permitted by law we have no liability whatsoever for any consequential loss as a result of anything we or our staff do or fail to do.

Irish law applies

Irish law applies to your agreement. We both accept the non-exclusive jurisdiction of the Irish Courts.

FEES

Payment

Prices will be quoted excluding VAT, unless otherwise stated. Rooms and specific requirements will be laid out in your confirmed booking email.

Payment terms

In the case of all bookings, credit card details are required in advance to secure the booking. Full payment will be taken with credit card provided. Should any additional requests be made on the day, charges will be applied for payment and invoice sent via email for same.

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Deposit

You may be required to pay a deposit for an event – if applicable.

Cancelling an event

The below cancellation charges applies for boardrooms

- Up to 21 days prior | No Charge
- 21 – 14 days prior | 50% of the room hire, AV and equipment charges
- 14 days prior | 100% of the room hire, AV and equipment charges

The below cancellation charges apply for all other meeting rooms:

- Up to 5 working days prior | No Charge
- 5 – 3 working days prior | 50% of the room hire, AV and equipment charges
- 2 working days prior | 100% of the room hire, AV and equipment charges.

Clients will be offered the option of rescheduling their event within four weeks of the date of the booking and where there is a suitable date and room available the cancellation fee may be waived. If Glandore does not receive written or electronic correspondence of your request to cancel your event you will be billed the full amount. All no shows will be charged in full.

Food and Beverage details are required 5 working days in advance including final numbers. After which this will become the minimum number to be charged. Should you wish to book any F&B within the 5 days, please contact Glandore directly and we will endeavour to accommodate your request. If you bring in your own catering, a corkage charge of €60 will apply to your account.

Prices and discounts

All prices quoted are subject to change, however, those quoted in your proposal will apply to your event or meeting unless it is evident there has been an error. All prices quoted are exclusive of VAT unless otherwise stated.

Withholding services

We may withhold services (including for the avoidance of doubt, denying you access to the meeting room and /or conference hall) while you are in breach of your agreement.



We are Glandore Business Centres, City Quarter, Lapps Quay, Cork City. This agreement incorporates our terms of business set out in the **CONFERENCING AND MEETING FACILITIES AGREEMENT**, which you confirm you have read and understood. We both agree to comply with those terms and our obligations as set out in them.

PLEASE FILL OUT AND RETURN

Name

Title

Date

Event Date

Signature

INTERNAL USE (LEAVE BLANK)

Name

Title

Date

Event Date

**Glandore
Signature**