

Terms & Conditions

Deposits

Total room hire cost is required at the time of booking as a deposit, an invoice will be sent out and payment will be required within 30 days of the invoice date.

- If a booking is made less than 30 days before an event, total cost of the event is required 10 working days of when the invoice was sent.
- If a booking is made 10 working days or less before an event, total cost of the event is required immediately.

Room Bookings and Cancellations

Written confirmation in the form of a completed and signed contract is required from the client for all bookings. Bookings are finalised only when the signed contract is received by 20 Cavendish Square.

Cancellations will only be accepted in writing. Cancellation charges are as follows:

Room Hire Only – less than 14 working days full booking price is non-refundable

Cowdray Hall

Under 6 working weeks, deposit is non-refundable

Over 6 working weeks, no charge

All other meeting rooms

Under 4 working weeks, deposit is non-refundable

Over 4 working weeks, no charge

Should the client wish to reschedule, this can be done without charge but only within **6 months** of the original booking. Once the rescheduled date has been confirmed no further transfer of date will be permitted and cancellation charges will apply as stated in the Terms & Conditions.

Hospitality and Cancellations

All food and hospitality shall be exclusively provided by catering contractors to 20 Cavendish Square. No beverages, food or intoxicating liquor shall be consumed on the premises unless ordered by 20 Cavendish Square.

The client will be responsible for paying all charges arising out of the booking in relation to hospitality provided, including extra items ordered on the day and all cancellation charges. If numbers increase on the day, the client will be requested to sign a document confirming that full payment will be made upon receipt of a further invoice after the event.

We require **10 working days'** notice for all catering requirements and final numbers. This will only be accepted in writing.

20 Cavendish Square reserves the right to cancel a booking without notice and in no event shall be liable for any loss or damage arising from such cancellations.

Discounts

10% discount off room hire for registered charities and RCN members. Charity number or RCN membership number will be required at the time of booking in order to receive the discount.

Discounts are given at the discretion of 20 Cavendish Square. Proof of eligibility for discount must be submitted with the booking form.

Security

If delegate numbers are 15+, event organisers must provide delegates with badges to be worn at all times when in the building. Badges must display the name of the company and event title.

If delegate numbers are under 15, reception will provide Visitor badges which must be worn at all times when in the building.

Exhibitions

Exhibition space is available for events; however the number of stands is dependent on the room booked and delegate numbers. This must be agreed with 20 Cavendish Square at the time of booking to ensure appropriate space is allocated.

One table will be provided per exhibitor – this must be requested in advance.

Exhibitors and organisers must have appropriate insurance in the event of damage sustained by exhibitors and/or exhibition stands.

We do not provide storage for goods.

Exhibitors must not arrive at 20 Cavendish Square before **8am** unless previously agreed.

Information regarding deliveries and collections for events is available in the Organiser's Information Pack.

Loss or Damage

All items are left at the owners' risk. 20 Cavendish Square does not accept *responsibility for loss of, or damage to, any deposited items*.

Unless otherwise agreed with the conference team, the client must leave the meeting room or area in the condition they found it.

The client is directly responsible for any damage caused to 20 Cavendish Square, its furnishings and equipment, as a result of letting and will be charged for all damages.

Anything bought in by the client, or by a supporting company, in relationship to the event, must be freestanding. This is a Grade II listed building and nothing can be attached to the walls, ceilings, doors, pillars, beams, skirting, and coving by any means including blue tack. Should you need to discuss the possibility of erecting a structure, this needs to be agreed with the Conference Team prior to the event.

The cloakroom at 20 Cavendish Square may be used by clients and their guests; however, any lost or misplaced keys will be replaced at a **cost of £6.00 per key** and charged to the client.

20 Cavendish Square is not responsible for any loss or damage to property or person.

The costs of repair for any AV equipment should be covered by the client for any damages.

If the client wishes to use an external company for part or all of their event, the external company must provide Method Statements, Risk Assessments and appropriate insurance policies prior to the date of the event. The Hirer is required to have adequate Public Liability Insurance in place for the use the Premises.

The level of indemnity of the Public Liability Insurance must be no less than £5,000,000 for each and every claim. Evidence of such Insurance is to be provided prior to the Hire of the premises.

Any potential works or use of our AV equipment must be agreed by the AV team at 20 Cavendish Square.

Invitations must carry an RSVP address of the organiser and not the venue.

A draft copy of all promotional and advertising material (including websites) must be submitted to the Conference Services Department prior to publication.

Press Conferences

All press conferences and media events are subject to approval and must be declared when the booking enquiry is made.

If approval is received please provide detailed contact information including relevant contact names, addresses, e-mail addresses and mobile contact numbers for your organisation. These are given to the media for use prior to and during the event.

The RCN Media Team will be unable to deal with queries on your behalf.

20 Cavendish Square would like to use feedback or comments made in the evaluation forms as part of their testimonial section on the website and in some promotional materials. If you do not agree to this, please tick here ☐

Accreditation is the RCN seal of approval for health care training. By accrediting with us you are choosing to align your organisation to the RCN's high standards, promote best practice and improve patient care.

- If your conference or event is relevant to nurses and/or nursing we recommend that RCN accreditation is sought.
- The RCN accredits learning and training initiatives for a diverse range of clients who want to guarantee that their initiatives are up to date, of the highest quality, effective in educating nurses and the wider health care family, and promote best practice.
- Accreditation by the RCN will ensure your learning and training initiatives stand out and appeal to nurses and managers who need to choose the most effective use of their time and money. They will know that they are accessing a learning initiative of the highest quality when they attend an event that has RCN Accreditation.
- We include a model for structured reflection for delegates to use, to reflect on their experiences and to capture their learning. This can be kept in nurses' PREP (post-registration education and practice) portfolios and contributes towards their continuing professional development. Certificates are provided to nurses who attend RCN accredited events, demonstrating evidence of the study hours required to keep them up to date. Knowing that an initiative has been accredited will appeal to nurses and their managers.

Please contact: RCN Accreditation

Direct Line: 020 7647 3647

Email Address: accreditation@rcn.org.uk

Website: www.rcn.org.uk/accreditation