



# Warren House Conference Centre

## Terms and Conditions

### For Conferences, Meetings, Private Events and Group Accommodation

We will endeavour to make the bedrooms available from 3.00pm on the day of arrival and request that bedrooms are vacated by 11.00 am on the day of departure. All rooming lists must be received by Warren House, in writing, at least 7 days prior to the arrival date of the event.

All meetings are booked on the understanding that they will terminate by 17.30 hours each day, if the meeting room is required longer, or for 24 hour hold, on any specific day, then please let us know in advance and this will be arranged subject to availability & additional charge. We are unable to guarantee that your meeting room will not be used for an evening event unless prior arrangements are in place. Equally, if you are installing 3rd party AV equipment into our meeting spaces you must advise us at least 10 days in advance of the event start date so that we may consider this when allocating conference rooms.

Fire Alarm tests are usually carried out on Mondays at 3.00pm and should only last a few seconds.

Warren House reserves the right to approve any externally arranged entertainment, services, equipment or activities that you have arranged in line with Health & Safety. Any band or musician employed by you must comply with statutory requirements & requirements of the management. Failure to do so will result in an immediate termination of the event.

We regret that we are unable to accept responsibility for the property of guests. (Warren House has a safety deposit box facility). Please ask at reception for further details.

For compliance with food hygiene regulations it is not the policy of Warren House to permit guests to supply wines, spirits or food for consumption on the premises.

Warren House wants every customer to enjoy its welcoming facilities, should any of your delegates be unable to correct any aspect of poor behaviour or activities unacceptable to Warren House we reserve the right to terminate your stay. Should this occur no monies will be refunded to you. The cost of repairing any damage caused to the property, contents or grounds by any guests within your group must be reimbursed to Warren House by yourselves.

Warren House is a non-smoking site; we have provided smoking areas, which are available for customers to enjoy.

If you need to deliver any equipment or material to Warren House please let us know when it is coming & ensure it is clearly labelled with your name & company name. It should arrive no sooner than 24 hours prior to your event & must be collected within 48 hours when you leave. We cannot accept responsibility for any items left with us, or for the property of customers. Warren House has safety deposit boxes available for guests use when on the premises. Please ask at reception for further details.



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## Cancellation Policy

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Once both parties have signed the contract all provisions booked on your behalf are confirmed & therefore subject to cancellation charges at the following amounts in the unfortunate event of cancellation or postponement:

- 25% If the event is cancelled more than 100 days before the event/accommodation commences
- 65% If the event is cancelled between 61-100 days before the event/accommodation commences
- 90% If the event is cancelled between 7-60 days before the event/accommodation commences
- 100% If the event is cancelled within 7 days of the start date

Any cancellations or amendments to guest numbers must be confirmed to Warren House in writing. Should you make significant changes to the program or expected numbers, this may result in amendments in the applicable rates and/or facilities offered by us, which will be put in writing to you.

The numbers on this contract are the numbers chargeable, however if you send updated numbers that are higher than the original number confirmed then this becomes the new chargeable number. We do appreciate that it can be difficult to estimate numbers, and therefore you have the option to reduce your number of delegates / bedrooms by up to 10% per day / night without incurring cancellation charges provided you inform us in writing at least 10 days prior to the event.

Definitive cancellation charges due can only be confirmed to you after the intended date of your event, when we shall reduce the charge by any alternative business we have been able to secure on your behalf.

We are able to forward accounts for settlement by prior arrangement, when credit facilities are in place. Where a credit agreement is not in place we require a 25% deposit upon receipt of the contract, and pre-payment to be received 7 days prior to arrival, based upon the pro-forma invoice.

Prices that are quoted including VAT do so at the rate prevailing when the contract was prepared & are subject to alterations should the rate change.

Payments must be made in pounds sterling. Warren House reserves the right to pass on any bank charges resulting from exchange of foreign currency payments.

Warren House will only pay commission to those agencies who are certified members of IATA, TIDS or HBAA where written confirmation has been received by the agent. Commission is payable all pre-contracted rates at 10% + VAT.