

## Terms and conditions of hire

### Definitions

One Queen Anne's Gate facilities are operated by Water UK hereinafter referred to as OneQAG. The client means the organisation/individual in whose name the booking is made. The "contract" means the agreement between OneQAG and the client for a specific booking or series of bookings.

### Session times

Early bird session	7.30 – 9.30
Morning session	9.00 – 13.30
Afternoon session	14:00 – 17.30
Full day	9.00 – 17:30
Evening session	18:00 – 22.00

Should a booking overrun or start earlier the full day charge will apply.

### Confirmation and final numbers

Rooms are held provisionally for 7 days. Upon receipt of the booking form, all bookings are considered confirmed and binding. Once confirmed all such provisions reserved on your behalf will be subject to the terms and conditions.

The number of guests must be advised to OneQAG at the time of the verbal confirmation and on the booking form. Any amendment to this number must be notified to OneQAG in writing not less than 2 working days prior to the event. The final number should not exceed the maximum seating capacity of the room. The amount payable by the client shall be calculated on this final number, or the number actually attending, whichever is the greater.

Please note the "Amendments by the Client" below.

### Amendments by the Client

- A reduction in the duration or contracted value of the booking shall be subject to OneQAG's cancellation policy.
- Should a reduction in numbers of 10% or more be made at any time prior to the event this will be subject to OneQAG's cancellation policy.
- Final numbers, timings and special requests must be confirmed to OneQAG at least 2 working days before the event.

### Cancellations by the Client

In the unfortunate circumstance that you have to cancel or postpone your confirmed booking at any time prior to the event. OneQAG will make every effort to re-sell the facilities on your behalf. If OneQAG is unable to re-let the facilities, the following scales of cancellation will apply:

- a) Confirmed booking more than 30days less than 3 months: 25% of the room hire charge
- b) Confirmed booking less than 30 days: 50% of the room hire charge
- c) Confirmed booking less than 14 days: 75% of the room hire charge and 25% on catering.
- d) Confirmed booking less than 2 days: 100% room hire charge and 100% on catering

In the first instance, notification of cancellation should be advised verbally to the Reservations. A cancellation by telephone must be confirmed in writing by the client.

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

### **Amendments or cancellations by One Queen Anne's Gate**

Should OneQAG, for reasons beyond its control, need to make any amendments or cancellations to your booking, we reserve the right to do so. OneQAG will not be liable for any loss or damage arising from such amendments or cancellations. The hirer is advised to effect appropriate insurance.

OneQAG may cancel the booking:

- if the booking might, in its opinion, prejudice the reputation of OneQAG or Water UK.
- if the client is more than 30 days in arrears of previous payments.
- If OneQAG becomes aware of any alteration in the client's financial situation

OneQAG will endeavour to adhere to the allocated rooms but reserve the right to alter the rooms at short notice if unavoidable.

### **Deposits, payments and credit**

OneQAG reserves the right to require the payment of all or part of the anticipated cost of the event at any time prior to the date of the function, the amount of which will be determined by OneQAG. Should the client fail to pay such a deposit, OneQAG may treat the booking as having been cancelled by the client.

Payment is due for credit accounts 30 days following the date of the invoice.

Payment must be made in pounds sterling.

### **VAT**

VAT at the prevailing rate is chargeable on all facilities, catering and sundry services.

### **Liability**

The costs of repairing any damage caused to the property, or its contents, by the client, its associates or guests, must be reimbursed to OneQAG by the client.

OneQAG will not be liable for any failure to provide facilities, services, food or beverage as a result of matters beyond its control.

### **Personal property**

OneQAG does not accept responsibility for the property of the client and guests. Any items left in the building are done so at the owner's risk and without any obligation on the part of OneQAG.

### **Equipment storage**

Due to limited storage for client use, this may be possible only by prior agreement. OneQAG does not accept liability for the loss of or damage to any items stored.

### **Performing rights and statutory regulations**

OneQAG reserves the right to approve any externally arranged entertainment, services or activities arranged by the client and cannot accept responsibility for any resultant cost.

### **Externally purchased food and beverages**

Other than that supplied by OneQAG items of food, wines, spirits or other beverages are not permitted to be brought into the meeting rooms or adjacent areas for consumption. Any contravention of this could incur a charge of £10 per person and/or invalidate agency commission. The convenor and principle booker would be advised on the day/days of the breach of this clause.

**External equipment**

Equipment may only be brought in with prior permission of OneQAG and be at the client's risk. All electrical equipment must have up to date PAT certification.

**Affixing of signage**

No signs or other items may be placed on or affixed to any part of OneQAG's premises without prior consent. Directional signposts are in operation within the building.

**Sub letting**

The client shall not sub-let the hired rooms without OneQAG's written consent.

**Use of the OneQAG name and logo**

The OneQAG logo may only be used in publicity material with prior approval and written consent.

**Health and safety and disabled access**

We are concerned for your health and safety and that of our premises. Please respect any requests by OneQAG to comply with safety issues.

Instructions concerning fire evacuation routes are supplied in all rooms

Wheelchair access to the building is provided by ramp. All the rooms on the ground floor are accessible by wheelchair. Induction loops are provided in reception and all meeting rooms.

**No smoking**

OneQAG operates a no smoking policy within the building with which all hirers and delegates are required to comply, in line with legislation.