

Conference/Meeting Room Bookings Terms and Conditions

All meetings, conferences and exhibitions (“the event”) booked at Horticulture House, Chilton, Oxfordshire, OX11 0RN by the client (“the customer”) shall be subject to the following conditions:

Bookings and Confirmation

Provisional Bookings can be made by email (bookings@hta.org.uk) or telephone. These will be held for a maximum of 10 working days and may be released without notice. All bookings are provisional until written confirmation (and a purchase order, if applicable) is received from the customer.

Confirmation of Bookings

The event contract (“the agreement”) must be returned by the customer and received by Horticulture House (“the company”) within 10 working days of the date of issue. If Horticulture House does not receive the contract within this period Horticulture House reserves the right to release the provisional booking and re-let the facilities.

Confirmation will include:

- Event date
- Estimated number of delegates and facilitator details
- Preferred room layout
- Lunch & refreshment requirements
- Equipment requirements
- Any special/additional requests
- Invoice address

Final Numbers & Requirements

Notification of the exact number and specific requirements must be provided as early as possible and no later than 3 working days prior to the start of the event, a reduction in numbers received within the 3 working days prior to the start of the event cannot be accepted, and non-arrivals will be charged as quoted.

If the customer requires a change of date, every effort will be made to accommodate this, however, the provision of the same room, equipment and additional requirements cannot be guaranteed.

Hire charges will be in line with the price lists effective at the time of booking. All prices quoted are exclusive of any applicable value added tax.

Payments

The customer agrees and accepts to make payment for the meeting room hire and the services at the prices confirmed in the event contract. The final invoice will be issued within 5 working days (1 week) prior to the event and payments should be made by return.

Where invoices remain unpaid for a period exceeding 30 days from the date of this invoice, this will be deemed ‘overdue’. Horticulture House reserves the right to claim interest on overdue invoices pursuant to ‘Late Payment of Commercial Debts (Interest) Act 1998.

The company may at any time increase its charges payable by the customer for the event to pass on to the customer any increase in the rate of value added tax or similar tax or duty for which the company is liable, and which arises by virtue of this agreement.

The customer agrees to pay the company on demand for any food, beverages or other service not provided for in the agreement but made available upon request of the customer at any time.

Payment is to be made by BACS transfer. Payment is to be made in pounds sterling.

Cancellations

Horticulture House will take all reasonable steps to fulfil the meeting room requirements in accordance with the details provided from the customer. However, Horticulture House reserves the right to provide alternative services of at least an equivalent standard and at no additional cost(s) to the customer.

Notwithstanding anything contained in these terms, Horticulture House will not be liable for any failure to perform its obligation to the customer in whole or part as a result of any of the following circumstances:

- Strikes and other industrial actions/disputes
- Fire and/or floods at or near the premises
- Misconduct or negligence of a customer, delegate or external third party
- Act of God

If the customer cancels a meeting booking, this must be made in writing to Horticulture House, and in the event of a cancellation the following charges shall be payable:

Period before Hire Date	Room Hire Cost	Catering Services
Within 6 months	NIL	NIL
Within 3 months	NIL	NIL
Within 1 month	25%	NIL
Within 2 weeks	50%	NIL
Within 1 week	100%	100%

Health & Safety

The customer must ensure that the meeting room is safe for the purpose for which it is intended to be used and shall be responsible for all activities undertaken and will give reasonable consideration to other users of Horticulture House.

Fire & Safety regulations are to be observed and the customer should make themselves aware of the location of the fire exits and fire appliances and access to all fire doors must be kept clear at all times. There are an adequate number of fire wardens at Horticulture House and in the event of a fire, the customer will liaise with them to ensure all delegates are accounted for, and the correct steps are taken to evacuate the building as stipulated in the Fire Procedure.

Damage

The customer shall be responsible for any damage caused to the company's property or any part of it (including without limitation furnishings or equipment) as a result of any act or neglect of the customer. The customer shall pay the company on demand the amount required to make good or remedy any such damage.

No items are to be affixed to the walls, floors or ceilings of any part of the company's property without the company's prior written consent.

We are unable to accept responsibility for any loss or damage to personal property. We hold public liability insurance in respect of private hirers, the limit of indemnity is £10 million for any one occurrence, and the customer is liable for the excess of up to £1000 in respect of each claim.

Other

Horticulture House operates a 'non-smoking' policy within the premises. There is a designated smoking area situated to the rear of the building.

There are plenty of car parking spaces available at Horticulture House which are free of charge.

We do not hold a license for either the supply or consumption of alcoholic beverages on the premises.

For any meeting requests that are out of our standard opening hours, Monday – Friday, 8.15 – 1800 there will be an out of hours fee.