



The Tim Parry Johnathan Ball Peace Centre

Room Hire Booking Terms & Conditions

Thank you for your enquiry regarding room or conference hire at The Peace Centre. Please ensure that you carefully read and accept our terms and conditions set out below before completing the enquiry form.

General Conditions

- Providing the dates are available, a booking form and quotation will be emailed to you.
- On receipt of a signed booking form and if your booking meets our criteria, confirmation will be issued via email to confirm the booking and associated costs.

Payment

- No deposit is required; an invoice for the room hire will be issued shortly after your booking. Please ensure an order number is provided for the invoice.
- Regular weekly bookings are expected to pay in advance.
- All charges are subject to VAT.
- Payment is required within 14 days of the date of invoice.

Cancellation of Your Visit

- If for any reason you need to cancel your booking please give us as much notice as possible.
- Conference Hire bookings cancelled within 7 working days will be subject to full catering charges being levied.
- Room Hire bookings not cancelled with us will be subject to full room hire and catering charges being levied.

Special Requests & Dietary Requirements

- We shall endeavour to meet all special requests but they must be made clear and cannot be assumed to have been accepted until confirmed by us in writing.
- Final numbers and any special dietary requirements should be confirmed in writing to the catering manager at least 7 working days prior to the start of your visit.

Our Responsibility

- All groups will be met on arrival and given a full Health and Safety induction.
- The centre fully complies with all current H&S legislation and is monitored and audited within our procedures.
- The centre is manned by our onsite security personnel out of normal working hours, who will assist with any enquiries the group may have.
- The centre holds public liability insurance – it is expected that all groups have adequate public liability insurance and personal accident insurance to cover the details of their visit.
- We reserve the right to suspend or permanently exclude any person if their behaviour is incompatible with the general enjoyment or safety of other centre users.
- We cannot accept responsibility for any loss or damage to visits property of any description.

Your Responsibility

- Provide a suitable and sufficient risk assessment for your event/booking.
- The group leader or other person responsible for the group must accept total responsibility for the supervision and behaviour of the group at all times.
- To ensure all centre rules are adhered to and co-operate with all centre staff.

Smoking, Alcohol and Drugs Policy

- The centre operates a strict no smoking/alcohol and drugs policy. A designated smoking area is identified outside the centre. Any persons found under the influence of drugs or alcohol will be subject to our exclusion policy.

If You Have a Complaint

- If you are dissatisfied with any aspect of your visit, please bring this to our attention immediately so that any matter may be resolved straight away.

