



Conference/Meeting Room Bookings

Terms and Conditions

All meetings and room hire booked at Open Awards, 17 De Havilland Drive, Estuary Commerce Park, Speke, Liverpool, L24 8RN by the client ("the customer") shall be subject to the following conditions:

1. Bookings and Confirmation

Enquiries can be made by email (customerservice@openawards.org.uk) or telephone. A booking form is available on Open Awards website. If the date and time requested can be accommodated by Open Awards a provisional booking will be made and confirmed by email. All bookings are provisional until written confirmation/signed booking form (and a purchase order, if applicable) is received from the customer.

2. Confirmation of Bookings

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

3. 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 for lunch/refreshments 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. Numbers should not exceed the capacity as outlined in the booking form or on our website.

Hire charges will be in line with the price lists effective at the time of booking. Open Awards is not currently VAT registered and therefore VAT will not be charged.

4. Payments

The customer agrees and accepts to make payment for the meeting room hire and any additional services at the agreed prices. The invoice will be issued within 5 working days of confirmation of booking and payment must be made prior to the event or within 30 days from invoice whichever is soonest.

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, if the request can be accommodated.

Payment can be made by BACS transfer, card or cheque to the account details on the invoice.

5. Cancellations

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

Open Awards - Terms and Conditions of Hire

Notwithstanding anything contained in these terms, Open Awards 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 Open Awards by emailing customerservices@openawards.org.uk, 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%

6. 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 Open Awards.

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 Open Awards 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. The meeting host should ensure all attendees have signed in and out.

The capacity for each room is shown on Open Awards website and meetings should not exceed this number.

7. Damage

The customer shall be responsible for any damage caused to Open Awards 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 Open Awards prior written consent.

The customer shall be responsible for any loss or injury to persons or their personal property by reason or in consequence of the hire of the premises. Open Awards holds public liability insurance in respect of private hirers, the limit of indemnity is £10 million for any one occurrence, and the customer shall be liable for the excess of £500 in respect of any claim.

8. Other

The customer is responsible for the control and discipline of the attendees.

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

Parking is extremely limited and the use of public transport should be encouraged wherever possible. Open Awards will not be held responsible for any parking fines incurred.

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

9. Accessibility

The Open Awards office is fully wheelchair accessible and disabled parking spaces are available.