Bassetlaw ACTION Centre

MAKING A DIFFERENCE THROUGHOUT NOTTINGHAMSHIRE

Bassetlaw Action Centre, Canal Street, Retford, Nottinghamshire. DN22 6EZ

MEETING ROOMS
BOOKING TERMS AND CONDITIONS

Meeting
Thank you for choosing to book a Bassetlaw Action Centre Meeting Room. We look forward to welcoming you. By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

Room Hire
Room hire is for a minimum of one hour, and includes use of all meeting room facilities.

- LCD projector
- Whiteboards and pens
- Flipcharts and pens
- Room set up to meet client's requirements
- TV and DVD

Room hire is charged per hour, or part thereof, rounded up to the nearest half an hour.

Addition Charges
Refreshments, Catering and Printing is available at an additional cost.

Enquiries and Quotations
Please contact us to check availability and to discuss your requirements for room layout, timetable, numbers and catering.
A written quotation will be sent based on the information you have provided.

Booking Confirmation
All bookings must be confirmed by the hirer in writing, either by letter or email.

This written confirmation will act as a contract between Bassetlaw Action Centre and the hirer.

The booking confirmation must include:

- Event Date and Time
- Event Title
- Arrival and departure times
- Booking contact name, telephone number and email.
- Purchase Order reference
- Invoice address and Booking reference (if any)
- Name and contact details of person in charge on site on the day of the event
- Room layout required
- Number of attendees
- Refreshments requirements

All bookings will be confirmed by Bassetlaw Action Centre by email or letter.

Deposit
A 50% non-refundable deposit is required to secure a booking. This is payable on receipt of Bassetlaw Action Centre's booking confirmation and final quotation. Deposits can be paid by BACS or Card in person or over the telephone.

Final Confirmation
Final set up, times, attendee numbers, catering requirements (including details of any special dietary requirements) must be confirmed at least seven days prior to the event.
These details will be used to calculate the final charges.

Amendments to booking
If the room is used for longer than the time booked or if the number of attendees exceeds the number originally booked, then additional charges at the relevant rate will be applied.

Cancellation by Client
In the unfortunate circumstance that a hirer has to cancel a booking, one weeks' notice in writing is required. If less than one weeks' notice is given then the full charge will be made.

Cancellation by Bassetlaw Action Centre
If Bassetlaw Action Centre for reasons beyond its control needs to cancel a booking, we will make a refund of all monies paid. Our liability does not extend beyond this refund.

Settlement Terms
Payment of the final invoice is due for settlement within 7 days from our invoice date. We reserve the right to make a credit charge of 10% for late payment of our invoices.

Damages and Breakages
We will hold the hirer responsible for meeting the cost of repair or replacement of Bassetlaw Action Centre property that arises from any damage caused by the hirer's delegates, guests or visitors.

Zero-tolerance Policy
We are committed to treating you with respect, and we expect the same in return. Please note that we operate a zero-tolerance policy regarding abusive, aggressive, or discriminatory behavior toward our staff. Calls/visits featuring swearing, threats, or personal abuse will be terminated immediately.