

## Terms and Conditions of Room Hire

### How to Book

It is possible to provisionally book a room. To make a provisional booking, please call 024 7622 0381. A provisional booking will only be held for 24 hours.

To confirm a booking, VAC's Room Hire Booking Form must be completed in full and returned either by e-mail to [info@vacoventry.org.uk](mailto:info@vacoventry.org.uk) or post to Voluntary Action Coventry, 1<sup>st</sup> Floor, Harp Place, 2 Sandy Lane, Coventry CV1 4DX.

### Methods of Payment

Please note, VAC requires payment in advance of the booking. It is preferable that payment is made at the time of placing a booking wherever possible. Once you have returned a completed booking form, VAC will issue you with an invoice for payment. Any purchase order numbers that need to be quoted must be specified and marked clearly on the form.

Payment is preferable by BACS transfer. Where payment in advance is not possible, VAC will accept a cash payment for the full amount on the day of the booking.

Please note the Training room is available from 9am to 5pm Monday to Thursday and 4.30pm on Friday.

Please ensure you have read, understood and accepted the **Terms and Conditions of Room Hire** before you submit a booking. By placing a booking, you will be deemed to have read, understood and accepted them.

### VAT

Voluntary Action Coventry is not VAT registered so no VAT is payable.

### Conditions

Voluntary Action Coventry (VAC) reserves the right to enter the hired premises at all times. VAC reserves the right to refuse any application for hire. VAC reserves the right to refuse permission to hire premises or to cancel any hiring without notice should it have reason to believe that the activities of the hirer will bring the good name of VAC into disrepute.

The hirer shall, during the hiring, be responsible for the efficient supervision of the hired premises, including, the orderly and safe admission and departure of persons to and from the premises, and the orderly and safe clearance of the hired premises in case of an emergency. Ensuring that all users of the hired premises are aware of the emergency exit routes from the building and that all doors giving egress from the hired premises shall be kept unobstructed and immediately available for use during the whole time the premises are in use, and no obstruction shall be placed or allowed to remain in any corridor giving access to the hired premises.

The hirer shall ensure that all fixtures and fittings and portable equipment provided by VAC are used correctly and that any faults or damage occurring during hire are reported. Where equipment fixtures or fittings are damaged by the hirer or persons invited into the building by the hirer, the hirer will be charged the full cost of repair or replacement.

VAC conference chairs accommodate a standard 22 stone weight capacity. Should you require a more substantial chair please let us know in advance.

No animals are allowed in the building, with the exception of Assistance Dogs.

Smoking or being in possession of lit cigarettes, cigars, e-cigarettes or pipes is not permitted in any premises however there is a smoking shelter outside that can be used for visitors. The consumption, sale and display of alcohol or any beverages containing alcohol is not allowed on the premises.

At the end of the hire period, the hirer will leave the hired premises in an orderly state, ensuring that all rubbish has been placed in the bin/sacks provided and ensuring that windows are securely closed. A member of the VAC administration team must be notified when you are ready to leave and will inspect the room with you.

### **Cancellation of Bookings**

Bookings can only be cancelled in writing by post or email.

Single session cancellations without 72 hours (three working days) notice of the booking will be charged the **full** room hire rate for that session.

Cancellations of block room bookings require 28 days' notice in writing. Failure to provide sufficient notice will result in 100% of the total cost of the whole room booking being charged.

VAC may cancel any room booking without giving reason, by serving 28 days' notice in writing to the hirer and in such an event, VAC shall not incur any liability to the hirer whatsoever, other than for the return of any fees paid in respect of the booking.

### **Room Booking Transfer**

A confirmed booking may be transferrable to another date depending on the notice given. A transfer will be subject to availability and providing the session takes place within two months of the date originally booked. Voluntary Action Coventry is not obliged to ensure suitable alternative dates are available.

Requests to transfer should be made in writing by post or email. A booking can only be transferred on one occasion. Subsequent transfers will be treated as cancellations.

### **Alternate room/venue**

Voluntary Action Coventry reserves the right to alter or amend the advertised room or content of any room without notice in order to continuously provide a high-quality service or due to circumstances beyond our control.

Voluntary Action Coventry will not be liable for any losses or expenses, including consequential, arising from any such alterations or amendments to the booking including cancellation.

**Last reviewed August 2023**  
**Next review date August 2024**