

# Terms & conditions

**Please read carefully before confirming your booking.**

## Terms of Booking

NLCC facilities are let on the basis of agreed published/quoted rates and the terms & conditions of booking and venue hire described below.

## Conditions of Acceptance of Booking

For provisional bookings, rooms will be held for 7 days or up to 7 days prior to the event, whichever is sooner.

NLCC will only consider a booking confirmed when the booking confirmation has been sent by email, fax or postal mail and is received by NLCC.

If the above timescales are not met it will be assumed by NLCC that the dates can be offered to other interested parties.

## New Life Conference Centre Quotation & Event Details

NLCC quotations will be issued on request to the client or organiser following an event enquiry.

NLCC quotations will detail agreed event dates, number of delegates, rooms booked, catering services, and additional equipment required.

Final numbers of delegates must be confirmed no later than five working days before the event.

Standard NLCC room hire rates are set according to from/to hire times as published on our price lists.

## Payment

Upon successful completion of event NLCC will issue invoice for full and final amount, which should be paid in full within 14 days of invoice date. Any challenge or objection to any part of the invoice must be made in writing within five working days of receipt of invoice otherwise invoice should be paid in full.

## Commission

NLCC operate a commission policy. Commission will be paid to event management companies and third parties who introduce clients to NLCC.

## Cancellation Policy

Cancellation of booked event given in writing more than 28 days prior to the event date will result in no charge to the customer.

Cancellation 14-28 days prior to the event date will incur a charge of 50% of the total room booking cost, including all refreshments and equipment booked for each day event.

Cancellation within 14 days prior to the event date will incur a charge of 100% of the total room booking cost, including all refreshments and equipment booked for each day event.

20% cancellation fee will only be payable for any booking cancelled within 28 days, should NLCC take on a new booking to replace the event cancelled for that particular day.

## Running Time

Should an event exceed the hours stated and agreed for your event, there may be additional charges for every hour or part thereof.

NLCC generally have clearance teams organised for agreed event finish times to prepare for following events.

## Safety & Fire Regulations

All events are subject to compliance with current Health & Safety and Fire Safety Regulations and to the requirements of any other relevant authorities. Organisers are responsible for carrying out all necessary risk assessments for their own events.

NLCC requires notice in advance of any aspects of the event which may necessitate special safety or security arrangements.

The organiser will be responsible for all consequential costs.

Organisers should ensure provision of adequate First Aid personnel if risk assessments require.

All electrical appliances brought to site by the client should be tested in accordance with current electrical safety legislation, damage or injury caused by faulty appliances or equipment will be the sole responsibility of the client.

## Loss and Damage

The client is responsible for taking all reasonable precautions to protect the venue, equipment, facilities or any other NLCC property. Any costs incurred by NLCC for repairs following accidental or negligent damage caused at the event will be chargeable to the client. This includes any necessary cleaning required over and above reasonable wear & tear. NLCC will take all reasonable care to protect and maintain security for client property and staff but will not take responsibility for any damage or loss of client property or items before, during or after an event. The client must accept responsibility at all times. NLCC management reserves the right to terminate any event where it is satisfied that continuation will jeopardise the safety and security of staff, delegates, property or the reputation of NLCC.

## Special Conditions

NLCC is a no smoking venue; smoking is only permitted at designated external areas on site.

The client is not permitted to use any part of NLCC to carry out any illegal activity. NLCC management reserve the right to refuse admission or expel any person for illegal or inappropriate behaviour.

If NLCC is rendered unable wholly, or in part, to fulfil its obligations due to Force Majeure, Acts of God, industrial dispute, government regulation or intervention, restrictions on travel, acts of terrorism, delivery, equipment or utilities failure or for any other reason beyond the control of NLCC, in no event will NLCC be liable for loss of profit or consequential damage from any of these matters.