

# Space@119 – FAQs

## ***Where is Space@119?***

Space@119 is located at the office of The Chartered Institution of Highways & Transportation (CIHT). Please see the “How to find Space@119” section on this page <https://www.ciht.org.uk/about-us/hire-a-room/> for more details on how to find us.

## ***What are your opening times?***

We are open Monday to Friday 9am to 5pm only. Early access may be given with prior arrangement. We may refuse entry if you have not given prior notice.

## ***Covid 19 protocols***

CIHT no longer has Covid 19 protocols in place, although we encourage you not to attend our office in person if you are unwell.

## ***Hybrid meetings***

We currently do not offer the facility for hybrid meetings such as supplying a camera and microphones. We do not have a dedicated team member onsite who can provide this type of support. You are welcome to bring your own equipment, but it is your sole responsibility to operate them. We do have plasma widescreen screens, fast wifi and meeting rooms have speakers in the ceilings.

## ***Can I gain early access to the room?***

Yes, if the room is available, you may do so by requesting the time on your booking form. Please note you will not be able to access our office before 8.30am. If you would like to access before 9am you can do so by sending an email to [space119@ciht.org.uk](mailto:space119@ciht.org.uk)

## ***Is WI-FI available?***

WI-FI is free for all clients and the password is available on our screens at reception and in the breakout area.

## ***Is there a projector or screen?***

We do not have projectors but there are plasma screens in all our rooms with a cable which connects directly to a laptop.

## ***Can I request a laptop?***

We do not currently offer the loan of a laptop. Please note our AV system is not compatible with Mac devices. If you bring your own equipment/materials, you are responsible for setting it up and clearing away.

## ***Do you provide photocopying?***

Yes, there is a charge for this, and you can request a price list. Please do not ask for photocopying to be done on the day of your meeting as this may not be possible. Please send via email, the documents for photocopying 3 days in advance of the meeting.

## ***Are refreshments available?***

Tea, coffee and filtered water are available throughout the day in the breakout area. Biscuits are available in the morning. Catering can be provided at an additional cost. Outside refreshments/catering are strictly not allowed.

## ***What catering options are available?***

We use an external catering company, and a menu is sent to you during the booking process. Please note the caterers have the right to update their prices or change their menu without prior notice. Due to demand and supply they also change their sandwich fillings at short notice. You are not allowed to bring outside catering onsite. If you have a special dietary requirement you need to let us know in advance so we can check with our caterers.

## ***When do I have to give final numbers and catering options?***

Three working days before your meeting and the onus is on the booker to do so.

For any other questions or enquires please email [space119@ciht.org.uk](mailto:space119@ciht.org.uk)  
Please see more details about Space@119 and our gallery on <http://www.ciht.org.uk/en/about-us/spaceat119/index.cfm>

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## ***What equipment can I request free of charge?***

Flipcharts, clicker, HDMI cable – all must be requested in advance of the meeting.

Please note if your presentation has sound you can let us know the day before your meeting so we will have the room set up correctly in advance.

## ***Are there cancellation charges for cancelling a room booking?***

Yes, please see our terms and conditions on the booking form for more details.

## ***Can I provisionally book a room?***

Yes, we can hold a room for one week only for provisional bookings without penalty. After this time, you must complete, sign (digital signatures are accepted) and return the booking form and terms and conditions. Otherwise, we will release the room.

## ***What type of desks and chairs are in the meeting rooms?***

The desks are rectangle shape on wheels which seats approx. 2 people per desk. The chairs have a back on them and arm rests. We do not have round tables available.

## ***Is there a cloak room? Can you store my luggage?***

There is a coat rail in the breakout area and some wardrobes available to store luggage. Please note CIHT does not take responsibility for these items. Bicycles cannot be left in our reception area.

## ***Is your office wheelchair friendly?***

Yes, we have a lift in our office and have an accessible toilet.

We also have a T-Loop installed in our Crompton rooms.

## ***What are your room rates for meeting room hire?***

Room rates are sent to you during the booking process, or you can request them to be sent to you when making an enquiry. Rates are also available on our website. We update our rates every November.

## ***Are discounts available?***

Registered charities receive 10% discount off room hire.

CIHT members and Partners receive 10% discount off room hire.

1<sup>st</sup> time bookers receive 25% discount off room hire for first meeting.

## ***If I book a room for the following year are prices likely to change?***

Yes, we review our pricing structure every November with new prices coming into effect every January for that year.

## ***Can I get a courier to delivery items to your office?***

Yes, but you need to notify us by email in advance. All items must be clearly labelled with the sender's details and what meeting it is for are on it. If you are getting a courier to collect the items, you need to leave them at reception of CIHT and they need to be collected no later than 10am of the next working day. All items must be clearly labelled, and you need to inform the receptionist what courier company it is and what time it is being collected.

## ***How can I pay?***

Clients are invoiced after the meeting date. You can pay via BACs, cheque or call us with your card details quoting the invoice number. Invoices are sent to the booker unless otherwise specified.

## ***What is your maximum capacity?***

60 people theatre style using rooms Crompton 1-4.

Please note our meeting rooms are in a basement with no natural lighting or windows.

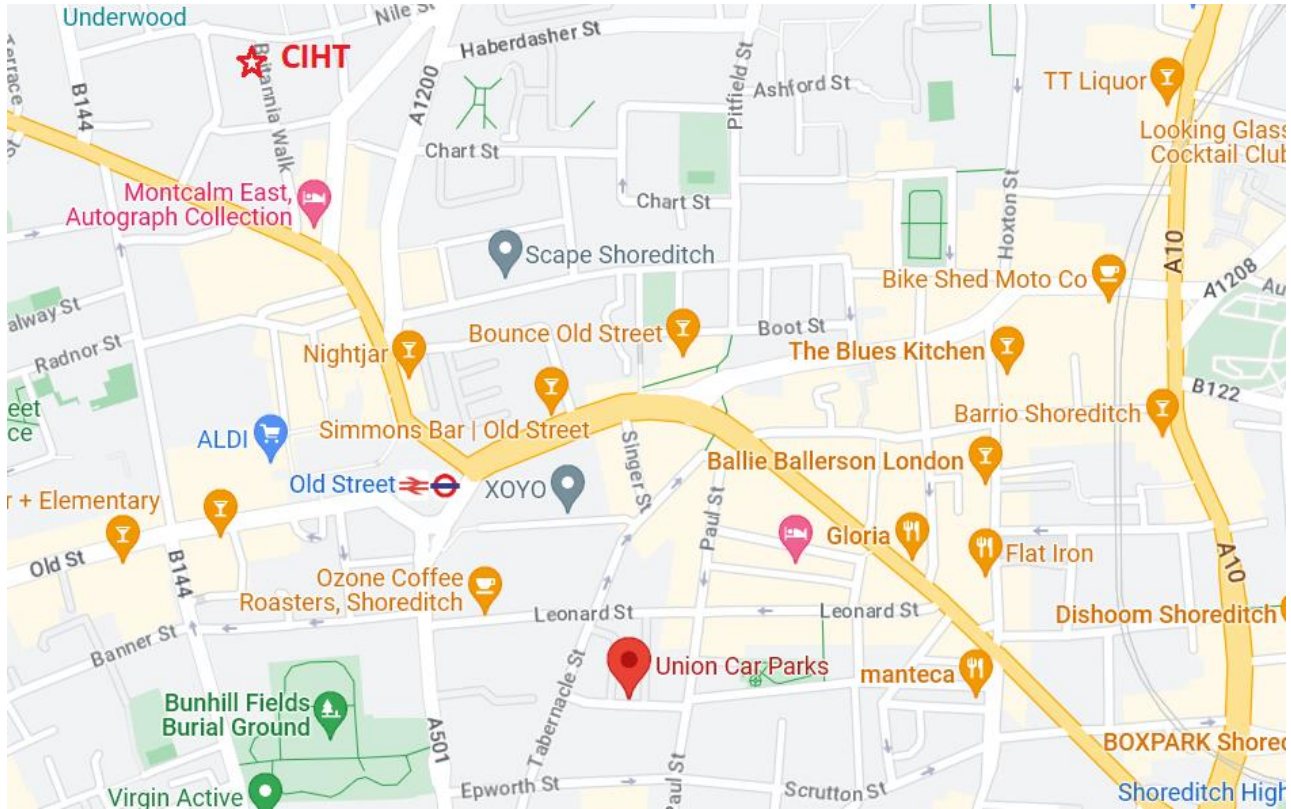
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## **How are meeting rooms set up?**

Options available are boardroom, classroom, theatre, cabaret, u-shape, horseshoe. Please let us know on the booking form how you would like the room set-up or if you would like a different set-up which we will try to accommodate.

## **Is there parking onsite?**

No, we do not provide parking. Please see below a map detailing the nearest carpark.



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Please see more details about Space@119 and our gallery on <http://www.ciht.org.uk/en/about-us/spaceat119/index.cfm>