

OUR TERMS AND CONDITIONS

Cancellation Period

The hirer must notify CIHT as soon as cancellation is required.

All cancellations and any changes must be done in writing by post or by email to the following:

Post: Space@119, CIHT, 119 Britannia Walk, N1 7JE

Email: Aoife.murtagh@ciht.org.uk or info@ciht.org.uk

Cancellation charges are as follows:

Over two months no charge

Two months prior to the event 25% room hire charge

One month or within one month of the event 50% room hire charge

Within 7 days of the event 100% room hire plus catering costs

No shows will be charged 100% room hire plus catering costs

Pricing:

9am-1pm Morning Half Day Rate

1pm-5pm Afternoon Half Day Rate

9am-5pm All Day Full Day Rate

If your meeting runs over these times you will incur additional charges.

You may request to access the meeting room earlier than the times you have booked, this may be done by contacting us via email. You need to notify us one week in advance if you would like early access. We cannot guarantee our office will be open before 9am without prior agreement. We can provide access to organisers from 8.30am and delegates can arrive from 8.45am.

All meeting room rates are shown online www.ciht.org.uk. Prices are subject to Value Added Tax at the current prevailing rate.

Our pricing structure is reviewed every January.

If you make a booking one year in advance CIHT may increase its prices without prior notice.

Additional Notes:

Due to operational reasons CIHT reserves the right to allocate a similar room or better at the same cost.

Photocopying:

We can provide a photocopying service at an additional cost. Please ask us to email you a copy of the price list.

If you require photocopying please notify us one working day in advance by sending us the material via email and we can have it ready for your meeting. We will not do photocopying the morning of your meeting.

Provisional bookings:

We agree to hold a meeting room provisionally for you for no longer than 7 days. You may cancel provisional bookings without penalty. If you do not confirm your provisional booking we reserve the right to cancel it after 7 days.

Payment:

Invoices are sent out via email within 7 days after the meeting date. Payment must be made within 30 days of invoice date and can be accepted by cheque, BACS or by card (Visa, Maestro and MasterCard).

Health & Safety:

The person hosting the event will be provided with an information sheet on arrival and it is his/her responsibility to make other delegates aware of procedures. Fire notices are situated in the meeting rooms and hosts will also need to familiarise themselves with these and inform delegates of their contents. All guests are required to sign in and out of the premises at reception so everyone can be accounted for in case of an emergency.

Due to our Health and Safety policy if you over book a room we have the right to terminate your room booking and you may incur a charge. We also have the right to turn away extra delegates.

Disabled Access & Facilities:

CIHT is fully accessible and has wheelchair access to our meeting rooms via a lift. A disabled toilet is provided on the lower ground floor. All Crompton Meeting Rooms have a T-Loop installed and a portable induction loop is available for our other meeting rooms. Please note, only assistance animals are allowed on the premises.

Indemnity:

The hirer of the room shall keep CIHT notified of:

a) Any loss or damage to the property

b) Any accidents which occur on the premises, particularly any personal injuries.

The hirer accepts all risks of any kind in respect of personal injury loss or damage to the property and CIHT accepts no liability in respect of any such risk.

Once a meeting has commenced we will do a check and if there is anything missing the hirer will be liable.

Catering:

CIHT does not permit food or drink to be brought in from external sources.

We have a catering menu available which is sent to the hirer during the booking process.

You must confirm via email final timings, catering and any special requirements not less than 7 days before the scheduled commencement of the event. If you do not, we will decide what should be supplied and charge accordingly.

All room bookings come with complimentary coffee, tea and water. Morning bookings (before 10.30am) include complimentary biscuits. Note all catering prices include orange juice.

Please note we use an external catering company who can change their prices and menus without advance warning.

Parking: CIHT does not have onsite parking facilities available.