

Room booking terms and conditions

The conference office chiefly undertakes advance room bookings for external events, for your part we ask for accurate information within the timescales outlined. Direct bookings for events are accepted on the understanding that the organiser (excluding agencies), accepts these terms and conditions.

Room booking procedure

- 1 Rooms are hired out on a half day or full day basis. Full day means any time over four hours between 9:00 am – 5:00 pm; extended booking hours charged at 25% of the evening hire per hour utilised.
- 2 Availability of rooms must be checked with the conference office before organising events.
- 3 All room bookings and event requirements must be made via the conference office.
- 4 All Bookings made either by e-mail, telephone or in person will be logged as provisional, until a letter of confirmation is received from the organiser.
- 5 Bookings made for up to 6 months in advance, will be held provisionally for 10 working days only. After this period, bookings will be released unless confirmed. Bookings made for more than 6 months in advance can be held for up to 1 calendar month before confirmation is required.
- 6 All bookings made direct to the conference office are taken as an outside organisation and not connected to the School in any way and therefore all charges for events are applicable to the organiser.
- 7 Upon receipt of written confirmation the room (s) are then considered confirmed and the booking will be subject to cancellation fees. A deposit invoice for 50% of the total room hire will be sent via the School's finance department. This deposit is non-refundable in the event of subsequent cancellation. (Please refer to point 13)
- 8 It is the responsibility of the organiser to ensure all event requirements for each booking are passed to the conference office as soon as possible. Upon receiving this information the conference office will compile and send the organiser an event form, to confirm all requirements.
- 9 A copy of all promotional literature, including invitations/flyers, is to be sent to the conference office during the time leading up to the event.
- 10 Final numbers for catering are required 5 working days prior to the event, it is this number that will be charged for. Failure to comply with notification of final numbers will result in the charge being based on the maximum numbers booked.
- 11 An invoice for the balance of the room hire will be raised after the event, along with all relevant charges.
- 12 Invoices are to be paid within 30 days of receipt; queries on invoices must be notified to the conference office in writing within 30 days of invoice date; if part of an invoice is disputed the remainder should be paid while the matter is resolved.

Cancellation charges

- 13 **Room hire:**
If a booking is cancelled less than 1 calendar month prior to the date of the event, full room hire will be charged. More than 1 calendar months notice and the cancellation fee is 50% of the total room hire. (Deposit invoice)

Catering:

A minimum of 2 days notice for cancellation of sandwich working lunches is required. Failure to comply will result a 100% charge.
A minimum of 4 days notice for cancellation of all other functions. Failure to comply will result in a 100% charge.

Guidelines to bookings

- 14 The price of facilities and services shall be in accordance with the published tariff. Charges are normally revised in July each year. However, the School reserves the right to alter charges fixed before an event and will do this in consultation with the organiser. If the School does alter charges, the organiser will be given an opportunity to cancel the booking.
- 15 The room hire price includes the use of standard audio visual equipment, if equipment over and above the standard is required, it must be booked 1 calendar month prior to the event. If the minimum notice period is not given the equipment cannot be guaranteed.
- 16 Audio-Visual technicians must be booked at least 1 calendar month prior to the event. Should the minimum notice period not be given a technician may not be available. Technicians cannot be booked to operate classroom equipment or to operate equipment that is not provided by the School. Once a technician has been booked the programme for the event must be forwarded to the conference office 14 working days prior. Detailed notes on the specific audio-visual technician requirements must accompany the programme.
- 17 Booking times must include access for set up and set down time, pre and post events.
- 18 All events must terminate 5 minutes prior to the agreed booking time.
- 19 The School reserves the right to offer alternatives to booked rooms should this prove necessary and available; the School cannot accept liability for any inconvenience or loss caused as a consequence of such cancellation.

- 20 The School's normal working hours are Monday to Friday 9:00 am – 5:00 pm, the following charges apply to all events booked outside of the normal working hours of the School.

Chargeable service	Monday to Friday	Saturday	Sunday
Technicians	£55.00 per hour per technician	£55.00 per hour per technician	£55.00 per hour per technician
Supporting comments	At all times 1 calendar month's notice required	Minimum charge of 4 hours at the weekend 1 calendar month's notice required	
Catering labour	Add 15% to the total cost of catering	Add 25% to the total cost of catering	
Supporting comments	Charges commence at 5:00 pm; minimum evening weekday labour charge of £75.00	Minimum weekend labour charge of £90.00	
Security	£25.00 per hour for events not requiring specific arrangements outside of room booking times	Weekend security included in the room hire(s)	
Supporting comments	Room booking times: Monday to Friday: 8:15 am - 9:00 pm	Room booking times: Saturday: 8:15 am - 9:00 pm Sunday: School Closed	

- 21 Any equipment required for the event, which is over and above the normal stock of the School will be charged (the hire cost, including insurance) to the organiser of the event.
- 22 A surcharge of 15% will be added to all catering requests (excluding refreshments) that are ordered and delivered on the day of the event. All last minute requests must be signed for.
- 23 There is a minimum catering charge of £10.00 on all functions.
- 24 Campus services personnel to move all furniture in the rooms; should the furniture be moved by the organisers and attendees, at their own risk, and not left in the agreed layout, a surcharge of £15.00 will be made to the organiser.
- 25 If the room requires additional cleaning then a surcharge of £15.00 will be charged to the organiser
- 26 The organisers shall accept full responsibility for making good any damage caused to the premises, furniture, equipment or other property of the School, where such damage has been caused by the event participants, the organisers, their agents/servant or contractors.
- 27 Value Added Tax: Tax at the appropriate rate, applying at the time of the event, will be added to all applicable charges. The School is able to provide some services exempt of VAT to suitable qualified organisations/events. You are advised to consult your financial advisor to establish whether you might be eligible for such relief under the VAT (education) order 1987 and notify the conference office of this at the time of confirmation, along with a copy of the Exemption Certificate.

Health and Safety

- 28 The School does not have a Public Entertainments licence, for this reason, tickets cannot be sold at the door of events. Please ensure to abide by this.
- 29 Events are not allowed to exceed the advertised seating capacity of the rooms. Fire exits and fire relating equipment are also to be clear and visible at all times.
- 30 SOAS provides all Catering, the School does not under any circumstances permit the use of external caterers, nor can organisers supply their own food for events. Any breach of this condition will attract to the hirer an appropriate fee to compensate for loss of revenue. Catering labour charges apply for bookings outside of School hours, (Please refer to point 20 above). There is a corkage charge of £4.00 per bottle to provide own wine and £1.00 per standard bottle/can of beer.
- 31 Audio-Visual equipment under no circumstances can be moved from rooms, if the equipment is faulty, damaged or missing, please advise the conference office.
- 32 The School operates a no smoking / naked flames policy; organisers must ensure that all persons attending the event observe this.
- 33 The organiser is the responsible person for Health and Safety matters relating to an event and must be present at the event to deal with relevant issues. This responsibility may be delegated to a willing third party, who must be present at the event. The contact name for Health and safety, if not the organiser, must be submitted 48 hours prior to the event taking place.

Security

- 34 The School accepts no responsibility for the property of customers and guests of events. Personal belongings should be kept on the person at all times.
- 35 Where equipment over and above the normal has been organised, please ensure rooms booked are locked by security at all times when vacant.
- 36 If an event includes subject matter of a nature, which may attract unwanted attention, this must be brought to the attention of appropriate School officers at least 1 calendar month prior to the event taking place.
- 37 If the event involves speakers or guests requiring special security arrangements this must also be brought to the attention of appropriate School officers at least 1 calendar month prior to the event taking place.
- 38 The School reserve the right to notify and involve other agencies in the event that it deems there is a risk of public disorder or threat to an individual(s).
- 39 The School does not have car parking facilities.