

Meeting Room Booking – Terms and Conditions

When you make your booking and we have received the required completed booking form, a legally binding contract exists between us that is non-cancellable and non-refundable, except in exceptional circumstances. You may still remain liable to pay in full or in part for the booking, even if you are unable to make your meeting. Even where you have not paid in full at the time of cancellation, you will remain liable for the full cost. If for some reason you do need to cancel, it is important that you tell us at the first opportunity so that we may attempt to re-let your meeting room and minimise your loss.

External Visitors

On entry to the building all external visitors must sign in at reception. Please ring the doorbell at the access door on the 5th floor.

Bookings

The booking will be confirmed to you in writing, once we have received the completed booking form. We are not able to hold room bookings without receiving the relevant forms. Delegate lists must be provided at least 48 hours before the meeting takes place. A half day booking is from 9am until 1.00 pm or 1.00 pm to 5.00 pm. Should you wish to book a meeting room that spans the morning slot and afternoon slot (for example, 11.00 am to 3.00 pm), the full day rate will be charged.

Security

Access to the building is strictly from 8.45am and not before. All external visitors must vacate the premises by 5.00pm. The meeting chair or host should arrive before meeting delegates to ensure they are present to welcome their guests and for us to run over evacuation procedures.

Cancellations

Cancellations will only be accepted if made in writing by email. The full room hire fee will be charged on bookings cancelled less than 72 hours before the date of the event. We will acknowledge receipt of your cancellation by return. Please do not consider your booking cancelled until you receive our confirmation. Unfortunately, we are not able to cancel catering orders. If a room booking is cancelled and catering has been ordered, the full catering charge will be applied.

Payment Terms

An invoice for the booking will be issued immediately after the event. Payment must be made within 30 days. All prices quoted are net of VAT.

Additional Charges

For any room hired or facility used at the Sport and Recreation Alliance that is found to be in less than a satisfactory condition and warrants additional cleaning, an excess charge of £25 will be incurred and future bookings may be refused or restricted. If any photocopying or printing is required on the day a charge of 5p per black and white copy and 10p per colour copy will apply.

The organisers shall accept full responsibility for any damage caused to the premises, furniture, equipment or other property of the Sport and Recreation Alliance. Any damage found will be charged accordingly.

Health and Safety

We must be informed of the meeting chair / course trainer prior to the meeting / course taking place. They must report to reception on the day of the meeting in order to run through Health & Safety procedures which include evacuation routes.

Should you have an accident whilst on our premises, this must be recorded in the accident book. Please ask a member of staff where to find this.

Should you notice anything that is broken or dangerous, please inform a member of staff immediately.

You should only access areas on the 5th floor that are pointed out to you – these include access to the cloakroom to hang your garments, your meeting room, the toilets and the coffee point.

Should you arrive early, and your room is not available, you are asked to wait in the reception area on the 5th floor.

IT Equipment

We are able to offer some items of equipment or limited support for a meeting. Unfortunately, we are prohibited to provide support on any customer owned equipment. We regret that we do not allow the ability for portable devices such as USB sticks or hard drives to be plugged into our equipment. Please ensure that any presentation files are accessible by other means such as cloud storage.

We are not able to provide laptops but do have some cables available for linking laptops to our TV screens. We would advise, if possible, bringing your own cables to avoid disappointment.

Training Equipment

Any equipment or materials brought into the building for the purpose of the meeting / course must be removed or disposed of at the end of the day.

Room Layouts

The room layout required for the meeting must be detailed within the room booking form. Furniture must not be moved by external visitors.

Fire Safety

Fire exits are located next to the lifts as you enter onto the 5th floor and at the kitchen area. In the event of a fire, a fire Marshall will point you in the direction of the fire exits and you should make your way to the nearest fire exit and assemble at Bloomsbury Square Gardens. The Chief Fire Warden or Fire Warden (in the absence of the Chief Fire Warden) will check with the Chair or host that all visitors have evacuated.

Visitors requiring assistance

We strive to host inclusive, accessible events that enable all individuals, including individuals with disabilities, to engage fully. Should you have a visitor that requires assistance, for example, in the case on an evacuation, you must inform us and you will be provided with a Geep Plan. Our office is fully accessible. For enquiries about accessibility, please contact roombookings@sportandrecreation.org.uk.

Fire alarm test

A fire alarm test takes place every Tuesday at 2.00 pm. This is simply a test and requires no involvement from yourselves.

First Aid

If you require a first aider, please contact the Office Administrator or a member of staff on the 5th floor who will find the nearest available first aider. Any accidents must be reported in the accident book on the 5th floor.

Refreshments

Hot and cold beverages are available by the meeting rooms. Biscuits are also provided. Tap water will be provided in the meeting room. This is all included in the room hire cost.

Catering

Catering must be ordered 7 working days in advance of the meeting. We use external catering companies for catering. Please use the catering ordering form. You can of course bring your own lunch in if you wish. Plates and cutlery if needed will be provided. Please ensure all waste is disposed of by placing the waste on the catering trolley. Any spillages must be reported to a member of staff. Any food brought into the building must be disposed of using the bins provided. Out of courtesy please respect the facilities at the Sport and Recreation Alliance.

Should you wish to order food, please let us know in advance if you have specific dietary requirements such as, vegan, vegetarian or gluten free. Food is ordered in and whilst a request would hope to be met, as food is prepared offsite, we cannot guarantee that it has not come into contact with peanuts, tree nuts, soybean, milk, eggs, wheat, shellfish or fish. We can't guarantee any of the food ordered in from outside supplies is suitable for those with allergies due to the high risk of cross contamination. Feel free to bring your own food.

The Alliance cannot accept liability for food that has been ordered in. Feel free to bring in your own food should you wish.

Toilets

Toilets are located on the 5th floor round the back of the kitchen. There are three gender neutral toilets. One of the toilets is a disabled toilet. Out of courtesy to all visitors and staff please leave the toilets clean after use.

Car Parking

Car Parking is not available. We are a 3-minute walk from Holborn Tube station or 20-minute walk from Charing Cross and Euston.

Non smoking

The Alliance operates a non-smoking policy throughout all its offices and does not provide a designated smoking area. Smoking is not permitted within the vicinity of the building. Visitors are politely requested to smoke well away from the building.

Personal property

The Alliance does not accept responsibility for any personal belongings. Personal belongings remain the sole responsibility of the owner.

Privacy notice for Customers who book Alliance Meeting Rooms

Your privacy is important to us and we are committed to safeguarding your information and being transparent about how we use your information to improve our services for the benefit of all our customers and members.

Why does the Alliance require personal information from Meeting Room Customers?

We use personal data to administer our meeting room booking service and to service the use of the meeting rooms.

What type of personal information does the Alliance collect?

- The information we require for this purpose is name and contact details, such as email address and landline or mobile numbers, the name of your business and those

of your business associates who will require access to the meeting room and WIFI connection.

- We obtain this information directly from the person who books the meeting room.
- The information obtained is necessary for us to provide services under the contract with the business owner and it is in our legitimate business interests to have knowledge of the individuals on our premises and in meeting rooms for health and safety, security and building management purposes.

See our privacy notices on the website for more details.

Will the Alliance use the personal information it collects to market to me?

We may use your contact details to send you marketing and promotional materials where we are permitted by law to do so. Generally, we will send marketing to prospective customers and past and present users of our Services on the basis that this is in our legitimate interest in connection with running our business and does not materially impact your rights, freedom or interests. You may ask us to stop using your contact details for marketing communications at any time.

We do occasionally take photographs of our members using our meeting rooms to help promote our services on our website, its social media channels, in its print publications and in other marketing material.

You will be asked if photographs can be taken prior to your meeting commencing.

You can contact roombookings@sportandrecreation.org.uk or data@sportandrecreation.org.uk at any time if you would like us to no longer use your image. See our privacy notices for full details.

How will the Alliance share my information?

Booking enquiries made by telephone or email. See our privacy notices for full details.

For how long will the Alliance hold my personal information?

The information is held for a suggested period of six years from the meeting room booking. We will retain this information for this period for financial records and HMRC purposes.

Your privacy rights and how to contact us

If you have any questions, comments or concerns about how we handle your personal information, then you may contact us on data@sportandrecreation.org.uk. Alternatively, you can contact us regarding this Privacy Policy at 137-144 High Holborn, 5th Floor, London, WC1V 6PL.

Changes to our Privacy Policy and/or Cookies Policy

We are committed to protecting the confidentiality of your personal information and to complying with all data protection laws. Whether you supply your personal information online, by email or in a letter, by phone or text, we will never use or share it without a lawful reason to do so. We will never sell your personal information.