

## Terms & Conditions

### 1. Making Your Booking

- a. Venton Conference Centre will provisionally hold a date upon request for a maximum of 5 working days (unless otherwise agreed). All bookings will be treated as provisional until a [booking form](#) (and [catering form](#)) is completed, and an email confirmation is sent from Venton.
- b. Prices detailed and quoted are inclusive of VAT unless otherwise stated.
- c. If you need to make any changes to your booking including additional delegates, please send this, in writing to the Conference Centre Manager ([hello@ventonltd.co.uk](mailto:hello@ventonltd.co.uk)) no later than three working days prior to your event date.
- d. If any changes are made to your booking (e.g. increased number of delegates or requirement for technology) Venton reserves the right to change your chosen conference room to accommodate these changes and apply the additional cost of the room upgrade.

### 2. Cancellation

- a. Cancellations and date changes must be confirmed in writing to the Conference Centre Manager ([hello@ventonltd.co.uk](mailto:hello@ventonltd.co.uk))
- b. Cancellation charges are as follows:
  - 7 working days prior to your event date – No charge
  - Within 7 working days of your event date – 30% charge of your total conference invoice
  - Within 24 hours of your event date – 100% of your total conference invoice

### 3. Catering

- a. Catering orders must be confirmed one week prior to your event with all dietary requirements detailed. We will endeavour to accommodate any later requests or changes, but we can't guarantee that they will be fulfilled.
- b. We supply all food and drink for your event here at Venton Conference Centre. We do not allow external catering of any kind to be arranged and brought in unless previously agreed with the Conference Centre Manager.
- c. Our caterers endeavour to accommodate all allergy requirements, if informed prior to arrival. Food that has been provided for specific allergen requirements will be labelled when placed out for your conference. Delegates are advised to take care before using products that may have been cross contaminated in these public areas; consumption at this stage is the sole responsibility of the delegate.

### 4. Invoices

- a. Invoices are sent one working day prior to your event and payment is required within one week of your event date.
- b. If you require a purchase order number to be added to the invoice, please send this no later than one week prior to your event date.

### 5. Liability

- a. Venton cannot be held liable for the failure of public services (water, gas, electricity etc.) or for any noise or disturbance beyond our control.
- b. Venton cannot be held liable for any loss or damage to personal belongings, which are the responsibility of each delegate.

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- c. Parking is available at the Venton free of charge. Vehicles are parked at the owner's risk and must not be left overnight.
- 6. **Access**
  - a. Any deliveries prior to your event must be agreed with the Conference Centre Manager in advance and must be addressed to Venton Conference Centre with the name of your business and the date of your event.
  - b. Disabled access is available at Venton Conference Centre. If any of your delegates require specific access or parking bays close to the entrance, please contact the Conference Centre Manager in advance so that we can ensure that this can be accommodated.
- 7. **Other Conferences/Event**
  - a. Venton Conference Centre will host other conferences/events alongside yours unless you have booked for exclusive use. Whilst our rooms are private and quiet, we can't fully soundproof the spaces. Please speak with the Conference Centre Manager if you require complete confidentiality and privacy for your event.
- 8. **Behaviour**
  - a. The client is responsible for the behaviour of their delegates and any damage to conference centre property, including theft. Delegates should not be excessive or offensive towards others and this or illegal behaviour will not be tolerated. Consideration must be shown to other delegates, conference centre guests and our staff. We reserve the right to recover from the person making the booking any discretionary compensation payment for damage or discount we may have to pay other clients as a result of these actions.
  - b. Threatening or offensive behaviour at any stage may result in the cancellation of your event, and all payments outstanding will be due in full, with no refunds given if the delegates are asked to leave. We ask you to inform your delegates of these expectations where applicable.
- 9. **Prices**
  - a. Prices are correct at the time of publication but may change without notice, with the exception of confirmed bookings. Confirmed bookings will not alter other than to reflect any changes in tax, or changes made to the booking by the client.