



# VENUE IN THE PARK

## Terms and conditions

**Please read the following terms and conditions before confirming your booking**

## Opening hours

The facilities will normally be available from 09.00 to 16.30hrs, Monday to Sunday. The booking session arrangements are as follows:

- Half days consist of 3.5 hours between 09.00 and 12.30 or 13.00 and 16.30. Any bookings which wish to straddle these booking periods ie- 10.30 – 14.00hrs will be charged for a full day's hire.
- Full day hire is for a 7 hour period between 09.00 – 16.30hrs.
- Access or bookings requiring access before 09.00hrs, Monday to Sunday may be subject to an additional opening charge.

## Booking conditions

The organisation (or individual if the booking is not on behalf of an organisation) in whose name the booking is made, unless otherwise stated, will be considered the Hirer and by confirming the booking with Groundwork North Wales agrees to the terms and conditions described here.

- New clients are required to provide a letter of authorisation on their organisation's headed paper, including the VAT registration number and/or charity number. Charity rates cannot be granted without the charity number being provided in this manner.
- Private Hirers (individuals) will need to provide photo ID and prove of address. Such information will be retained until after the event and until all outstanding payments are made following which documentation will be shredded and securely disposed of.

Please email your booking form to [venueinthepark@groundworknorthwales.org.uk](mailto:venueinthepark@groundworknorthwales.org.uk)

Signing of this contract will be taken as acceptance of these terms and conditions.

Groundwork North Wales reserves the right to vary its charges without notice. Any charges relating to confirmed bookings which have been given in writing will be adhered to.

## Provisional Bookings

Provisional bookings will be entered on the diary and held free of charge for two weeks. During this period if we have further interest in the room we are holding for you, we will contact you to confirm or release your booking. The Hirer will receive via email from



Groundwork North Wales a provisional booking entry, a booking form, our terms and conditions, room hire costs and catering details. At the end of this time written confirmation is required in order to retain the booking. If no confirmation is received the booking will be deleted from the diary automatically.

All the Hirer's requirements should be detailed on the booking form at the time of booking. The Hirer shall notify Groundwork North Wales of any changes to the requirements detailed on the booking form, in writing, not less than one week before the function.

### **Confirmation of Booking**

Once a signed version of this contract has been returned the cancellation policy will apply. For bookings for dates within three months, a signed copy of the contract is required within seven working days. For bookings for dates within seven days, a signed copy of the contract is required within 24 hours.

### **Cancellations**

In the event that the Hirer cancels a confirmed booking, the following charges will be applied:

- Less than 3 months' notice 25% of room hire
- Less than 2 months' notice 50% of room hire
- Less than 1 month's notice 75% of room hire
- Less than 2 weeks' notice 100% of room hire and catering charges.

Notification of cancellations should be made in writing and will be effective on the date received by Groundwork North Wales.

Groundwork North Wales reserves the right to cancel the booking if the holding of the function is deemed a conflict of interest or potentially harmful to the business of Groundwork North Wales, Wrexham County Borough Council or their staff. Should it be deemed by Groundwork North Wales that a client has withheld and/or not disclosed full details of the event and its contents for any reason, then Groundwork North Wales reserve the right to cancel the booking without penalty or liability.

### **Early admission to rooms**

At the discretion of Groundwork North Wales, early admission to a room may be allowed for the Hirer, contractors or sponsors of the organiser. However the hire period will be deemed to have commenced at the time of admission to the room and therefore be chargeable. Charges are applied on a pro rata basis of a half day hire charge and charged for the full hour if used for part thereof.

### **Late vacating of rooms**

In the event of the Hirer, their delegates or contractor failing to vacate the room at the end of the hire period, including the failure to remove any items brought in for the event, except by prior arrangement, additional charges for room hire will be levied, to include any additional room hire charges and staffing costs incurred.



## **Deposits and payments**

Groundwork North Wales reserves the right to charge the Hirer full payment for a booking in advance or charge a 50% deposit prior to the hire of their meeting rooms. All new clients will be required to pay a minimum of 50% deposit on signing of contract.

The balance will be invoiced three weeks prior to the function. Payment for all invoices is required within 7 days of the invoice date. VAT is applicable to all charges at the current rate.

## **Catering service**

On site catering is provided by Caffi Cyfle at the Conference Centre. Clients are not permitted to bring their own food and drink onto the premises for consumption.

- Menu prices are per cover and do not include VAT, which will be added.
- The right to alter this tariff without notice is reserved, except for confirmed bookings where prices have been given in writing. Seasonal variations may also occur for reasons beyond our control.
- Final orders must be sent in writing to the Bookings team 5 working days before the event.
- Cancellation of catering orders within 5 working days of event will attract the full charge for all items.
- The Food Safety Act 1990 dictates that all food may only be out of refrigeration for a maximum of 2 hours. Therefore food will be removed before this time period expires. Due to the demands of these regulations, food may not be taken from the premises under any circumstances.
- Any relevant minimum or maximum numbers will be discussed with you in advance and stated clearly on the booking form.

## **Alternative Menus**

The menus listed are suggestions. If you have a particular request or dietary need please call the bookings team and they will discuss your requirements with the chef. Bespoke and fine dining menus can be created to suit your needs.

## **Exhibitions and display materials**

Hirers using the conference centre for exhibitions or bringing display materials to the centre for their conference or meeting are required to inform the conference centre staff of what they are bringing at least a week in advance of the booking. Hirers need to ensure that designated fire exits are kept clear at all times, and that clear gangways must be maintained to provide access to exits

- Groundwork North Wales reserves the right to remove any materials which may be deemed offensive or which are positioned in such a way that may cause health and safety problems.



- Deliveries of such materials can only be accommodated on the day prior to the booking and must be removed immediately at the end of the booking. Groundwork North Wales is in no way liable for materials left for collection nor deliveries which have not been signed for by Groundwork North Wales staff. All deliveries must be left with clear address labels attached.
- Set up and provision of display materials is the responsibility of the hirer.

## **Vehicular Access**

These terms and conditions do not grant any right to the hirer for vehicular access to the property or for the parking of vehicles on the property. Specific access requirements need to be communicated to Groundwork North Wales staff, who can arrange such before booking confirmation. Public parking is available on site and is managed by Wrexham County Borough Council.

## **Health and Safety**

- The Hirer is responsible for the Health and Safety of their staff and delegates throughout the duration of the hire period, and will be expected to comply with all relevant legislation.
- Information regarding emergency procedures, house-keeping and First Aid arrangements is available within the hirers booking pack and from staff present.
- The capacities of each room are given on hire and may not be exceeded for safety reasons.
- The management reserves the right to alter proposed room layouts in order to comply with fire regulations and to refuse admission to rooms if over-crowding is liable to occur.
- Delegate lists must be available on the day in case of any emergency evacuation.

## **Use of the Outdoors**

The safety of park visitors is paramount at all times, hirers should note that there are rivers ponds, uneven surfaces and natural hazards within the park. Venue hirers may make use of the green space immediately to the rear of the conference room for simple breakout sessions, and are welcome to enjoy the walks during breaks etc. However, any planned activities that involve using the wider park or the setting up of equipment in this space or anywhere in the park will require advance permission from Wrexham County Borough council.

## **Outdoor Events**

Should you wish to organise an outdoor event or activity in Alyn Waters, please contact Wrexham County Borough Council on 01978 763140 or email [countryparks@wrexham.gov.uk](mailto:countryparks@wrexham.gov.uk)



## **Equal Opportunities**

The hirer shall ensure that any persons involved in the function, behave with courtesy and respect to everyone regardless of sex, religion, race, disability and sexual orientation.

## **Emergency Evacuation for Persons with Disabilities**

For all events, information relating to attendance by persons with disabilities should be obtained from delegates whenever possible in advance of the meeting or event.

On arrival the organiser must discuss with Groundwork North Wales staff the arrangements that they have put in place to assist their delegate/s to evacuate the premises, which should consist of the following elements:

- Results of a discussion with the delegate/s to agree their Personal Emergency Evacuation Plan (PEEP) in advance of the meeting
- Allocation of a buddy to assist with evacuation if required
- Communication of PEEP to Groundwork North Wales staff
- In the event of the organiser being unaware of a delegate's disability until their arrival, a discussion needs to take place as soon as possible to agree their PEEP, and this needs to be communicated to Groundwork North Wales staff.

## **Security**

Groundwork North Wales reserves the right to request proof of identity from any person attending the meeting rooms and to require all attendees to display a security badge. Admission to the building may be refused if the staff of Groundwork North Wales deem it necessary.

All articles, containers and equipment may be subject to a search or to be opened for inspection. Groundwork North Wales will not accept deliveries of goods for an event unless this is pre-arranged by the Hirer.

## **Insurance and liability**

Groundwork North Wales shall not be responsible for any loss or damage to property brought to the premises by the hirer; such property, and any insurance of it, remains the responsibility of the Hirer throughout.

Nor shall Groundwork North Wales be responsible for any injury which may be incurred by any persons during the holding of a function arising from the actions of any individual outside of its control or arising from a failure to adhere to rules set out by the conference centre.

Nor shall Groundwork North Wales be responsible for any loss due to mechanical breakdown, failure in electricity supply, flood, fire, government restriction, industrial action, the need to undertake emergency repairs in the Centre or an act of God which may cause the premises to be temporarily closed or the function interrupted.

## **Coats and personal property**



Groundwork North Wales does not accept responsibility for the property of customers or guests. A coat rail is provided for the convenience of guests but any personal items brought to or left in the centre are brought/left at the owner's risk and without any liability on the part of Groundwork North Wales.

### **Smoking Policy**

Groundwork North Wales operates a no smoking policy in all its rooms and complies with current Government legislation.

### **Status of this Agreement**

This agreement does not create any partnership, agency, or employment relationship between the hirer and Groundwork North Wales, nor the relationship of landlord and tenant. Nothing in this agreement grants the hirer to exclusive possession of the property or any part of the property and you must not enter any other part of the property other than the permitted area.

### **Assignment**

The Hirer may not assign, subcontract or transfer any of their rights or obligations under this agreement.

### **Acceptance of Conditions of Hire**

*I hereby agree to the terms and conditions above:*

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

✉ [venueinthepark@groundworknorthwales.org.uk](mailto:venueinthepark@groundworknorthwales.org.uk)

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