



## Room Booking, Equipment Hire & Catering Booking Form

### Who should the confirmation of booking be sent to?

Name of person making the booking:.....  
(confirmation of booking will be made to you)

Meeting / Course Title:.....

Organisation:.....

Address:.....

Postcode:.....Tel:.....

Email address:.....

### When is your meeting / event?

What date(s) is your meeting / event?:.....

What time?:.....From:.....To:.....  
(please detail times you would like to have the room available to you to set up and clear up)

### Which room(s) would you like to book?

Please see [www.wellsplace.org.uk](http://www.wellsplace.org.uk) for prices and room capacity

<i>Ground Floor</i>	<i>1st Floor</i>	<i>2nd Floor</i>
<input type="checkbox"/> Desborough Hall	<input type="checkbox"/> Nightingale	<input type="checkbox"/> Fair Oak
<input type="checkbox"/> Scantabout	<input type="checkbox"/> Boyatt	<input type="checkbox"/> Bishopstoke
<input type="checkbox"/> The Quiet Room	<input type="checkbox"/> Allington	<input type="checkbox"/> Stoneham



Wells Place  
Eastleigh  
SO50 5LJ

T: 023 8061 3210  
F: 023 8064 1299  
W: [www.wellsplace.org.uk](http://www.wellsplace.org.uk)  
E: [info@wellsplace.org.uk](mailto:info@wellsplace.org.uk)

**How would you like your room(s) set up?**

(see [www.wellsplace.org.uk](http://www.wellsplace.org.uk) for layout descriptions)

- |                                    |  |                                   |   |
|------------------------------------|--|-----------------------------------|---|
| <input type="checkbox"/> Theatre   | <input type="checkbox"/> Boardroom             | <input type="checkbox"/> Cafe     | <input type="checkbox"/> U- shaped tables |
| <input type="checkbox"/> Classroom | <input type="checkbox"/> Horseshoe (no tables) | <input type="checkbox"/> Informal |   |

Other: please describe or draw.....  
.....

**What equipment would you like in your room(s)?**

(see attached price list)

Free WiFi is available in all rooms.

- |  |   |
|--|---|
| <input type="checkbox"/> Flipchart & pens          | <input type="checkbox"/> Overhead projector & screen                        |
| <input type="checkbox"/> DVD / VHS player & 37" TV | <input type="checkbox"/> Laptop projector & screen<br>(laptop not supplied) |
| <input type="checkbox"/> Portable PA system        | <input type="checkbox"/> Screen only  |

**Who should we expect on the day?**

Name of meeting leader / trainer:.....

Number of attendees expected (including leader):.....

**Coffee Break Refreshments**

(see attached price list; for description of each trolley, please visit [www.wellsplace.org.uk](http://www.wellsplace.org.uk))

What type of coffee break refreshments would you like?

- |   |  |
|---|--|
| <input type="checkbox"/> Standard trolley | <input type="checkbox"/> Premium trolley |
|---|--|

Would you like anything added to your refreshments trolley?

- |   |   |
|---|---|
| <input type="checkbox"/> No                   | <input type="checkbox"/> Fruit                  |
| <input type="checkbox"/> Bottled water (0.5L) | <input type="checkbox"/> Cake/ pastry selection |

What time(s) would you like your refreshments delivered to your room?

- On arrival .....am.....pm

For how many guests?.....



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**Visiting during lunchtime?**

(see attached price list; for description of each lunch, please visit [www.wellsplace.org.uk](http://www.wellsplace.org.uk))

What type of lunch would you like?

- |   |  |
|---|--|
| <input type="checkbox"/> Premium buffet | <input type="checkbox"/> Premium sandwich  |
| <input type="checkbox"/> Baguette       | <input type="checkbox"/> Jacket potato     |
| <input type="checkbox"/> Ploughman's    | <input type="checkbox"/> Standard sandwich |

What time would you like your lunch?.....

How many guests for lunch?.....

Any special dietary requirements we should be aware of?.....

**Invoicing information**

To whom should the invoice be sent?.....  
(if different from person making the booking)

Address:.....  
.....

Postcode:.....Tel:.....

Email address:.....

Do you have any reference code we should use on the invoice?.....

**Invoice basis (must be completed please):**

- Hourly room rate plus extras     Day delegate rate

**And** at what rate?

- Standard Business Rate     Non-Profit Rate     Charity Rate

If you are a charity, please tell us your registered charity number: .....

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**Anything else you would like to tell or ask us?**

**Small Print—see our attached terms & conditions but please note:**

- Final numbers for lunch must be confirmed at least 2 working days prior to your event.
  - The items included in each type of lunch are subject to availability and may be subject to change for a suitable alternative.
  - We reserve the right to change the room you have booked for an alternative room suitable for the number of guests and stated purpose of booking.
  - We will not share your details with any other parties.
  - All details will be held in accordance with the Data Protection Act 1998.
  - By signing this form you are agreeing to our full terms and conditions attached.

Signature: .....

Print name: .....

Date: .....

*We would love to email you with our special deals on room rates / catering or about any special events we are holding. If you would like to receive these cost saving emails, please tick here.*



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## Price List (Effective 1<sup>st</sup> May 2019)

Can choose from one of the following billing options:

- 1) **All inclusive day delegate rate of £21.60 per head.** This option includes VAT, your room hire, equipment hire (subject to availability), 3 standard trolleys at times of your choosing and your choice of lunch from our premium sandwich, baguette or jacket potato lunch options. Minimum number of 10 delegates.
- 2) **Room hire plus extras.** Pay for your room hire at the hourly rate below and add any catering or equipment hire at the rates also detailed below.
- 3) Rooms and Equipment are VAT Exempt.

**Room Hire Rates (per hour). £2.95 booking fee also payable.**

Room	Floor	Business	Non-profit organisation	Registered Charity
Desborough Hall	Ground	£32	£23	£19.50
Scantabout	Ground	£17.50	£12.50	£10
The Quiet Room	Ground	£16.30	£12.20	£9.80
Allington	1st Floor	£17.50	£12.50	£10
Boyatt	1st Floor	£17.50	£12.50	£10
Nightingale	1st Floor	£19.50	£14.10	£11.70
Bishopstoke	2nd Floor	£16.30	£12.20	£9.80
Stoneham	2nd Floor	£16.30	£12.20	£9.80
Fair Oak	2nd Floor	£19.50	£14.10	£11.70

## Equipment Hire Rates

Equipment	Rate per half day	Rate per full day
Flipchart & pens	Free	Free
Projector screen	Free	Free
DVD / VHS player & 37" TV	£10	£17.60
Data projector (exc laptop)	£19.60	£39
Portable PA system	£39	£39



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**Catering Prices (per head). Catering is subject to 20% VAT in addition. For descriptions, please see [www.wellsplace.org.uk](http://www.wellsplace.org.uk) and click on the conference catering tab.**

Catering Item	Price per head (exc VAT)
<b>Lunch options:</b>	
- Standard sandwich	£4.95
- Healthy sandwich	£4.95
- Premium sandwich	£8.95
- Jacket Potato Lunch	£8.95
<b>Coffee break refreshments:</b>	
- Standard trolley (tea, coffee & biscuits)	£1.30
- Standard trolley (tea & coffee only)	£1.10
- Premium trolley	£1.75
<b>Extras:</b>	
- Pastries / cakes	£1.10
- Jug of juice (per jug)	£1.90
- Fruit bowl	£1.05
- Individual bottles of water (0.5L)	£1.20
- Table bottles of still or sparkling water (0.75L)	£2.10
- Bowl of crisps (serves max 20)	£2.45

## Standard Terms and Conditions of Business

### 1. Interpretation: The following meanings apply in this document:-

- 1.1 The '**Customer**' or '**User**' is any person, club, society, organisation or company using the amenities and/or facilities of the centre as defined by section 12 of The Unfair Contract Terms Act 1977.
- 1.2 '**Terms & Conditions**' means the conditions, restrictions and benefits as laid out in this document, and other special conditions applied to a particular transaction.
- 1.3 '**The Supplier**', '**The Provider**', '**The Company**', or '**WPC**' is Wells Place Centre Community Interest Company (CIC), wholly owned and operated by Eastleigh Baptist Church, a registered Christian charity.

### 2. General:

- 2.1 These Terms & Conditions shall be deemed to be incorporated into all agreements, contracts, quotations and invoices of Wells Place Centre CIC.
- 2.2 Any variation to these Terms & Conditions is inapplicable unless agreed in writing and signed by a director of the company.
- 2.3 These Terms & Conditions shall not affect the Companies or the Customer statutory rights under English law.
- 2.4 The areas available for hire/use relate to the room(s) hired, entrance area, toilets, stairways, lift, and circulation space for the purpose of access.
- 2.5 Wells Place Centre CIC reserve the right of entry to any part of the premises at all times for themselves or their authorised representatives.
- 2.6 Outside the agreed hire period, the Wells Place Centre is private property.

### 3. Price and Payment:

- 3.1 Rates and Prices are subject to review and change without prior notice.
- 3.2 The Rate and Price charged will be those applicable at the time of use of the facilities, which may differ from the rate applicable at the time of booking.
- 3.3 The company will take reasonable steps to inform customers of any price increases at least 21 days before they become effective.
- 3.4 Payment is requested by invoice following use of the facilities, to allow for any extra items on-the-day. However, Wells Place Centre reserve the right to require a deposit against charges or possible damage as it sees fit.
- 3.5 Payment is due on presentation of the invoice. Wells Place Centre CIC is not a licensed credit agent and does not therefore offer credit terms.
- 3.6 Wells Place Centre CIC reserve the right to suspend facilities for customers with outstanding invoices.
- 3.7 Wells Place Centre CIC reserve the right to charge interest on overdue invoices (at up to 8% over Bank of England base rate) in accordance with The Late Payment of Commercial Debts (Interest) Act June 1998.

### 4. Catering:

- 4.1 To ensure Hygiene standards are maintained, only food supplied by Wells Place Centre CIC can be consumed on the premises without prior consent in writing. However if individual room users wish to bring their own packed lunch, this is acceptable, provided it is consumed in the room booked. The use of outside caterers or the bulk purchase of food from other suppliers is not permitted without express permission in writing.
- 4.2 Only food and refreshments purchased in the Coffee Shop may be consumed in the Coffee Shop.
- 4.3 Customers are not permitted to bring kettles into the building for private use.

Continued.....

## Standard Terms and Conditions of Business (continued)

### 5. Suppliers Obligations:

- 5.1 Wells Place Centre CIC will use its best endeavours to provide the facilities advertised with reasonable skill and care, and to a reasonable standard.
- 5.2 Wells Place Centre CIC will use its best endeavours to ensure the centre is operated in a safe manner and will comply with all the appropriate and necessary Health and Safety requirements.
- 5.3 Wells Place Centre CIC accepts responsibility for ensuring all equipment supplied or made available for use by the centre is correctly maintained and free from known defect.
- 5.4 Wells Place Centre CIC will ensure that the premises are adequately insured.

### 6. Customer Obligations: To enable Wells Place Centre CIC to meet its obligations and for the reasonable enjoyment of all customers:-

- 6.1 The Customer shall not sublet the hired space and associated areas as defined in 2.4 above, nor seek to assign the benefits or burden of the agreement to third parties.
- 6.2 The Customer shall vacate the hired space by the end of the agreed time.
- 6.3 The Customer will be responsible for the behaviour of persons within their group in the use of the areas of hire and associated facilities as defined in 2.4 above.
- 6.4 The Customer shall not allow interference to the quiet enjoyment of other users of the centre to occur.
- 6.5 The Customer shall not allow:- alcohol, drugs (other than prescription), knives and other offensive weapons, explosives or any type of pyrotechnic devices, or any illegal substances, to be brought into the centre, unless prior written consent has been obtained.
- 6.6 Where appropriate, the Customer will ensure they have an appropriate vulnerable person policy in place (covering adults and children where appropriate) and if requested supply a copy of that policy to Wells Place Centre CIC. The care of vulnerable persons, remain at all times the responsibility of the leader of the group they are part of.
- 6.7 The Customer undertakes not to allow:-  
Smoking on the premises in accordance with current legislation.  
Gambling with the exception of raffles or draws for charitable purposes.  
Tampering with the equipment or fabric of the centre.
- 6.8 The Customer also undertakes to be:-  
Responsible for any damage to the fabric of the centre or equipment during use.  
Responsible for any loss, damage or injury to persons within or outside their group while undertaking activities under their control.  
Responsible for any consequential loss due to damage caused to the centre.
- 6.9 The Customer undertakes to adhere to and inform their group at the start of each meeting the procedures to be followed in an emergency evacuation as detailed to them in the card they receive on arrival at the Centre (copy available on request).
- 6.10 On emergency evacuation, the Customer undertakes to ensure that all group members have exited their room and are making their way outside. The Customer will take particular care to ensure any sight or hearing impaired members of the group are given the necessary assistance by other group members to safely evacuate. During the hours 8.30am – 5pm Monday – Friday, Wells Place Centre staff will assist with the evacuation of mobility impaired users on the 1<sup>st</sup> or 2<sup>nd</sup> floors using the evacuation method chosen by that person on arrival. The Customer will ensure that someone from the group is available to assist the Wells Place Centre staff member with the evacuation of any mobility impaired user. The Customer will note that outside of these hours mobility impaired users cannot be evacuated using our Evacuation Chairs unless there is someone in the Customer's group who is a trained user of these chairs (training can be given by a member of Wells Place Centre staff if organised in advance). Therefore if the mobility impaired user cannot get down the stairs themselves a meeting room must be booked on the ground floor.
- 6.11 The Customer will inform Wells Place Centre staff before confirmation of booking if more than two mobility users are known to be part of the group. Wells Place Centre accept that this information is not always known in advance.
- 6.12 Any equipment taken into the building by customers must have a valid PAT Certificate and this must be presented to the receptionist on arrival.

Continued....



Standard Terms and Conditions of Business (continued)

**7. Limitation of Liability and Force Majeure:**

7.1 Nothing in these Terms & Conditions shall limit or exclude either party's liability for:- death or personal injury; fraud or for any sort of liability that by law cannot be limited or excluded; any loss or damage caused by deliberate unlawful action or negligence.

7.2 Wells Place Centre CIC will not be liable in any way for loss, damage or theft to clothing, jewellery, monies, or other articles owned by the customer whilst on the premises, or stored outside the period of hire.

7.3 Wells Place Centre CIC will not be liable for losses resulting from the inability to provide a suitable room or other facilities due to circumstances beyond its control; including, but not limited to:- Adverse weather; Flood; Power Failure; Civil Unrest or Terrorist attack.

7.4 Wells Place Centre CIC subject to clause 7.1 above do not accept any responsibility for consequential loss however caused.

**8. Provisional Bookings and Cancellation Policy:**

8.1 All bookings are considered Provisional until a signed Booking Form is received.

8.2 Provisional Bookings may be cancelled without charge subject to clause 8.4 below.

8.3 Provisional bookings not confirmed within 2 weeks of the day of hire may be cancelled and the room re-let without further notice.

8.4 Bookings made within 5 working days of the day of hire, will be treated as a firm booking, even if not confirmed in writing and the full Cancellation policy detailed in 8.6 to 8.12 below will apply. This also applies to provisional bookings which have not been confirmed 5 working days before the day of hire.

8.5 Once a signed Booking Form is received by Wells Place Centre CIC, the booking is counted as confirmed and the following Cancellation policy applies:-

8.6 All Cancellations must be confirmed in writing.

8.7 Confirmed Bookings, if cancelled more than 15 days in advance of the intended hire date will be charged the applicable Booking Fee only.

8.8 Confirmed Bookings, if cancelled between 7 and 14 days in advance of the intended hire date will be charged the appropriate Booking Fee plus half the room fee for the hours booked.

8.9 Confirmed Bookings, if cancelled with less than 7 days in advance of the intended hire date will be charged the full charge, including Catering as supplies will have been ordered and staffing arranged in anticipation.

8.10 Adverse Weather: If the centre is open and we have staff available to facilitate the booking/event, normal cancellation policy/charges apply.

8.11 Extreme circumstances: In the event of a death in the immediate family of the main user of a room causing the planned event to be cancelled, centre staff will have some discretion to amend the above policy, which will be dealt with on a case by case evidentiary basis.

8.12 Substitution of Room: Wells Place Centre CIC reserve the right to change the original room booked without notice, for an alternative room suitable for the number of attendees and stated purpose of the booking.

8.13 Access: Wells Place Centre CIC is normally accessible on all floors to disabled users (although see clauses 6.9 to 6.12 above), however if access is restricted due to circumstances beyond our control, clause 7.3 above applies.

Continued.....

### Standard Terms and Conditions of Business (continued)

8.14 Additional Time: Arriving early or leaving late will result in additional charges. Time is calculated from the time the first person occupies the room until the last person leaves. A 15 minute leeway is allowed, but use of the facilities outside of this time will be charged for. It is the responsibility of the Customer to ensure they sign in and out at reception and that the times of arrival and leaving are correctly noted.

#### **9. Disputes:**

9.1 Any disputes should be reported first to the centre staff through the established complaints procedure, and if this is not immediately referred to the Centre Manager, the customer should directly approach the Centre Manager during normal office hours.

9.2 If the Centre Manager has not resolved a customer's concern, the matter should be put in writing addressed to: The Directors, Wells Place Centre Community Interest Company, Wells Place, Eastleigh, Hampshire, SO50 5LJ. The directors will respond within 21 working days from the receipt of any written complaint.

#### **10. Governing Law:**

10.1 These Terms and Conditions have been constructed in accordance with the law of England and submit to the exclusive jurisdiction of the English courts.