

NICVA ROOM BOOKING POLICY AND TERMS AND CONDITIONS

This policy should be read and understood by all facilitators at the time of booking. The information should be read and understood by all persons responsible for the event at the NICVA site.

Use of conference facilities

NICVA Conference Centre is for the use of voluntary, community or charitable organisations only for non business purposes, ie charitable or community related matters or work associated with the voluntary and community sector.

Availability

- Evening and weekend bookings are available subject to NICVA staff availability.
- Morning events must vacate the room by 1.00pm.
- Afternoon bookings begin at 2.00pm and must vacate the room by 6.00pm.

Confirmation by the client

All bookings are considered as provisional until the **booking form is signed and returned by post, fax or email**. The signed booking form will act as a contract between NICVA and the client. Final set up, times, numbers, menus and special requirements must be confirmed at least seven days prior to the event.

Amendments or cancellation by the client

In the unfortunate circumstance that you have to cancel, postpone or amend your confirmed booking please ensure you give at least **one week's notice**. If less than one week's notice is given for cancellation or postponement then the full charge of the booking will be incurred. This may also include any food ordered. Should the client make significant changes to the programme or the expected number of guests, this may result in amendments in the applicable rates and/or facilities offered by NICVA.

Amendments or cancellation by NICVA

Should NICVA for reasons beyond its control need to make any amendments to your booking we reserve the right to offer you an alternative choice of facilities.

NICVA may cancel the booking:

1. If the organisation booking does not fall within the criteria described under 'Use of Conference Facilities'.
2. If the client is in arrears of previous payments.
3. If the client has failed to adhere to the terms and conditions outlined in this document.

Required information

In order for your event to run smoothly, we need as much information as possible. Please tell us about all your requirements prior to the event so that we can ensure that we have the staff and resources to meet all your needs.

In order to book a room you will have to provide the following information:

1. The email/contact details of the person responsible at the NICVA site on the day of the event (speaker/trainer/facilitator).
2. Date and time of event.
3. Number of attendees/trainees.
4. Equipment requirements (equipment needs to be pre-booked in order to ensure availability).
5. Catering requirements.
6. Tea/coffee requirements.
7. Water requirements (water coolers are available for the use of all visitors to NICVA. Visitors are asked not to fill bottles from the water coolers. Our staff are happy to supply or refresh jugs of water. It is advised that facilitators order bottled water, if necessary, especially during lengthy training courses or conferences).
8. Set up of room (theatre, classroom, etc).

The capacity of rooms may vary according to room set up, therefore this should be agreed at time of booking.

Prior to the event, trainers and facilitators are welcome to call to the premises to familiarise themselves with room layout or discuss this with the appropriate member of NICVA staff.

Staff may not always be available on the day of event to rearrange room setup. Therefore it is best to agree room set up prior to the event to ensure that NICVA staff are able to meet all your requirements.

Arrive early to the event to ensure the room is just how you want it. Staff will be happy to help with any last minute adjustments.

Please note: Blu-tack and sellotape should not be used on walls. Magnets are available which enable you to hang paper on metal bands on the walls around the room. Costs of any damage or repairs to NICVA property will be incurred by the client.

Health and Safety

In the interests of health and safety users are asked not to move furniture.

All trainers or facilitators are asked to familiarise themselves with the Fire and Evacuation procedures which will be supplied on arrival. This should be addressed at the beginning of any session or conference and attendees should be informed of the procedure. If in doubt NICVA staff are available to help or explain the Health and Safety procedures, please contact reception.

Emergency first aid can be administered by trained NICVA staff. Please contact reception to report a hazard, accident or if assistance is required.

Access

Rooms booked in the public conference area are accessible by all attendees and trainees. The Board Room and the Training Room are located in a secure part of the NICVA building. This area is accessible by pass card only. For reasons of security only one pass card will be made available per room booking.

Please note it is the duty of the person responsible for the event on site to ensure that all attendees/trainees are given access in or out of the area at all times. If an attendee/trainee doesn't have a pass but requires access a secure part of the NICVA building, then reception will telephone the person responsible for the event to escort the attendee/trainee. NICVA suggests that the responsible person on site ensures all attendee/trainees have arrived before beginning the session and furthermore that there is someone available to admit any late comers or readmit those who have left the building.

Under fire regulations all fire doors must remain closed; therefore NICVA may not wedge open doors to allow access to the Board Room and Training Room.

Car parking

Off street car parking is available behind the NICVA building. Further spaces are available to the back and right hand side of the building. Visitors are asked not to park in areas reserved by the other neighbouring organisations.

Feedback

At NICVA we aim to provide a high standard of service. We would like to know what you think, because we value the views of our members and the organisations and people who use our services. Please use the evaluation forms provided to tell us what you think and encourage attendees/trainees to complete these and post in the suggestion box in the entrance foyer. Or log on to our facilities page and complete an electronic form

<http://www.nicva.org/index.cfm/section/article/page/NICVAresources>

To ensure your event runs smoothly please ensure that all people responsible for the event are familiar with this policy.