



## Terms and Conditions – Room Hire

### Terms, Conditions and Cancellation Policy

By completing a booking form to secure your booking (online or offline) you are agreeing to the terms and conditions of this cancellation policy.

### The following charges apply to all confirmed booking upon cancellation or rescheduling;

1. If cancelled/rescheduled more than four weeks before the room/desk hire we will refund all payments made.
2. If cancelled/rescheduled less than four and more than two weeks before the room/desk hire we will refund 50% of the chargeable fees.
3. If cancelled/rescheduled less than two weeks before the room/desk hire no refund will be issued. 100% of the fees will be chargeable.

### Please note;

For us, postponement is the same as cancellation – the above charges will still apply if you decide to change the date of your booking.

On part day hire once this is booked for am/pm then this cannot be extended. If you have to do this at any stage then the rates charged for the time period agreed will still stand.

A full day booking is from 8.30-5pm. Half days are available 8.30am-12.30pm or 1-5pm.

Changes to bookings or additional requests, such as lunch requirements must be made no later than 48 hours in advance of the date of your booking.

Any damage caused to the venue or the equipment **by the negligence or wilful misconduct** of your party (**fair wear and tear excepted**) will be charged for at cost price for the item and labour for any fitting/repairs.

If the room is over booked its people capacity, as stated on the website for that room, there will be a surcharge of £5 per person payable.



[www.smecofe.com](http://www.smecofe.com)



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19 Main Street, Ponteland, Newcastle Upon Tyne, NE20 9NH

SME CofE is the trading name of SME Centre of Excellence Limited

SME Centre of Excellence Limited is a company registered in England and wales. Company No. 09964065

Any property or equipment left at the venue after the event is done so at the client's own risk.

We cannot be held responsible for exceptional weather conditions, suspension of travel or any other circumstances beyond our reasonable control; and no such circumstances will be considered grounds for cancellations without charge.

Clients and their guests are also responsible for their own Health & Safety. Fire evacuations notices are displayed on the back of the meeting room door.



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