

## Shireland Training Centre Terms and Conditions

### 1. Booking and Use of Facilities

- All bookings are subject to availability and confirmation by the Training Centre.  
Use of the facilities constitutes acceptance of these Terms and Conditions.

### 2. Payment Terms

- A deposit of 20% of the total fees is required before any booking is confirmed (for cancellation charges see below).
- An invoice will be issued following the event unless otherwise agreed in writing.
- All invoices must be paid in full within the payment period stated on the invoice.
- The Training Centre reserves the right to refuse future bookings in the event of late or non-payment.
- The Training Centre reserves the right to recover any reasonable costs incurred in the collection of overdue payments.

### 3. Venue Hire Cancellation Charges

Once a booking has been confirmed (deposit paid) the following cancellation charges take effect.

Date of Cancellation	Cancellation Fee
<i>More than 12 weeks before event</i>	<i>No charges, full refund of deposit</i>
<i>12 – 8 weeks before event</i>	<i>20% of costs (deposit)</i>
<i>8 – 4 weeks before event</i>	<i>50% of hire charges</i>
<i>4 – 1 weeks before event</i>	<i>75% of hire charges</i>
<i>1 week before event</i>	<i>100% of hire charges</i>

### 4. Damage to Property

- The Hirer shall be fully responsible for any loss, damage, or breakage to the Training Centre's premises, furniture, equipment, or facilities caused by the Hirer, their attendees, employees, agents, or contractors.
- The Training Centre reserves the right to repair or replace damaged items and to invoice the Hirer for the full cost of repair, replacement, or additional cleaning required.
- Normal wear and tear is excluded.

### 6. Insurance Requirements

- The Hirer must hold adequate insurance for the duration of the hire, including Public Liability Insurance of at least £5 million per claim or such other amount as reasonably required.
- Evidence of valid insurance must be provided on request prior to the event. Failure to provide satisfactory proof may result in cancellation, with applicable cancellation charges.
- The Training Centre accepts no responsibility for loss, theft, or damage to property belonging to the Hirer or attendees.

## **7. Liability and Indemnity**

- The Hirer agrees to indemnify and hold harmless the Training Centre from all claims, losses, damages, and expenses arising from the Hirer's use of the facilities, except where caused by the Training Centre's proven negligence.
- Nothing in these Terms limits liability for death or personal injury resulting from negligence, fraud, or any matter that cannot lawfully be excluded.

## **8. Force Majeure**

- The Training Centre shall not be liable for failure or delay in performance caused by events beyond its reasonable control, including natural disasters, government action, or emergencies.
- In such circumstances, the Training Centre will offer to reschedule the booking or provide an appropriate refund where applicable. Cancellation charges will not apply.

## **9. Catering and Dietary Requirements**

- For Delegate Packages, the Training Centre will request dietary or allergy information for all delegates.
- All dietary information must be provided no later than three (3) days before the event.
- Dietary requirements received after this deadline cannot be guaranteed, and the Training Centre accepts no liability for failing to accommodate late or incomplete submissions.
- The Hirer is responsible for ensuring accuracy and completeness of dietary information supplied.
- While reasonable efforts will be made to accommodate allergies, the Training Centre cannot guarantee a completely allergen-free environment.

## **10. Governing Law**

- These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales.