

# Room Booking Terms and Conditions

Version 1.3 – amended 20/09/17

We want you to have a great experience when booking with us, and the conditions below will help us achieve this! By booking with us, you agree to adhere to the following:



- Animals** With the exception of guide dogs, please do not bring animals on to the premises.
- Behaviour** The named contact on the booking is responsible for the behaviour of participants during the time of the booking. Anti-social or threatening behaviour towards other building users or staff is taken very seriously by The Mix and we reserve the right to re-charge you costs incurred by us should anti-social or threatening behaviour occur that requires the intervention of the police. We reserve the right to deny any future bookings for your organisation in this instance.
- Car parking** There is no car parking on the premises. There is a public pay-and-display car park directly opposite the building. Please be aware that parking in the private roads opposite The Mix is prohibited. Two disabled spaces are available on site to pre-book. Please note that penalty parking is in operation adjacent to the building, if you park in this area you will be charged.
- Catering** The Mix can provide tea and coffee making facilities and catering on-site via Cabbages & Kings. For this reason, groups are not permitted to bring their own catering for a booking being held at The Mix without written consent from a member of staff. We reserve the right to charge if a booking is found to have self-catered without consent. The charges below apply to cancellation of catering.
- Invoices, Charges and Cancellations** You will be invoiced when you receive your room booking confirmation from us, we require payment within 7 days of this to confirm your booking. Please see 'Payment methods' below for more information. These cancellation terms also apply to online bookings and any catering ordered for your booking. We are able to supply you with a credit note should your booking be cancelled.
- Scale of charges for cancellations:
- |                                 |                |
|---------------------------------|----------------|
| - Within 7 days of booking      | Full payment   |
| - Within 7 – 14 days of booking | 50% of payment |
- Please allow time for set up / set down within your booking hours. We reserve the right to charge extra without notice in line with our current room rates if a booking overruns by 15 minutes or more in total. All visitors will be expected to leave their room/s as they were found. We respectfully ask that you place all rubbish and recycling in the appropriate bins upon vacation of the room.
- Confirmation** Bookings must only be considered as confirmed on receipt of a booking reference number from us, or by booking online via [bookaspace.org](http://bookaspace.org). Please be aware that your booking is subject to approval from The Mix. Bookings that may lead to disorder may be cancelled, and/or refused on written notice from us.
- Damages** Any damages or losses incurred during your booking will be charged to you at the cost of repairing the item or purchasing a replacement. Copies of these costs can be made available to you upon request. This applies to equipment, the facilities and all Mix property.
- Drink** The Mix is an alcohol-free site, therefore please do not bring alcohol onto the premises. We reserve the right to deny any future bookings if alcohol is found during or after your booking.
- Equipment** We ask that you take care of our equipment whilst you are on site. If you require any equipment eg. cables or flipchart paper/pens, please let us know at the time of booking. Charges may be incurred if items are not returned.
- Fixings** Please do not stick or fix any items to the walls, this includes use of Blu-Tack. Flipchart paper and pens are available to use upon request, and there are whiteboards available in most meeting rooms. Use of 'magic' whiteboard paper is permitted on walls.
- Incidents** All incidents or accidents that occur on site must be reported to reception immediately.
- Location** Please ensure that you only use the rooms that you have booked with us, we reserve the right to charge for any additional rooms used without prior consent. The named person on the booking is responsible for ensuring the location of their attendees.
- Noise** Please be aware that The Mix is in a residential area and we wish to be respectful to those living and working around us. On exiting the building please leave in a quiet and respectful manner.
- Online bookings** If you have booked a room online with us, your booking will appear as 'provisional' until it has been checked by a member of the Book a Space team. It will appear as 'confirmed' once checked, you can see the status of your bookings by visiting the Previous Bookings page. If there are any queries with your booking a member of the team will contact you directly.
- Payment methods** We accept cheques made to The Mix Stowmarket Ltd., cash, credit/debit card payments at reception or payments via BACS (account number: 51496824 sort code: 40-43-37). Please state your invoice number if paying via BACS. We can accept American Express. This is not applicable if you have booked and paid online.
- Safety** The named contact on your booking is responsible for ensuring all visitors/participants are aware of the evacuation procedure and muster point in the event of an emergency. They are also responsible for adhering to all of The Mix's procedures in relation to occupying the building. The relevant information can be made available to you upon arrival for your booking.
- Smoking** The Mix operates a strict no smoking policy throughout the building and in most of the outside areas. Please do not smoke outside the front of the building, there is a designated smoking area available adjacent to our car park. We respectfully ask that all litter is placed into the appropriate bins which are available throughout.