

Riverside Ventures Terms and Conditions on Venue Hire

Bookings and Cancellations

1. All bookings must be made using the booking enquire system on line. The booking is confirmed once we responded to that enquire via email. If for any reason you cannot access the internet or need support, you can make an appointment to come into centre and we will fill out the form with you.
2. Bookings will only be deemed confirmed upon Riverside Ventures email confirmation. A confirmed booking constitutes formal acceptance of Riverside ventures terms and conditions.
3. Cancellations, must be made in writing. Cancellations fees are: Over six weeks no charge, 6-3 weeks 20% cancellations fee, 3-1 weeks 50%, within 7 days 75%, On the day will be classed as a no show, which will be booking full hire charge will be payable.
4. Rooms will be allocated by Riverside Ventures to clients based on the number of attendees.
5. Riverside Ventures, reserves the right to cancel a room hire booking or alter in the event of unforeseen circumstances. If this was to happen the hirer will be informed at the earliest opportunity and we will make effort to offer an alternative space.
6. Bookings made more than 1 year in advance are subject to the full understanding that the rate of charges at the date of the event will apply.

Charges

1. All invoices must be paid within 8 days of invoice, any late payments could result in a 25% surcharge.
2. On all one off events a non-refundable deposit of 50% must be paid at the time of the booking.
3. Payments can be made by card, bacs or cheques made payable to Riverside Ventures.

Catering

1. Riverside Ventures operate an only food purchased on site to be consumed on site policy.
2. All catering, alcohol for events being held at Riverside Ventures must be provided by Riverside Ventures.
3. Menus provided are guidelines only. If your numbers are revised in a downwards manner, within a week of the booking, we can levy a cancellation fee.
4. Any organisation, group or business hiring rooms on a regular basis will not be permitted to make their own refreshments in the rooms.

Equipment

1. Hire equipment is available and must be requested at the time of booking and are subject to availability.
2. When booking the hirer needs to ensure it includes time for setting up and taking apart the equipment.
3. Riverside Ventures under no circumstances can we store equipment, any other items for a hirer before or after the hire without prior arrangements. If items are left in the building by the hirer, we accept no responsibility.
4. Nothing is to be stuck, nailed, screwed or fixed in any way to the walls, doors or any other furniture.

Health and Safety

1. The Hirer is responsible for ensuring that people attending an event are aware of the fire evacuation procedures, which are locked in each room.
2. The hirer is responsible for holding a list of all attendees in case of emergency evacuation.
3. Fire exits are to be kept clear and visible at all times.
4. The hirer is responsible to ensure that maximum numbers are not exceeded.
5. No smoking is allowed on site between 8am and 6pm, the hirer is responsible for relaying this information to all parties with their hire.

Miscellaneous

1. Riverside Ventures do not accept any liability for any loss or damage caused to property or individuals during use of our building.
2. The nature of the function must be made known in advance as we reserve the right to refuse bookings.
3. Riverside Ventures reserves the right to claim for any damage or theft of property which may occur during the course of room hire.
4. All room hires are asked to leave rooms in a clean and tidy state. We reserve the right to levy a charge for cleaning and housekeeping services should it be felt that the rooms have been left in an unreasonable state.
5. All children and young people under the age of 16 brought in to the building must be supervised at all times.
6. Data protection; all information given to us is used for the sole purpose of your booking and will not be shared.
7. Riverside Ventures reserve the right to make charges to terms and conditions at any time.

