



## **THE FOLLOWING TERMS AND CONDITIONS FORM AN INTEGRAL PART OF THE STANDARD WELCOME CENTRE CONTRACT.**

### **Invoice Queries:**

Please communicate to us within 7 days upon receiving the invoice at: [info@thewelcomecentre.co.uk](mailto:info@thewelcomecentre.co.uk)

### **Additional Services**

The client agrees to pay 'The Welcome Centre' for any food and beverage or other services not approved for in their contracts contract but made available upon request of the client or one of its representatives, unless the Welcome Centre has received specific instructions in writing that such services are provided only on the basis of direct cash settlement by the delegates.

### **Credit:**

Credit facilities may be obtained on application to the conference centre. Credit facilities must be finalised at least 14 days prior to arrival. When credit facilities are granted the payment must be received within 14 days after the date of the event.

### **Payment:**

Functions and conferences where a credit facility is not approved in advance, the following non-refundable deposits will be required.

1. 10% deposit of the confirmed value is payable at the time of the confirmation.
2. A further 40% of the confirmed value) is payable 30 days prior to date of event.
3. The balance of the confirmed value is payable seven days prior to date of event.

Where the confirmed booking has been made on behalf of another party, the person or company making the booking will be liable for all payments and costs unless expressly described otherwise, in which case the payment methods above apply.

### **Cancellations:**

In the event of a function and conference booking being cancelled the following charges will be made:

<b>Period of Notice:</b>	<b>Cancellation charge as % of confirmed value</b>
30 days or more prior to event	50%
Between 14 and 29 days prior to event	75%
Less than 14 days prior to event	100%

Up to 14 days prior to the date of arrival, clients may reduce the numbers attending a function or conference, if over 10 delegates, by up to 10% without charge. For variations of more than 10% of the confirmed value or numbers where the event is held, we reserve the right to make a charge of up to 90% of the confirmed value. The cancellation provisions will apply at the sole discretion of the Welcome Centre.