

# PLAY RESOURCE ROOM HIRE TERMS AND CONDITIONS

This policy should be read and understood by all facilitators at the time of booking. The information should be read and understood by all persons responsible for the event at Play Resource.

## **Confirmation by the client**

All bookings are considered as provisional until the **booking form is signed and returned by post, fax or email**. The signed booking form will act as a contract between Play Resource and the client. Final set up, times, numbers and special requirements must be confirmed at least seven days prior to the event.

## **Amendments or cancellation by the client**

In the unfortunate circumstance that you have to cancel, postpone or amend your confirmed booking please ensure you give at least **one week's notice**. If less than one week's notice is given for cancellation or postponement then the full charge of the booking will be incurred.

## **Required information**

In order for your event to run smoothly, we need as much information as possible. Please tell us about all your requirements prior to the event so that we can ensure that we have the staff and resources to meet all your needs.

## **In order to book a room you will have to provide the following information:**

1. The email/contact details of the person responsible at Play Resource on the day of the event (speaker/trainer/facilitator).
2. Date and time of event.
3. Number of attendees/trainees.
4. Equipment requirements (equipment needs to be pre-booked in order to ensure availability).

Prior to the event, trainers and facilitators are welcome to call to the premises to familiarise themselves with room layout or discuss this with the appropriate member of Play Resource staff.

Staff may not always be available on the day of event to rearrange room setup. Therefore it is best to agree room set up prior to the event to ensure that Play Resource staff are able to meet all your requirements.

Arrive early to the event to ensure the room is just how you want it. Staff will be happy to help with any last minute adjustments.

**Please note: Blu-tack and sellotape should not be used on walls. There is however hanging equipment available. Costs of any damage or repairs to Play Resource property will be incurred by the client.**

## **Health and Safety**

In the interests of health and safety users are asked not to move furniture.

All trainers or facilitators are asked to familiarise themselves with the Fire and Evacuation procedures which will be supplied on arrival. This should be addressed at the beginning of any session or conference and attendees should be informed of the procedure. If in doubt Play Resource staff are available to help or explain the Health and Safety procedures, please contact reception.

Emergency first aid can be administered by trained Play Resource staff. Please speak to a member of Play Resource staff to report a hazard, accident or if assistance is required.