

VENUE HIRE TERMS AND CONDITIONS



These terms and conditions NSDT refers to the North Smethwick Development Trust who manage the Brasshouse.

BOOKINGS:

All bookings can be made using our online booking form or downloadable booking form (that must be emailed or posted back to us), both available through our website or by telephone. Provisional bookings will be held for a maximum of 5 working days. Any bookings not confirmed within 5 working days will be cancelled without notice.

All bookings are provisional until a completed booking form (and purchase order if applicable) is received. When a signed booking form or electronic copy is received by NSDT, you understand that our terms and conditions have been accepted.

CONFIRMATION OF BOOKINGS:

Venue hire will be confirmed upon receipt of a fully completed booking form that includes:

- Date(s) of the booking
- Estimated number of delegates and facilitator(s)
- Preferred room layout
- Lunch and refreshment requirements
- Equipment requirements
- Any additional requests
- Invoice address

FINAL NUMBERS AND REQUIREMENTS

Notification of the exact numbers and specific requirements must be provided in writing as early as possible, and no later than 7 days prior to the start of the event.

Any reduction in numbers received within the 7 days prior to the start of the event may not be accepted, and non-arrivals will be charged as quoted.

INVOICING

A final invoice will be submitted once calculation of final charges is completed. Invoices must be paid within 14 days of the invoice date. Late payment of invoices will incur a monthly administration charge of £10.

CHANGE OF DATE

Once a booking has been confirmed, any change of date may result in cancellation charges. Whilst every effort will be made to accommodate changes in date, the provision of rooms, equipment and other requirements cannot be guaranteed.

CANCELLATIONS

By booking with NSDT, you agree to accepting our cancellation terms and agree to be bound by its terms and will be enforced.

- Cancellation 21 days before the start of the hire = no charge

- Cancellation 14 days before the start of the hire = 50% of total costs
- Cancellation 7 days before the start of the hire = 100% of total costs

Cancellation charges will be determined from the date that written confirmation is received and will be payable upon submission of a final invoice. Total estimated charges will be based on the confirmed booking numbers and all pre-booked facilities, such as Room Hire, Catering & Equipment.

DAMAGE

The client must indemnify NSDT against any damage caused to the Brasshouse (including contents, furnishings, fittings, sound and light equipment and any other equipment on hire or situated at either site) by the client and/or their guests, employees or agents.

INSURANCE

NSDT are fully covered by insurance, however we accept no responsibility for any activities organised by those hiring NSDTs' facilities. Hirers must ensure that Public Liability insurance is arranged to cover any claim that might be made against them in respect of any activities that they are responsible for or any equipment they use during the event.

ACCESSIBILITY

All areas of the Brasshouse are fully accessible.

CAR PARKING

Ample car parking is available to the rear of the building. Please note however this is an un-surfaced car park and NSDT do not take any responsibility for any damage to persons or vehicles. We also ask that your delegate do not block local residents access to their homes or prevent or delay the emergency services access.

SMOKING

NSDT operates a strict NO SMOKING including vaping policy in all areas including the car park and garden area.

CATERING REQUIREMENTS

Please note that, under normal circumstances, clients are not allowed to consume their own food and beverages within the Brasshouse premises. Full details of our catering packages are available on our website or can be provided by our staff team.

If you require non-standard catering, or if any of your delegates have specific catering requirements including special dietary needs, please provide full details when confirming your booking. We will be more than happy to discuss your requirements and every effort will be made to provide a catering package that exactly meets your needs.