

To make a booking:

Go to www.host-somerset.co.uk/meeting-rooms

Terms & Conditions:

1. Introduction

- 1.1. These are the Terms and Conditions that apply when you make a booking for meeting room for a conference or event at a HOST Campus
- 1.2. These Terms and Conditions do not cover accommodation booked as part of a bedroom reservation. Please see the separate HOST Accommodation Terms and Conditions
- 1.3. We reserve the right to amend these Terms and Conditions at any time and you should therefore check them each time you make a booking
- 1.4. The Terms and Conditions applying to your booking will be those in place on the date that you make your booking
- 1.5. Bookings can be made in two forms;
 - 1.5.1. One-time booking with no recurrence, which are defined as a single booking of any length for a fixed period of time which does not repeat
 - 1.5.2. Recurring block bookings, which are defined as multiple bookings of any duration on a repeat basis

2. Booking

- 2.1. To reserve your meeting room please book via email events@host-somerset.co.uk or by calling the events team on: 07971 180 525
- 2.2. To confirm your booking, payment details need to be provided as payment will need to be in place before the event takes place. A Purchase Order (PO) number or payment by VISA and Mastercard will be accepted
 - 2.2.1. BACS payments are also acceptable however they need to be received 72 hours in advance
- 2.3. Please check that the details of your booking are complete and accurate before you confirm your booking
- 2.4. The final numbers for the event must be confirmed no later than 72 hours prior to the date of the event. In the absence of such confirmation the maximum numbers referred to in the event approval details will be charged. No changes can be made after this time
- 2.5. Bookings for Food & Beverage (F&B) requirements are processed by Campus Catering Supplier who can be contacted separately on the following email address hospitalityrequests@somersetlarder.co.uk. HOST does not intermediate in those bookings and is not liable for any performance issues
- 2.6. If any changes are requested, the Conferencing and Events Team will make every effort to accommodate all requests, but cannot guarantee all the changes will take place

3. Delegate List

- 3.1. A full delegate list is required detailing the names, SAP number and transport method, as well as any vehicle registrations for your delegates will be using for the event at least 72 hours prior to the event
- 3.2. If a full delegate list is not provided, delegates may be denied access to the Campus
- 3.3. SAP number is required for all delegates. If delegates do not have SAP number we do require written notice detailing all attendee(s) without SAP number stating that the booker takes full responsibility for their delegates' actions whilst on Campus
- 3.4. Any delegate under the age of 18 require the express permission of HOST to attend. Events may be postponed or cancelled if this information is not provided

4. Prices

- 4.1. Meeting room prices are determined by a pre-agreed structure. When you make a booking request, HOST will give you the price for either a half day use of a meeting room or full day use. The price you pay is the price quoted to you at the time the booking is made
 - 4.1.1. The structure of half and full days are as follows:
 - 4.1.1.1. Half day 7am – 12 pm or 1pm – 6pm
 - 4.1.1.2. Full day is 7am – 6pm
- 4.2. Rates quoted are inclusive of VAT at the applicable rate at the time of your booking
- 4.3. HOST may on occasions introduce special rate offers with separate specific terms of validity
- 4.4. HOST reserves the right to withdraw any such offers without notice

5. Payment

- 5.1. The payment for the event needs to be made in full prior to the event taking place, unless there is a credit agreement in place
- 5.2. Please use the following bank details for payment:
 - 5.2.1. Account Name: HOST 2 Ltd
 - 5.2.2. Sort Code: 60-23-32
 - 5.2.3. Account No: 81675976
- 5.3. If you are awarded a credit facility you are required, as per the Credit Onboarding Form, to settle all outstanding balances within ten days of the invoice date
- 5.4. HOST are a non-commission-based business therefore we do not instruct any company to advertise or source conferences or events on our behalf. We do not pay commission to third parties instructed by yourself
- 5.5. All of our bookings will be invoiced to you the booker, should you require this to be different, it should be raised and actioned at the time of booking

6. Cancellations

- 6.1. One-time Bookings;
 - 6.1.1. Event cancellation – cancellation of the event within
 - 6.1.1.1. 72 hours or less of the event start – no refunds available
 - 6.1.1.2. Notice given more than 72 hours prior to event – full refund available

6.2. Recurring Block Bookings;

6.2.1. Event cancellation – cancellation of the event within

6.2.1.1. 1 month of the event start – no refunds available

6.2.1.2. Notice given more than 1 month prior to event – full refund available

6.3. We may cancel your booking at any time with immediate effect by giving you written notice (which includes email if:

6.3.1. You do not provide payment before the start of the meeting

6.3.2. You break the contract between us in any other way. If we cancel your booking where you are at fault, we reserve our legal rights in respect of your breach of contract

6.4. We may also cancel your booking if an event outside of our control occurs (including but not limited to industrial action, explosion, fire, flooding, failure of power and/or water supplies or emergency evacuation) where we are unable to make your meeting room available for you

6.4.1. In this case we will contact you to let you know as soon as possible

6.4.2. If you have already paid for your meeting room at the time of our notice, we will either refund the payment to you or move it to another booking

6.4.3. If you have not yet paid for your meeting room, you will not have to make any payment to us

6.4.4. Save as set out above, we will not be liable or responsible for any failure to perform or delay in performance of, any of our obligations that is caused by an event outside of our control. This does not affect your statutory rights

7. No Show

7.1. Should you or your delegates fail to arrive for the meeting room, we reserve the right to release your reservation for that day and any consecutive days and will charge the full cost of your event

8. Accessibility

8.1. Both Campuses are fully accessible. HOST is happy to discuss individual needs and to accommodate special requests where possible. If you have any special requests, please let our Conferencing and Events Team know

9. Access

9.1. We reserve the right to access meeting rooms booked at all times and require you to agree to allow our Team Members, authorised representatives and contractors to have access if required

10. Service providers

10.1. HOST may, at your request and at our sole discretion, arrange for a service to be provided for your benefit by another person or organisation. If HOST books service for your event, a full payment for this will be required at the time of booking

10.2. If you, with HOST agreement provide the services yourself any resulting contract will be between you and the person or organisation providing the service. You are responsible for paying their charges directly. We accept no responsibility for their performance of the service. A delegate list of the service providers will be required. Without this information their access to either Campus may be refused

11. Expectations of you

11.1. You must not:

- 11.1.1. Smoke anywhere inside any HOST Campus premises. This includes the smoking of e-cigarettes. Permitted smoking areas will be identified on site. Smoking on HOST premises outside of the designated smoking area will result in future bookings being placed in jeopardy
- 11.1.2. Bring any pets onto HOST premises, except for assistance dogs
- 11.1.3. Bring any potentially dangerous or hazardous materials or equipment onto HOST premises inclusive of any weapon or potential weapon
- 11.1.4. Use any electrical appliances that may set off the fire alarm system, such as toasters, mini cookers or portable grills
- 11.1.5. Tamper with any fire alarms or emergency equipment
- 11.1.6. Remove, damage or destroy any HOST property
- 11.1.7. Use any of the technology provided by HOST to download or access any unlawful or obscene material; or
- 11.1.8. Cause unreasonable disturbance to our other guests or any HOST Team Members
- 11.2. You must not resell or transfer your booking (or any part of it) nor advertise, market or otherwise offer any HOST booking for sale either on its own or as part of a combined offer. HOST will not honour any bookings made in this way and does not accept any liability for doing so. If you are an agent and wish to book a service at a HOST Campus you should contact the Conference and Events Team directly
- 11.3. If you cause damage or loss of any kind to the Campus, other guests or their property, or otherwise breach any of these Terms and Conditions, HOST reserves the right to:
 - 11.3.1. Hold you responsible for that damage or loss and you shall be liable to pay to HOST on demand the amount required to make good or remedy such damage or loss
 - 11.3.2. Cancel your booking with immediate effect and (if appropriate) eject you from HOST premises
 - 11.3.3. Retain all sums paid by you and/or charge you the full amount of your reservation
 - 11.3.4. Refuse future reservations from you and/or refuse you entry or accommodation at any of HOST Campuses
 - 11.3.5. HOST will not be liable for any refund or compensation in such circumstances

12. Liability

- 12.1. HOST shall not be liable for any loss, injury, death, or damage to persons or property caused or sustained by the event booker or their delegates, agents, or chosen service providers, or by anyone who may be using, occupying, visiting the Campuses or be in, on or about whether the loss, injury, death or damage to persons or property arises. Out of any act, omission or negligence of the booker or any attendee, visitor or user of any portion of the Campuses, or shall result from or be caused by any other matter of circumstance, or similar.

The booker shall indemnify HOST against all claims, liability, loss or damage whatsoever on account of any such loss, injury, death or damage.

13. General

13.1. Frequently Asked Questions (FAQ)

13.1.1. Please see our FAQ on our HOST website www.host-somerset.co.uk for further information about your time at HOST

13.2. Your information

13.2.1. We process information about you that you provide when making a booking at our Campuses in accordance with our Privacy Notice and Cookie Policy. By providing this information you consent (on your behalf and on behalf of each visitor that you book) to such processing and you warrant that all information provided by you is accurate

13.3. The contract

13.3.1. The contract formed when we confirm your reservation is between you and HOST. No other person shall have any rights to enforce any of its terms, whether under the Contracts (Rights of Third Parties Act) 1999 or otherwise

13.4. Your rights

13.4.1. As a customer you have certain rights under consumer protection legislation. Nothing in these Terms and Conditions is intended to affect those rights

13.5. Our liability

13.5.1. We accept liability for death and personal injury arising from our negligence or that of our employees and agents. We do not seek to exclude our liability for fraudulent misrepresentation by us or our employees or agents

13.5.2. We do not accept liability for failure to meet any of our obligations where such failure is due to events beyond our reasonable control

13.5.3. If we breach these Terms and Conditions for reasons within our control, we shall only be liable for losses that are direct losses and a reasonably foreseeable consequence of such breach

13.5.4. We shall not be liable whether in contract, tort (including negligence) or for breach of statutory duty, or in any other way, for any indirect or consequential losses including:

13.5.4.1. A loss of income, sales or revenue

13.5.4.2. Loss of business

13.5.4.3. Business interruption

13.5.4.4. Loss of profits or contracts

13.5.4.5. Loss of anticipated savings

13.5.4.6. Loss of data

13.5.4.7. Loss of reputation and/or goodwill; or

13.5.4.8. Wasted management or office time

13.5.5. Where we are liable to you (save as prohibited by applicable law) our maximum liability to you whether in contract, tort (including negligence) or for breach of statutory duty shall in no event exceed the price of your

reservation unless the Hotel Proprietor's Act 1956 applies, in which case our liability will be limited to the maximum prescribed under that Act

13.6. Applicable law

13.6.1. These Terms and Conditions, their subject matter and formation (and any non- contractual disputes or claims) are governed by and construed in accordance with English law

13.6.2. If you are a consumer, you and we both agree that the courts of England and Wales will have non-exclusive jurisdiction over any claim arising from, or related to, your reservation and/or stay at any HOST Campus. We retain the right to bring proceedings against you for breach of these Terms and Conditions in your country of residence or any other relevant country. If you are a resident of Northern Ireland, you may also bring proceedings in Northern Ireland, and if you are resident of Scotland, you may also bring proceedings in Scotland

13.6.3. If you are making a reservation, you and we agree that the courts of England and Wales will have exclusive jurisdiction over any claim arising from, or related to your reservation and/or stay at any HOST Campus

13.6.4. If any part of these Terms and Conditions is deemed invalid, illegal or for any reason unenforceable then that part will be deemed deleted and will not affect the validity and enforceability of the remaining parts. Any failure by us to enforce our rights or remedies under these Terms and Conditions or otherwise shall not be construed as a waiver by us of those or any other rights or remedies

13.6.5. All rights not expressly granted in these Terms and Conditions are reserved

14. Contact Us

14.1. If you require further information or have any questions regarding our website, please email info@host-somerset.co.uk.

14.2. If you require any information or have any questions regarding these Terms and Conditions then please email events@host-somerset.co.uk or telephone us on 07971 180 525