

Remark! Events Meeting Room Hire Policy

1. Booking A Room

1.1 All event spaces and meeting rooms can be booked via Wesley Pope wesley.pope@remark.uk.com. Remark! provides one point of contact for clients to book, amend bookings and cancel rooms for meetings and events, together with all the facilities associated with such events i.e. catering, AV equipment and layout.

1.2 Booking enquiries must be made via email. All persons making enquiries must provide a full name and email address.

1.3 Once an enquiry has been made, Remark! will forward all information concerning the booking via email, including written confirmation of these terms of hire.

1.4 Availability cannot be guaranteed and no booking will be deemed valid unless confirmed in writing by Remark!.

1.5 Any support or IT requirements must be requested at the time of the booking. In no event will Remark! be liable to provide any additional resources save as are mutually agreed in writing.

1.6 Clients are expected to exercise consideration to other users when using a room and must leave each room in a clean and tidy condition.

2. Cancellation Policy

2.1 Remark requires a minimum of 3 clear working days' notice in respect of any cancellation of a room booking. No cancellation fees will apply provided this minimum notice period is adhered to.

2.2 If less than 3 clear working days' notice of cancellation is provided, or the client fails to use the room, the full room booking fee remains payable.

3. Fees

3.1 Remark! Events will send an invoice via email for the booking following conclusion of the meeting or event for which the room was booked.

3.2 Payment terms are strictly twenty eight days from the date of the invoice. In the event of late payment Remark reserves the right to impose a £25 administration charge. In addition the client will be prohibited from making further bookings until all arrears are settled.

3.3 Remark will be entitled to recharge the client in respect of any costs it incurs in case of any damage to the room or as a result of the booked room being left untidy.

4. Complaints

4.1 If you are dissatisfied with the service you have received by Remark! Events or any of our staff you can make a complaint. Please email:

Wesley.pope@remark.uk.com

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