



The place to meet in Guildford

Booking Conditions

In order to continue to provide our clients with value for money and high standards of service, the following terms of business will apply.

- 1) Final numbers are required 72 hours before the event and this will be the minimum number charged for.
- 2) All arrangements of hire of rooms, goods and services are made between Guildford YMCA Services Limited and the customer. Contracts may not be entered into directly with suppliers to the Centre.
- 3) All catering undertaken at the YMCA will be carried out by the YMCA or its contractors and no outside catering is permitted.
- 4) If for any reason beyond the control of the YMCA, the accommodation booked cannot be made available to the customer, the YMCA reserves the right to substitute similar or comparable accommodation.
- 5) The customer will be responsible for paying any and all charges arising out of the booking including any cancellation fees within 30 days of receipt of the invoice.
- 6) Cancellation will be charged at the following rates if less than 28 days notice is given:

Less than 14 days notice	100% Room hire charge
14 - 21 days notice	75% Room hire charge
22 – 27 days notice	50% Room hire charge

For Meal based Functions the above timescales will be applied to the total Food Sales Value.
- 7) Customers will be invoiced at the rates current at the time of the event.
- 8) The YMCA reserves the right to alter or amend prices for conference tariffs at any time
- 9) The customer is responsible for the room, its furnishings and equipment. Any loss or damage incurred as a result of the customer's own neglect or default will result in a charge to remedy any such damage.
- 10) The YMCA shall not be held responsible for any loss or damage to any property arising out of the holding of a function at the YMCA.
- 11) All prices quoted are inclusive of VAT at the current rate.
- 12) The Guildford YMCA reserve the right to allocate your booking to an equivalent room.