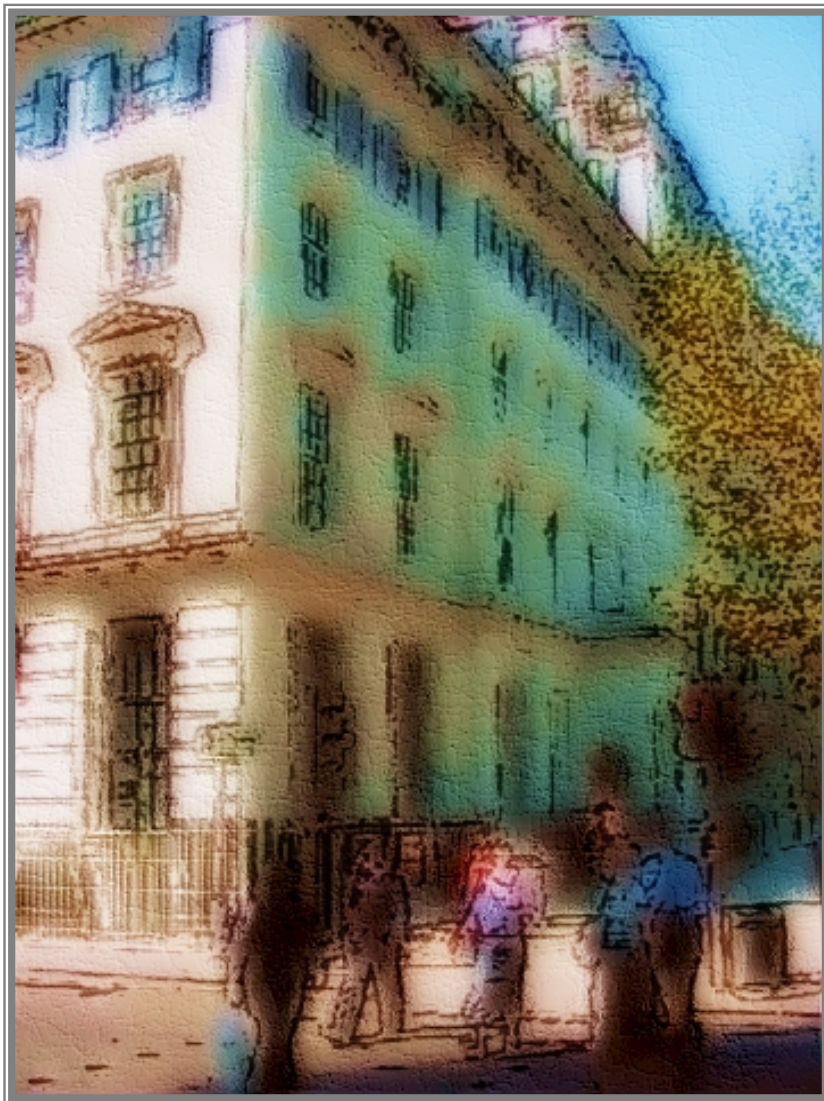


20 Cavendish Square

Terms and Conditions



Conference Services
Tel: 020 7647 3812 - Email: enquiries@rcnvenues.co.uk

20 Cavendish Square – Terms and Conditions

Room Bookings and Cancellations

Written confirmation in the form of a completed and signed booking form is required from the client for all bookings. Bookings are finalised only when confirmation is received from Conference Services.

Cowdray Hall/Council Room

Cancellations will only be accepted in writing. Cancellation charges are as follows:

- | | |
|--|--|
| • Less than 30 working days prior to meeting | Full room hire charge will be levied |
| • Between 31 and 60 working days | 50% of room hire charge will be levied |
| • Over 60 working days notice | No room hire charge will be levied |

All Other Meeting Rooms

Cancellations will only be accepted in writing. Cancellation charges are as follows:

- | | |
|--|--|
| • Less than 30 working days prior to meeting | Full room hire charge will be levied |
| • Between 31 and 60 working days | 50% of room hire charge will be levied |
| • Over 60 working days notice | No room hire charge will be levied |

Hospitality and Cancellations

All food and hospitality shall be exclusively provided by catering contractors to the RCN. No beverages, food or intoxicating liquor shall be consumed on the premises unless ordered through Conference Services.

The client will be responsible for paying all charges arising out of the booking in relation to hospitality provided including extra items ordered on the day and all cancellation charges.

Hospitality cancellations and reductions in numbers will only be accepted in writing. Charges are as follows:

- | | |
|-----------------------------------|--|
| • Less than 7 working days notice | Full hospitality costs will be charged |
| • Over 7 working days notice | No charge |

The RCN reserves the right to cancel a booking without notice and in no event shall be liable for any loss or damage arising from such cancellations.

Discounts

Discounts are given at the discretion of the Conference Services Department. Proof of eligibility for discount must be submitted with the booking form. Members' discounts will not be given to companies or organisations and do not apply to bookings held in Cowdray Hall and the Council Room.

Security

- Visitors may not enter areas requiring security access unless escorted by a member of staff.
- Event Organisers and delegates must wear badges with their name and company name clearly shown at all times.
- Delegate lists must be submitted to Conference Services at least 3 working days before the event. This is used by RCN Reception for identification and verification purposes.

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Fire Procedures

Please ensure Facilitators are provided with our fire procedures below and inform all delegates at the beginning of the meeting of the nearest fire exits and procedures.

Fire

- The fire alarm is tested every Tuesday at 10:00.
- If your event takes place on a Tuesday, please warn your delegates
- The fire alarm is a continuous tone

If you see / smell fire or smoke, immediately contact Reception on extension 3804, with the location of the fire and severity of the situation.

If the alarm continues for more than 20 seconds evacuate immediately:

- Follow the signs to the nearest Fire Exit
- Use the stairs – do not use the lifts
- People with disabilities should make their way to the nearest fire exit and await assistance from a Fire Marshall
- If anyone is trapped or in need of assistance, please inform a Fire Marshal
- The meeting point is Cavendish Square Gardens, please take care when crossing the road

Meeting organisers and attendees must not leave obstructive items in fire routes or prop open doors

Exhibitions

- Exhibition space is available for events; however the number of stands is dependent on the room booked and delegate numbers. This must be agreed with Conference Services at the time of booking to ensure appropriate space is allocated
- We provide a maximum of one table (2ft x 4ft) per exhibitor – this must be requested in advance
- Exhibitors and organisers must have appropriate insurance in the event of damage sustained by exhibitors and/or exhibition stands
- We do not provide storage for goods
- Information regarding deliveries and collections for events is available in the Organiser's Information Pack

Loss or Damage

- All items are left at the owners' risk, and in no way can the RCN be held responsible for loss or damage of such items
- The client is directly responsible for any damage caused to the RCN building, its furnishings and equipment as a result of letting and will be charged for all damages
- The RCN is not responsible for any loss or damage to property or person

Advertising and Promotion

- Organisations hiring RCN conference facilities for meetings and events may **NOT** use the **RCN logo, Name or Trademarks in any advertising, promotional material or websites**. The only exception to this is if RCN Accreditation has been granted, and the logo may then be used if the relevant agreement has been signed, and the logo paid for, in association with the RCN Accreditation Unit
- Under no circumstances may the RCN's name be used to suggest the meeting is an official function of the RCN, or imply its support or approval of the organisation, the meeting or any views expressed.
- **Details advertising the location of the event must be written in any advertising, promotional material or on websites as follows:**
 1. Company Name
 2. Title of Event
 3. Venue: 20 Cavendish Square, London. W1G 0RN

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- **The Organisation leading the conference must have their name and logo in a significantly more prominent place than the venue address, on any advertising, promotional material or on websites**
- All meetings and events must be by invitation/registration only. Under no circumstances can events be advertised on a turn up basis or advertisements placed outside of the building.
- Invitations must carry an RSVP address of the organiser and not the venue.
- **A draft copy of all promotional and advertising material (including websites) must be submitted to the Conference Services Department prior to publication.**

Press Conferences

- All press conferences and media events are subject to RCN approval and must be declared when the booking enquiry is made.

If approval is received please ensure:

- Detailed contact information including relevant contact names, addresses, e-mail addresses and mobile contact numbers for your organisation are given to the media for use prior to and during the event.
- The RCN Media Office will be unable to deal with queries on your behalf.

Accreditation from the RCN Accreditation Unit (RCN AU)

If your conference or event is relevant to nurses and/or nursing we recommend that RCN accreditation is sought. The RCN accredits learning and training initiatives for a diverse range of clients who want to guarantee that their initiatives are up to date, of the highest quality, effective in educating nurses and the wider health care family, and promote best practice.

The RCN 'seal of approval' will ensure your learning and training initiatives stand out and appeal to nurses and managers who need to choose the most effective use of their time and money. They will know that they are accessing a learning initiative of the highest quality when they attend an event that has RCN Accreditation.

We include a model for structured reflection for delegates to use, to reflect on their experiences and to capture their learning. This can be kept in nurses' PREP (post-registration education and practice) portfolios and contributes towards their continuing professional development. Certificates are provided to nurses who attend RCN accredited events, demonstrating evidence of the study hours required to keep them up to date. So knowing that an initiative has been accredited will appeal to nurses and their managers.

Please contact: Mehta Bharat Accreditation Administrator, RCN Accreditation Unit
Direct Line: 020 7647 3647
Email Address: accreditation@rcn.org.uk