



UNIT 1, WINDROSE POINT, PYNACCLES CLOSE, HA7 4AH  
ace.course.bookings@gmail.com

## Welcome

Thank you for choosing **OUR PLACE** as your preferred venue to run your event.

Please find attached the booking confirmation and our Terms and Conditions attached.

We would be grateful if you can complete Pages 2 and return a signed version via email to confirm your booking.

The last two pages of this contract contains information for delegates, kindly please send this to your delegates.

We hope you enjoy your visit at OUR PLACE and look forward to seeing you at the next visit

Kind regards

**Rahul Shah, Victor Gehani and Kushal Gadhia**  
**ACE Directors**



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### CONTRACT

<b>Organiser Name:</b>													
<b>Main Contact:</b>													
<b>Telephone:</b>													
<b>Address:</b>													
<b>Event Title:</b>													
<b>Start Time:</b>													
<b>Finish Time:</b>													
<b>Delegates (16 max):</b>													
<b>Select one option from the table below for each date you have chosen:</b>	<table border="1"> <tr> <th>Course Date</th> <th>Option selected from table below</th> </tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> </table>	Course Date	Option selected from table below										
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Option	Hiring area	Capacity	Notes	Price £
1	<b>Lecture Area Only</b> (no phantom head use)	20	Tea, Coffee and Water included Use of kitchenette area included No hands on activity on the work surfaces or phantom head area Catering to be arranged by course provider	500 plus VAT
2	<b>Hands on Table top</b> (no phantom head use)	16	Tea, Coffee and Water included Use of kitchenette area included Hands on activity allowed on the work surfaces but no phantom head use included Catering to be arranged by course provider	800 plus VAT
3	<b>Phantom head use</b>	15	Tea, Coffee and Water included Use of kitchenette area included Hands on activity with full phantom head use Catering to be arranged by course provider	1250 plus VAT
4	<b>Live beaming Facility</b>	15	Live beaming facility from our Clinic This will entail access to one surgery, an IT technician. The course provider to supply all materials, equipment, nurse(s) and patient. At the training centre, you can have access to run Option (1) or (2) above in the price included Catering to be arranged by course provider	2500 plus VAT

*I hereby agree to the terms and conditions below.*

**Name:**

**Signature:**

**Date:**



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## TERMS AND CONDITIONS

Please read the following terms and conditions before confirming your booking.

### Opening hours

The facilities will normally be available from 08:00 to 18:00 for full day bookings and 17:00 – 21:00 for evening booking, Monday to Sunday. The booking session arrangements are as follows:

- Half days consist of 4 hours between 08.00 and 12.00 or 13.00 and 17.00. Any bookings which wish to straddle these booking periods i.e. 10.00 – 14.00 will be charged for a full days hire.
- Full day hire is for a maximum 10 hour period, between 08.00 – 18.00. Earlier access or later departure will be charge hourly rate of £50.00/hr and only full hours can be booked.
- Evening bookings are to be charged at the standard 4 hour rate. Staff costs may be added should they be required.
- Access or bookings requiring access before 08.00 or after 18.00 (full day booking) or 22.00 (evening booking) may be subject to an additional opening charge of £50/hr.

### Booking conditions

The Organisation (or individual if the booking is not on behalf of an organisation) in whose name the booking is made, unless otherwise stated, will be considered the Hirer and by confirming the booking with OUR PLACE training centre agrees to the terms and conditions described here.

Signing of this contract will be taken as acceptance of these terms and conditions.

Our Place reserves the right to vary its charges without notice. Any charges relating to confirmed bookings which have been given in writing will be adhered to.

### Provisional Bookings

Provisional bookings will be entered on the diary and held free of charge for one week. During this period if we have further interest in the centre, we will contact you to confirm or release your booking. The Hirer will receive via email from OUR PLACE to include a provisional booking entry, a booking form, our terms and conditions, room hire costs and catering details. At the end of this time written



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confirmation is required in order to retain the booking. If no confirmation is received the booking will be deleted from the diary automatically.

All the Hirer's requirements should be detailed on the booking form at the time of booking. The Hirer shall notify OUR PLACE of any changes to the requirements detailed on the booking form, in writing, not less than one week before the event.

### **Confirmation of Booking**

Once a signed version of this contract has been returned, the cancellation policy will apply. For bookings for dates within three months, a signed copy of the contract is required within seven working days. For bookings for dates within seven days, a signed copy of the contract is required within 24 hours.

### **Cancellations**

In the event that the Hirer cancels a confirmed booking, the following charges will be applied:

- Less than 3 months notice: 25% of room hire
- Less than 2 months notice: 50% of room hire
- Less than 1 months notice: 100% of room hire

Notification of cancellations should be made in writing and will be effective on the date received by OUR PLACE.

OUR PLACE reserves the right to cancel the booking if the holding of the function is deemed a conflict of interest or potentially harmful to the business or its staff. Should it be deemed by OUR PLACE that a client has withheld and/or not disclosed full details of the event and its contents for any reason then we reserve the right to cancel the booking without penalty or liability.

### **Early admission to rooms**

At the discretion of Our Place staff early admission to a room may be allowed for the Hirer, contractors or sponsors of the organiser. However, the hire period will be deemed to have commenced at the time of admission to the room and therefore be chargeable. Charges are applied on a pro rata basis of a half day hire charge and charged full the full hour if used for part thereof.

### **Late vacating of rooms**

In the event of the Hirer, their delegates or contractor failing to vacate the room at the end of the hire period, including the failure to remove any items brought



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in for the event, except by prior arrangement, additional charges for room hire will be levied, to include any additional room hire charges and staffing costs incurred.

### **Deposits and payments**

Our Place reserves the right to charge the Hirer full payment for a booking in advance. Payment for all invoices is required within 7 days of the invoice date. VAT is applicable to all charges at the current rate.

### **Equipment and Materials**

The centre provides a basic instrument trays, speed increasing handpieces, motors, gloves, masks and safety glasses. Any other materials needs to brought by the course organiser / hirer. OUR PLACE may be in a position to help and order any specific materials/items required for your course with at least 2 weeks-notice. OUR PLACE will not be responsible for any delays on delivery of materials/items ordered by us. The cost of the material/items will be added to your invoice.

When using the phantom head stations, a full demonstration will be provided to the course organiser/hirer. It is then the responsibility of the course organiser/hirer to ensure each phantom head station is used appropriately. Any damages reported or assessed afterwards will be highlighted to the course organiser/hirer and will result in a charge for any repairs or replacement.

### **Catering service**

OUR PLACE offers free standard catering to include:

- Tea
- Coffee
- Drinking Water
- Milk and Sugar / Sweetener
- Disposable cups / spoons/ stirrers

Access to the kitchen area to prepare standard catering is permitted.

The course organisers are responsible for arranging lunch and/or other additional refreshments which may be required for each course. You are permitted to use any external caterers for the event bearing in mind the venue has no food heating/ warming facilities and no facilities for cooking. OUR PLACE expects the hirer to leave the kitchen area and the centre in a clean condition.



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External catering can be arranged from nearby restaurants. Please ask us for details should you require recommendations.

### **Exhibitions and display materials**

- Hirers using OUR PLACE for exhibitions or bringing display materials to Our Place for their conference or meeting are required to inform the conference centre staff of what they are bringing at least a week in advance of the booking.
- OUR PLACE reserves the right to remove any materials which may be deemed offensive or which are positioned in such a way that may cause health and safety problems.
- Deliveries of such materials can only be accommodated on the day prior to the booking and must be removed immediately at the end of the booking. OUR PLACE is in no way liable for materials/equipment left for collection nor deliveries which have not been signed for by OUR PLACE staff. All deliveries must be left with clear address labels attached.
- Set up and provision of display materials is the responsibility of the hirer.

### **Health and Safety**

- The Hirer is responsible for the Health and Safety of their staff and delegates throughout the duration of the hire period and will be expected to comply with all relevant legislation.
- Information regarding emergency procedures, housekeeping and First Aid arrangements is available from the OUR PLACE staff member present on the day of the booking.
- The capacities of the room given on hire and may not be exceeded for safety reasons.
- The management reserves the right to alter proposed room layouts in order to comply with fire regulations and to refuse admission to rooms if over-crowding is liable to occur.

### **Security**

OUR PLACE has 24-hour CCTV monitoring for security reserves the right to access any CCTV footage when required.

OUR PLACE reserves the rights to inspect all articles, containers and equipment left at the centre and will not accept deliveries of goods for an event unless this is pre-arranged by the Hirer. Any missing equipment / materials will be identified



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and brought for the course organisers attention and will be fully invoiced to the Hirer.

#### **Insurance and liability**

OUR PLACE shall not be responsible for any loss or damage to property brought to the premises by the hirer; such property, and any insurance of it, remains the responsibility of the hirer throughout.

The Hirer will be responsible for any damage to the venue's fixtures and fittings. The cost of repair or replacement will be confirmed in writing within 14-days after the conference/event.

OUR PLACE will not be responsible for any injury which may be incurred by any persons during the holding of a function arising from the actions of any individual outside of its control or arising from a failure to adhere to rules set out by the venue.

Nor shall OUR PLACE be responsible for any loss due to mechanical breakdown, failure in electricity supply, flood, fire, government restriction, industrial action, the need to undertake emergency repairs in the venue or an act of God which may cause OUR PLACE premises to be temporarily closed or the function interrupted.

#### **Coats and personal property**

OUR PLACE does not accept responsibility for the property of customers or guests. Any goods deposited are left at the owner's risk and without any liability on the part of Our Place.

#### **Additional Staff**

If additional staff are required for an event, Our Place team will exercise their discretion in ensuring provision is in place and will confirm the costs and requirement with you in advance.

#### **Smoking Policy**

OUR PLACE operates a no smoking policy in all its rooms and complies with current Government legislation.



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### **Car Parking**

2 car parking permits will be provided to speakers and organiser: bay 5 and 11). Our place is not responsible for the consequences (tickets/fine) if delegates, speakers, staff park in other location

You will need to request a parking permit on arrival and return these at point of departure. Failure to return these will incur an additional charge of £25 per permit





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### **Information for delegates**

#### **Venue**

OUR PLACE

Unit 1

Windrose point

Pynnacles close

Stanmore

HA74AG

#### **Nearest Station**

Stanmore underground station

13-15 minute walk to the venue (or 5 minutes via bus)

#### **Nearest free car parking for delegates**

Lady Aylesford Avenue, 7-10minutes walk to the venue

(A very few parking bays have have restrictions, please check before parking)

Please do not park outside the venue – you will get a parking ticket

Parkopaedia is also a useful app to help find free parking spots in London

#### **Your responsibility as a delegate**

We welcome you the facilities at OUR PLACE

We have created a state of the art facilities (after many hours of hard work) to ensure you have a comfortable learning experience

#### **During your attendance at the Venue**

Please note the following

- You are required to respect the property and its contents
- CCTV is in operation 24/7 to protect the equipment and materials
  - Please do not leave any personal belongings unattended
  - We do not accept loss or theft of your personal belongings
- A few colleagues have accidentally taken equipment, materials and trade items with them; remember Big Brother is watching you

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