

Twickenham Training Centre Terms and Conditions

Welcome to Twickenham Training Centre. We provide professional quality training and event space for your professional development needs. In these terms and conditions you will find details about our opening times, licenses, regulations, room prices, charges, parking and our health and safety procedures.

We have a dedicated team available to support you during your time with us. Should you need any assistance please contact our Centre Reception on: 020 8831 6353 or in an emergency please contact the caretakers on: 020 8891 7274 via the telephone in the training room.

In order to enquire about how to book a room please contact the Twickenham Training Centre Team on: 020 8831 6353 or email to training@achievingforchildren.org.uk to check availability and prices.

These terms and conditions are agreed upon when the online room booking application form has been submitted by the customer. Please read through thoroughly.

Opening Times

Day	Open	Notes
Monday	08:00 – 21:30	<ul style="list-style-type: none"> ▪ Please note that if you would like the Centre to stay open later than 21:30 you must notify us on the booking form you submit ▪ Please note that we are open on weekends if your session takes place on a Saturday or Sunday ▪ If you experience problems entering the building please telephone the caretakers on: 020 8891 7274 or 07570 980498
Tuesday	08:00 – 21:30	
Wednesday	08:00 – 21:30	
Thursday	08:00 – 21:30	
Friday	08:00 – 21:00	
Saturday	Closed	
Sunday	Closed	

How to find us:

By Train

Twickenham is the nearest train station. Turn right out of the station, cross the road and walk towards Whitton Road. The Training Centre is on Grimwood Road, the second road on the right off of Whitton Road. It is approximately 5 minutes walk from the station.

By Bus

The bus route 281 stops at the end of Grimwood Road. Bus Route 267 has a regular service which passes close to Grimwood Road, alight at Twickenham Train Station bus stop.

Parking

The hirer is responsible to communicate to attendees of the booking that there is no parking on-site. There is one parking space that is provided to the trainer/facilitator of the room that must be booked by contacting the Centre by email at: training@achievingforchildren.org.uk or Tel: 020 8831 6353

The closest guaranteed parking space for delegates is at the Arragon Road Multi-storey Car Park.

Room prices

To enquire about room prices please contact the Twickenham Training Centre on: 020 8831 6353 or email to training@achievingforchildren.org.uk

Payments

If there are any costs attached the booking then payment will be taken by card over the telephone 4–8 working days prior to the event or you will be invoiced.

Cancellation charges

In order to cancel your room booking you must contact us via email on: 020 8831 6353 or email to training@achievingforchildren.org.uk

A cancellation charge will be applied for cancellations received within five working days of the booking start date. The same rule applies to any 'No shows' i.e. the booking has no attendance.

External Customers and internal customers

The cost of cancelling within five working days of the booking start date will be the price that both parties will have agreed on when the booking form was submitted. If there is no cost attached to the booking then the following charges will be applied:

Half day cost (4 hours or less)	£200.00
Full day cost (4 Hours or more)	£400.00

Please do not hesitate to contact us if you are unsure which bracket of customer you fall under.

Lunch attached to booking

If the cancellation of the lunch booking is within five working days of the booking start date there will be a charge of the agreed lunch cost.

Photocopying/printing charges

We do not operate a printing/photocopying service at the Centre. Any photocopying or printing that is completed by the Twickenham Training Centre team will cost 10p per A4/A3 page.

Emergency procedure

Trainers and event organisers are responsible for ensuring delegates understand the emergency procedure. If there is a need for emergency evacuation you will hear a continuous alarm and should follow the procedure outlined below.

- Collect your register and advise all delegates to follow you
- Leave by the fire exit (either at the back of your training room or that nearest to you)
- Exit the building and assemble on the green in front of the building by the parking bays
- Check all delegates are present by marking your register
- The Fire Marshal will collect your register and advise when it is safe to return to the building
- **Evening and weekend meetings**
Please call the Fire Brigade on 999

For further information, see the notice on the wall in your training room

Accidents and incidents

Emergency First Aid kits are located in each of the training rooms.

- **Day time meetings**
All accidents and emergencies should be reported immediately to Reception who will ensure a first aider or an appropriate person respond to the incident
- **Evening and weekend meetings**
All incidents must be reported using the Accident and Incident reporting Form, this is available at the back of the trainer manual in each training room. Please complete the form and leave it at reception where it will be followed through the next working day

Security

- Delegates and Visitors will be asked to sign in and out at reception
- Delegates and visitors should not leave valuables unattended and belongings left in training rooms will be at the risk of the owner
- Trainers/facilitators will be responsible for ensuring windows are closed, equipment is turned off and the room is secured at the end of each session
- **Evening and weekend meetings**
The doors which are securely locked by an ID pass are to be closed once entered, there is a door bell to the left of the foyer door and a door bell speaker will be provided in the room

As a user of the venue, we would be grateful for your support by adhering to the following –

- Please ensure that windows and doors are closed at the end of the day
- All liquid from paper cups must be disposed of in the kitchen area before placing the empty cup in the bins
- All mugs are to be placed in the dishwasher, if dishwasher is in use then place mugs on the side
- Rubbish is thrown away in the bins provided
- All technical equipment, such as the laptop and projector must be switched off before leaving the room at the end of the day
- Attendance registers at reception must be signed by delegates due to health and safety reasons
- Smoking is only permitted on the grass at the front of the site; cigarettes must be disposed of in the bin provided. Smoking is not permitted on any other areas of the site
- Please do not touch the blinds
- Ladies and Gents toilets are located opposite the Teddington Room. The disabled toilet is located next to the Barnes room

All furniture must be kept in the room unless a member of staff has given permission. The room should be left how it was found.

Help and Support

Reception is located as you come into the main lobby. The main entrance has information displayed about future courses and programmes of activities.

- **Day time meetings**
For assistance visit the Reception desk where an experienced member of the administrative team will be available to respond to your needs
- **Evening and weekend meetings**
The London Borough of Richmond upon Thames caretaker will be on site to open and close the building. There is an emergency contact number for the caretaker which is located on the notice board in the foyer of the building, the number is:
020 8891 7274

Regulations

The person submitting the application form is deemed to be "the hirer".

The Centre reserves the right to refuse permission for use of the premises without giving a reason. The Centre reserves the right to cancel any permission to use premises at any time for any reason the Centre shall deem necessary. No compensation shall be paid to the hirer or any other person for the cancellation. Any fees paid will normally be returned unless the cancellation is due to damage.

The Centre cannot be held liable for any accident or injury to persons using the Centre's premises or third parties involved, in accordance with this policy. Insurance is the responsibility of the hirer making a room booking. Hirers are required to make their own insurance arrangements and must keep in place the necessary insurances and upon request of the Head of Centre provide proof of these insurances. The hirer must agree to indemnify and keep indemnified the Centre and the London Borough of Richmond upon Thames (the Council) from and against all loss, damage, costs, claims, demands, expenses or charges which the Council may sustain or incur in respect of any matter arising out of the use of the accommodation or the conditions relating there to, and to pay to the Council on demand such sums as may be payable by reason of this indemnity.

The caretaker/other named officer is the authorised representative of the Centre and s/he is empowered to enforce the conditions of hire and to refuse entry to or require persons to leave the premises.

Right of access to all parts of the Centre premises at all times is reserved to the Centre staff or any authorised Council officer or other person authorised by the Council.

All prices are subject to review.

Your booking is subject to the rooms specified in your booking.

Hirers will confine the numbers and type of persons present during the hiring to those specified in the agreement.

The hirer is responsible for obtaining the necessary licenses from the Magistrates Court for the consumption and sale of alcohol.

The Centre premises are not licensed for gaming for the purposes of Section 13 of the Finance Act 1966.

Hirers will be responsible for the behaviour of those present and for ensuring that activities and persons present do not cause a nuisance.