

King Charles Centre Terms and Conditions

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
Monday	08:00 – 21:30
Tuesday	08:00 – 21:30
Wednesday	08:00 – 21:30
Thursday	08:00 – 21:30
Friday	08:00 – 18:00
Saturday	By arrangement
Sunday	Closed

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

Parking

There is parking on-site however we cannot booking parking spaces for delegates, trainers or facilitators. Parking is operated on a first come first serve basis.

There is also parking on the streets surrounding the Centre, some areas are meter parking.

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

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 King Charles 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 (at the back of the building)
- Exit the building and assemble in the far corner of the front car park
- 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

- **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 their own register or the blank register left in the room
- 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**
A caretaker will be on-site.

General

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
- 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 in the room must be signed by delegates due to health and safety reasons
- Smoking is only permitted 10 meters away from the building
- Please do not touch the blinds
- Ladies, Gents and disabled toilets are located on the ground floor.

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 staff there are not AFC staff and are only there to direct delegates to their rooms, if you have any questions please go to the Workforce Development Office (G12). The main entrance has information displayed about future courses and programmes of activities.

- **Day time meetings**

For assistance please call Reception on 020 8547 6982 via the telephone in the room or alternatively visit the Workforce Development Office (G12) where an experienced member of the administrative team will be available to respond to your needs

- **Evening and weekend meetings**

The Engie caretaker will be on site to open and close the building. The emergency contact numbers are: 07866 945063 or 07866 945048

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 Royal Borough of Kingston 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.