

TERMS AND CONDITIONS FOR EXTERNAL EVENTS

This Contract is between us and you, not any other person or organisation that you may book rooms, meals or facilities for. Our acceptance of a booking is made solely with you and the booking may not be transferred to an agent or third party without our written agreement. You accept responsibility for paying all charges, including any extra charges, arising under this Contract.

These Terms and Conditions will form part of the Contract, together with any other terms stated in the Contract.

Definitions

'The College' and 'we' or 'us' and 'our' means either Robinson College or Robinson College Enterprises Limited, Grange Road, Cambridge CB3 9AN, whichever shall appear on the invoice issued to you in accordance with these terms. 'The Client' and 'you' and 'your' means the organising body/company and organiser responsible for the commissioning of and payment for the event. The 'Contract' means the agreement between the College and the Client for a specific booking or series of bookings.

Confirmation of your booking

1. The College may at its sole discretion agree to you making a provisional booking. You may cancel provisional bookings without penalty. While we hold your provisional booking, we will not allocate the facilities that you have provisionally booked to other customers without informing you.
2. If your booking is accepted, we will confirm it subject to these terms and subject to receiving a Booking Contract signed by you and us.
3. The Booking Contract will clearly state the accommodation, meals and other facilities, including the numbers that you have booked and will include a clear statement of any other arrangements that have been agreed between you and us.
4. You must sign the Contract and return it to us within 7 days of the date shown on the Contract. If we do not receive the signed Contract within 7 days we reserve the right to release your provisional booking and re-sell the space and facilities held.

Reductions and Other Amendments by You

5. Amendments to numbers and/or arrangements must be confirmed to us in writing. As the specific details of a booking are established, the value of that booking will inevitably increase. From time to time we will issue you with updated quotations, setting out the then current value of your booking. You hereby acknowledge and agree that in the event of any cancellation of your booking any supplementary quotations issued to you shall be incorporated into the Contract for the purposes of these terms and conditions.
6. Reduction in the duration or contracted value of the booking shall be subject to our Cancellation Policy.
7. No charges will be made for any reductions in numbers of up to 10% from those stated on the Contract, providing we receive from you written notification of such reductions at least 7 days prior to arrival.
8. Should a reduction in numbers of more than 10% from those stated in the Contract be made at any time prior to the event, we will first endeavour to re-sell any facilities and services released, to a similar value. In the event that the released facilities and services cannot be re-sold, then any reductions of more than 10% from those stated in the Contract shall be subject to our Cancellation Policy.
9. Final numbers, within the terms stated in clauses 7 and 8, must be notified to us 7 days prior to arrival. These will be the minimum number for which you will be charged.
10. Should you make significant changes to the programme or the expected numbers, this may result in amendments in the applicable rates and/or facilities offered by us.

Cancellation by You

11. Any cancellation, postponement or partial cancellation must be received in writing from you and will take effect from the date of receipt by the College Conference Office.
12. Upon receipt of such notice that you have to cancel or postpone your confirmed booking, we will endeavour to re-sell the facilities on your behalf.

13. Cancellation charges will be a genuine pre-estimate of our loss, being a proportion of your pre-booked Accommodation and Room Hire (ARH) and Catering & Beverage (F&B) charges as shown in the table below.
14. Cancellation charges will apply according to the cancellation notice period given by you, will be based upon the maximum number of delegates/guests attending on any one day and will be applied for each day of the event and for all parts of the event.

Applicable Cancellation Notice Period	Maximum Number of Delegates/Guests		
	30 & less	31-60	61 & more
366 days & more	Nil	Nil	60% ARH 45% F&B
365-181 days	Nil	Nil	90% ARH 65% F&B
180-91 days	Nil	30% ARH 35% F&B	90% ARH 65% F&B
90-61 days	30% ARH 35% F&B	60% ARH 45% F&B	90% ARH 65% F&B
60-29 days	60% ARH 45% F&B	90% ARH 65% F&B	90% ARH 65% F&B
28 days or less	90% ARH 65% F&B	90% ARH 65% F&B	90% ARH 65% F&B

15. Definitive cancellation charges due, can only be confirmed to you after the intended date of your event, when we shall reduce the charge by the net income on any alternative business we have been able to secure on your behalf.
16. If a deposit and/or other pre-payments have been made by you in respect of a cancelled booking, and such amounts are less than or equal to the amount of any cancellation charges due, they shall be non-refundable.

Amendments or Cancellation by Us

17. Should we, for reasons beyond our control, need to make any amendments to your booking, we reserve the right to offer alternative facilities.
18. We may cancel the booking if (a) the booking might, in our opinion, prejudice our reputation; (b) you are more than 30 days in arrears of payments for previous events held at the College; (c) we become aware of any significant alteration in your financial situation; (d) permitting the booking to proceed in the light of events occurring or discovered by us subsequent to the booking would seriously prejudice the health or safety of the College's staff members, other residents, guests or the College premises themselves.

Charges and Payment

19. Payment of accounts is due 28 days following the date of invoice.
20. Payment must be made in pounds sterling (UKL). We reserve the right to pass on any bank charges resulting from exchange of foreign currency payments.
21. In the event of payment becoming overdue, interest at four percentage points above the base rate for the time being in force of Barclays Bank plc at the date when payment became due may be added to your account for each month or part of month that the account remains unpaid.
22. We reserve the right to carry out credit checks on you and to withdraw or refuse credit facilities as we feel appropriate. Should a deposit or pre-payment be required for any event, we will specify this in the Contract.
23. All accounts are subject to VAT at the prevailing rate at the date of invoicing, unless your organisation is exempt.

Arrival & Departure

24. The bedroom accommodation is available from 13.00 on the day of arrival, and must be vacated by 9.30 am on the day of departure, unless specific alternative arrangements have been agreed.
25. The meeting rooms are available for the time shown on your contract. Any extension may incur additional charges.

Insurance and Liability

26. In no circumstances will we accept any responsibility for the loss or damage to any property including any film, video or audio/visual material, or to motorcars.

27. You must reimburse to us the costs of repairing any damage to our property, contents or grounds caused by any of your guests. This may include the cost of special cleaning.
28. Our insurance provides public liability cover where we are held liable.
29. Insurance can be arranged to protect you and your event against cancellation or abandonment with a minimum sum insured based on the anticipated payments to us. Insurance can also cover non-appearance of speakers or delegates, property damage at or to the venue or its contents, third party bodily injury and third party damage. We do not accept liability for any damages or losses except for personal injury or death caused by our negligence. Our liability to you shall under no circumstances exceed the amount actually paid in respect of your booking. We do not accept any liability for loss or damage of an indirect or consequential nature, loss of profits, goodwill or opportunity.
30. Neither party shall be liable to the other for any failure to perform its obligations under this Contract where its failure to do so is the result of events beyond its reasonable control, provided that (i) where a deposit has been paid we reserve the right to deduct the reasonable costs arising from cancellation of a Booking pursuant to this clause 29; (ii) in the event that no deposit has been paid in respect of a Booking cancelled pursuant to this clause then we reserve the right to invoice in respect of unavoidable and/or committed costs incurred in servicing the Booking; and (iii) we reserve the right to offer alternative facilities or a refund, where appropriate.

General

31. The College will not usually accept bookings which include children younger than 16 years of age. Advance booking/notice must be given to us if, by exception, parents need to bring their children to stay with them in College on an ad hoc basis. The behaviour and well-being of such children must be adequately supervised by their parents. Should parents be unable to correct any aspect of poor behaviour by their children, we reserve the right to terminate the family's stay. Should this occur, no monies will be refunded and we may charge for the entire cost of that stay termination notwithstanding. The Conference Manager's decision is final.
32. We must comply with certain licensing and statutory regulations and require you to fulfil your obligations in this respect. An appropriate performance licence is required for discos/bands.
33. Should any of your delegates be unable to correct any aspect of poor behaviour or activities unacceptable to us, including smoking in bedrooms, we reserve the right to apply appropriate charges and/or to terminate their/your stay. Should this occur, no monies will be refunded to you and you will be charged and invoiced for the entire cost of that stay termination notwithstanding. The Conference Manager's decision is final.
34. Most food preparation takes place in our main kitchen where there is exposure to all of the prescribed allergens. You agree to advise delegates, staff, guests and other attendees accordingly and to request from them notification of any food-based allergies they may suffer. You acknowledge that without such information, we may not be able to provide food for such delegates to consume. We give no undertaking of any kind to produce allergy-safe food where we have not been given sufficient advance notice (7 days) of the requirement. You should also be aware, and you further agree to be responsible for so notifying delegates, staff, guests and other attendees, that our kitchen does not contain "isolation areas" and, while we will use all reasonable endeavours to provide food that does not contain any of the allergens that have been identified and notified to us in respect of specific individuals, we cannot give any undertaking of a level of clinical food preparation conditions that would provide an absolute guarantee of total safety from any allergen contamination.
35. We reserve the right to approve any externally arranged entertainment, services or activities that you have planned and cannot accept liability for any resultant cost. Our *Terms & Conditions for External Events (Production)* may be relevant for such arrangements. You must inform us of any plans and we will provide you with the document which sets out the provisions which must be met by you and your contractor.
36. Any exhibition/poster session held as part of your event will be subject to our *Terms & Conditions for External Events (Exhibition)*.
37. We will charge corkage or equivalent charges for all drinks or food brought onto and consumed on our premises.
38. No animals or pets of any kind, other than guide dogs, are allowed on our premises.
39. This contract shall be governed by and construed in all respects in accordance with the laws of England and the parties hereby submit to the exclusive jurisdiction of the English Courts.
40. The use of any types of confetti or glitter - non-biodegradable or biodegradable - are not permitted in the outside areas of the College.

Data Protection

41. We publish our Event Organisers Privacy Notice on our website which may be viewed here – https://www.robinson.cam.ac.uk/sites/production.robinson.cam.ac.uk/files/siteassets/college_life/Robinson%20College%20Event%20Organisers%20Privacy%20Notice.pdf.
42. We also publish our Visitors and Guests Privacy Notice on our website which may be viewed here – https://www.robinson.cam.ac.uk/files/siteassets/college_life/Robinson%20College%20Visitors%20Privacy%20Notice.pdf.
43. You acknowledge that the provision or management of your event by us might require you to provide us with personal information relating to your event delegates (such as name, dietary requirements, accommodation requirements, for the purposes of providing the services you have requested as part of the event and managing their presence at the College). This may include the provision of sensitive personal information. We retain this information for the same duration as the event details and will not use this information for any other purpose. We will assume that you have collected such information lawfully and that delegates are aware of the information you give to us and its purposes. This might require you to direct them to our Visitors and Guests Privacy Notice.

END. UPDATED March 2020