

SERVICE LEVEL GUARANTEE FOR EXTERNAL EVENTS

**At Robinson College, we are dedicated to contributing to the success of our clients' events.
As such we are pleased to offer you the following guarantees.**

1. We guarantee to respond to your enquiry within 4 working hours.
2. We guarantee that your enquiry and the arrangements for your event will be looked after by a professional Event Manager.
3. We guarantee that a detailed quotation will accompany your booking contract, upon which your event invoice will be based.
4. We guarantee that charges will only be added to your invoice if they have been agreed or notified in advance or if they have been authorised by your organiser.
5. We guarantee that the Event Manager will be available to liaise with your organiser each day during your event.
6. We guarantee that bedrooms will normally be ready for check-in by 13.00hrs.
7. We guarantee that meeting rooms will be set in accordance with the agreed layout including any audio visual equipment required, at least 30 minutes before the agreed start of your programme.
8. We guarantee professional, on-site audio visual support and that all specified equipment will be fully operational and in good working order.
9. We guarantee that all meals and refreshments will be served on time and within agreed timescales.
10. We guarantee that the quality and quantity of all catering items served will be in accordance with our standards. Advance viewing of specifications and/or sample tasting of dishes may be arranged and we guarantee that delivery will be in accordance with agreements reached. We guarantee that specified dietary requirements will be met as agreed and where appropriate, signage and notices will be used to indicate dish contents.
11. We guarantee to contact you after your departure, to discuss the success of your event and ask for your feedback. We guarantee to respond to any points raised within 1 working day.
12. We guarantee that your details will be kept on our database securely and only as long as you are in agreement. We will NEVER release your details to an unauthorised third party.

FAIR PRICING POLICY

It is our policy to quote the best rate available for each enquiry at the time of the initial quote.

In formulating quotes, we take account of the date and seasonality of the event, its duration and the number of attending delegates, residential and non-residential. The days of the week are also significant as is the arrival and departure pattern.

We also take account of the number of events or the frequency of such events over a period of time.

Any additional activities that may be planned as part of the event – gala conference dinners, drinks receptions, outings and entertainment plans will also have a bearing on the overall proposal that we structure for your event.

Please let us have as much information as you can when making your enquiry so that we can offer you the most advantageous price.

If at any point, you feel that we have not met our guarantee to you, please do contact us immediately so that we can put the matter right.

Robinson College Enterprises Ltd.

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