

Glasgow Training Rooms Terms and Conditions

Please note that we commence providing services to you when we confirm your Booking, so amendments or cancellations to your Booking are not permitted other than as set out below. Should you wish to amend or cancel a Booking you must also confirm this by e-mail.

Standard payment terms are within 15 calendar days from date of invoice. Exceptions to terms are only allowed if specified under prior contract agreement. Late payment may invoke terms as per The Late Payment of Commercial Debts (Interest) Act 1998 on outstanding balances.

You can cancel a Booking at any time up until 5 working days before the commencement of the Booking and we will not charge you for the Booking (and we will refund any sums which you have previously paid). You can make a reduction to the Booking up until 5 working days before the Booking and will not be charged for the Room(s) or Ancillary Services you have cancelled (and we will refund any sums which you have previously paid in respect of the services you have cancelled).

Within 5 working days of the commencement of the Booking there is no refund for a cancellation and 100% of the minimum room capacity numbers remain payable in full. If you cancel a Booking after the Booking Charge Date, or fail to attend a Booking, you will be charged in full. A cancellation reference will be given and must be retained as proof of cancellation. You will be issued with a receipt for this charge.

Any increase in the number of attendees above the agreed maximum level for a Booking is subject to our prior approval. Increased attendee numbers can be made (subject to our approval and providing a suitable room is available) if this requested at least 5 working days in advance of any Booking.

We may cancel a Booking at any time with immediate effect by giving you written notice if:

- you do not pay us when you are required to do so;
- you break the Contract in any other material way;
- circumstances force us to cancel a Booking due to an event outside of our control then we will promptly contact you to let you know.

Your Responsibilities - You acknowledge and agree that:

- you will be fully liable for any damage (other than fair wear and tear) to any of our Meeting / Training Rooms or property (or that of our affiliates) which is caused by your attendees.
- your attendees must not use the Meeting / Training Room in any way which results in annoyance or disturbance to us or any third parties.
- your attendees must observe and adhere to any rules and regulations made by us in respect of the use of the Meeting / Training Room including without limitation any health and safety requirements relating to the premises in which the Meeting/ Training Room is situated.
- your attendees must vacate the Meeting / Training Room at the agreed time; otherwise you will be subject to reasonable additional charges which must be paid for prior to departure.
- small quantities of personal food or drink may be brought into the Meeting / Training Room without prior notice. Any meals or deliveries must be agreed in advance.
- Attendees may bring personal laptops, phones and tablet computers into the Meeting / Training Room in addition to training materials. Any other form of items or equipment brought in by organisers or attendees must be specifically agreed in advance or we may refuse access if, in our opinion, these may be unsuitable.
- we shall be entitled to eject any attendee or stop the meeting or training without notice if any behaviour or content is in our opinion likely to lead to damage or nuisance or a breach of any law.
- we do not accept responsibility for any personal effects or other belongings which any attendees bring onto or leave on our premises. Although we operate and encourage doors to be locked, under no circumstances can Glasgow Training Rooms (GTR) accept liability for loss of, or damage, to your equipment or property, or the property of any participants involved with the Booking.

If you breach the terms of any Contract, we reserve the right to:

- cancel your Booking with immediate effect and (if appropriate) eject anyone from the Meeting / Training Room;
- retain all sums paid by you and/or charge you the full amount of your Booking; and/or
- refuse future Bookings from you and/or refuse you entry or accommodation

Liability - We shall not be liable for any claim, loss or damage sustained by you as a result of us failing to provide the Meeting / Training Room(s) and/or any related Ancillary Services by reason of any events beyond our reasonable control.

To the maximum extent permitted by law, we expressly exclude any liability under:

Any rule, force majeure or major societal or government enforced stipulation that influences the viability or permission for any event to proceed. We will in these circumstances aim to agree with all parties a suitable arrangement where neither party sustains unreasonable losses. This may constitute, for example, in the event of an outbreak, pandemic or civil disobedience, that events are cancelled while unused costs are shared, credited for future use or reimbursed minus reasonable arrangement charges. *Exceptionally however, for COVID-19 related local or national lock down restrictions taking place within 2020/2021 - no charges apply under cancellation in the following lockdown circumstances. When an event within 2020/2021 specifically cannot take place owing to business group meetings not being permissible in the area, then no cancellation charge will be incurred. This exception does not cover circumstances when only social or household groups restrictions are the extent of lockdown measures. Additionally, this COVID-19 lockdown guarantee excludes any pre-booked goods or services via external suppliers that we may organise on behalf of event organisers – including external food orders and/or orders made on behalf of clients made with the independently-run in-house café.*

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All conditions, warranties and other terms (express or implied) which might otherwise be implied by statute, common law or the law of equity; also liability for any direct, indirect and/or consequential loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, incurred by any person in connection with any Contract or the use of our Meeting / Training Rooms or facilities, including, without limitation, liability for:

To the maximum extent permitted under law, our maximum liability to you in respect of any Booking shall be the amount paid in respect of such Booking. These terms of use do not affect our liability for death or personal injury arising from our negligence, for fraud or fraudulent misrepresentation or for any other liability which cannot be excluded or limited under applicable law.

Equipment Hire/Use Terms and Conditions

Software Provision - If the hire includes PCs, Glasgow Training Rooms (GTR) will provide PCs or laptops with Microsoft Windows operating system installed, and Microsoft Office, along with internet access. We will supply or have readily available laptops totalling a minimum of 1 above the Booking level, to allow for redundancy or unexpected software or hardware failure. The user is responsible for providing any other software and ensuring that it is licensed correctly. As part of our service we may install software on your behalf, or help with any software installation, or hold installation media on your behalf for facilitators to use. In order to use this service, any software and executable set-up instructions must be agreed with GTR and provided to GTR ten days in advance of the start date - or GTR will provide laptops with only the operating system, Microsoft Office and internet access. We expect assistance with any arising installation issues if GTR is installing software on your behalf, plus reserve the ability to request proof if required that any software being installed is in line with applicable licencing, or is within the developer's terms and conditions for installation.

While we will make all reasonable efforts to ensure that allocated PCs or laptops remain in reasonable health, we suggest that if prior installation and licencing of your own software is an important factor, that you make an over-provision of software accessible to us - for appropriate licencing of 20% above maximum expected attendee numbers.

Equipment Care – You are fully responsible for the safe use, security and safe return in full working order of any equipment which forms part of the Booking for use within or outside of GTR or affiliate premises. Listed equipment supplied may be asked to be confirmed and signed for by your representative before and after training events. Beyond component failure not due to external action, or fair wear and tear, you accept full responsibility for the cost of repair or replacement of this equipment if it is damaged or lost during the booking.

Equipment Security – Your representative will be given keys to rooms that form part of the Booking and must ensure that such rooms are locked when unattended. All keys provided must be returned on event completion or a charge may be made at 10% above replacement cost.

Client or Attendee Property & use with Hired Equipment – You shall ensure that any electrical appliances or other equipment brought by you or your representative or attendees to a training location are safe and in good working order and used in a safe manner. Although GTR take suitable precautions, an attachment of any external drive or equipment to any of our PCs or power supplies is done so entirely at your risk including any unwanted software or viruses being transferred to that equipment.

End of document.