

CONCORDE CLUB - TERMS & CONDITIONS

Access & Admission

The Club's employees and emergency personnel shall at all times during the booking have access to and from all parts of the Club. The Club reserves the right at its absolute discretion to refuse admission or to remove any person from the Club at any time. The maximum number of persons to be admitted to the Club, as a result of the hiring, must not exceed the maximum capacity specified, or the number specified by the Club. The Hirer may make no entry charge or sub-let their facility without the prior written consent from the Club.

- All persons attending must have a pre issued ticket or invitation.
- NO tickets sales on the door.
- NO entrance allowed to the function after 22.30

Animals

Animals shall not be permitted into the Club's premises (except for Guide dogs) without prior written approval of the Club.

Behaviour & Club Security

The Club wishes to maintain a good relationship with its neighbours and the Hirer shall be responsible for ensuring that those persons attending the event do not cause a nuisance to those persons living within the vicinity of the Club. Participants and spectators should enter and leave the ground quietly, especially late at night and must undertake to be considerate in the use of language that may offend the Club's neighbours and its members. Bad behaviour may result in future bookings being refused. There will be an additional charge for Club Security if required at your function.

Cancellations

British Airways Clubs London reserves the right to charge a cancellation fee. 100% of the room hire fee will be charged if a mid-week (Monday to Friday) booking is cancelled within 14 days. Weekend bookings (Saturday to Sunday) will be charged at 100% of the room hire fee if the booking is cancelled within 60 days and 50% fee charged within 90 days. British Airways Clubs London reserves the right to cancel any function or event with a full refund.

Disputes or Grievances

If you wish to dispute about some element of your Event or Function; all complaints must be done in writing (emails accepted) no later than 14 days after your event date. After this date it is not feasible for the Club to investigate or deal with any issue you may have and the Club will consider your event closed.

Filming, Photography & Advertising

Any photographing or video recording of children is strictly prohibited without prior written authorisation from the parents/guardians of the children concerned. The hirer shall not advertise or publicly announce any event to take place at the Club without a booking confirmation and the prior consent of the Club. No flags, emblems, decorations, posters, or advertisements shall

be displayed inside or outside the Club without the prior consent of the Club.

Final Arrangements

On confirmation of the booking all arrangements for bar and catering facilities must be made with the Club a minimum of 7 days before the function. (Without this information there is no guarantee of adequate bar & catering services). At least 72 hours prior to the function, the Bookee must advise the Club of the final numbers of guests attending your function.

Function Requests

British Airways Club reserves the right to reject any application for a function or accommodation if it is considered that any rule of the Club will not be complied with. The organisers of the function will be held responsible if any of the above conditions and/or Club rules is broken. Please note that all Conference rooms must be vacated on time, as the rooms need to be reverted back to Club use after this time.

Health and Safety

The Hirer shall comply with all aspects of the Club's Health and Safety policy. The Hirer must not bring any apparatus, decorations, furnishings, equipment or additional lighting or make any extensions to the electrical installations, without the prior consent of the Club.

The Hirer shall be responsible for:

- The orderly and safe admission and departure of all participants and spectators, and the efficient supervision of those people during the event at the Club.
- Ensuring that all exit doors from the premises are kept unfastened and unobstructed during the function. No obstruction may be placed or be allowed to remain in any corridor giving access to, or exit from, the premises.
- The provision of sufficient numbers of suitable stewards as may, in the opinion of the Club, be necessary to secure compliance with the Hirer's obligations under this agreement. The Hirer shall also ensure that assistance is available at all times for disabled persons, particularly in the event of an emergency.
- Ensuring statutory compliance with all Acts, Instruments and Regulations and other statutory provisions.
- Ensure all delegates aware of the fire evacuation procedures, information posted in each of the conference room.
- Ensure all guest & delegates abide with the Clubs no smoking policy within all buildings.

Liability

The Club accepts no responsibility for the injury to (or death of,) visitors or guests or any loss of, or damage to, their personal effects while on Club premises which includes its car parks and grounds except where liability arises out of the wilful or negligent act or any Officer or employee of the Club. Vehicles and their

contents are left on Club premises entirely at the owner's risk. The Hirer must ensure that adequate insurance cover is in place to cover eventualities not covered by the Club's insurance. The Club reserves the right to require the Hirer to provide insurance cover at their own expense in certain circumstances.

Parking

There are limited parking spaces at the Club, so any groups that require access for a coach and/or large numbers of vehicles must arrange alternative parking facilities with the Club. Any vehicles requiring access to the field must have prior consent from the Club. Before any vehicle can be driven onto the field, the Groundsman must be consulted and he will show the driver the most suitable area to drive onto and the field.

Payments

Business account holders must pay in full 28 days after the invoice date. Budget / Purchase Order numbers must be supplied before any booking can be confirmed. All other bookings can only be confirmed on receipt of full payment for the Room Hire.

Production Equipment

All Audio Visual equipment is available (excluding the main hall). Should you require any additional equipment not in our stock, it can be hired in for you at an additional cost. British Airways Clubs have secured competitive rates with an Audio Visual company who will be able to supply all your requirements. For any presentations requiring specialised equipment and technicians, we will arrange a quote for you. Unknown productions companies will not be able to use our in house equipment.

Sale of Goods / Food and Drink

The hirer shall not without prior written consent sell or supply or permit any other person to sell or supply or offer for sale goods of any kind on the Club's premises. No Food can be brought on site without prior knowledge from the Club. Food and Drink may only be sold by the Club and its authorised agents and may only be consumed in designated areas. No intoxicating liquor shall be brought into the Club without the prior written consent of the Club. If alcohol is purchased from an outside source for raffle prizes, for example, it may not be consumed or opened on the premises.

State of Premises

If the Hirer finds the hired facilities in unreasonable condition prior to their use, the management should be notified immediately. All facilities used by the hirer must be left in good order. The Club reserves the rights to make an additional cleaning charge to the Hirer should the premises be left in such a condition as to necessitate extra cleaning. The hirer must not cause any damage to the facility or its grounds, whether accidental or intentional. The cost of repairing any damage caused will be charged to the Hirer who agrees to reimburse the Club.