

By making a booking at Waffle21 you agree to the terms and conditions of hiring a room at Waffle21 as stated below.

Waffle21 Ltd – Waffle21 Room Hire: Terms & Conditions

Bookings of the Event Space and any Rooms at Waffle21 Ltd are accepted on the understanding that the Hirer, as named on the booking form, agrees to these terms and conditions. This also includes complimentary use of the space where no fee is charged.

1. Bookings and Cancellations

2. All bookings must be paid for at the time of booking unless otherwise agreed.
3. All bookings must be made via our website, if you don't have an online account one will be automatically created for you when making your first booking.
4. Provisional bookings will only be held for a period of one week. If the booking has not been confirmed at the end of this period, the date may be released.
5. All booking cancellations must be done via your booking account, for bookings not in your account please email hello@waffle21.co.uk.
6. Bookings cancelled less than 41 days prior to the booking date will be charged 30% of the total booking fee, less than 31 days prior to the booking date will be charged 50% of the total booking fee, less than 15 days prior to the booking date the full booking fees will be charged, if cancelled less than 8 days prior to the booking date you will be charged 100% of the booking fees including any catering.
7. When booking food and refreshments, we must have final numbers 14 working days prior to your booking. Any catering, food or drink not used will not be refunded when paid in advance, and will still be charged if paying by invoice, and can not be transferred to any other booking.
8. **Technical Support**
9. Waffle21 staff will only be able to offer basic technical support when setting up your equipment to ours, a detailed document explaining connections and use of any equipment we provide is available in each room.
10. Waffle21 Ltd will not be held responsible or liable if your equipment is not compatible with ours, or if it will not work as expected.
11. If you are unsure of any equipment or setup please contact us in advance to discuss this via email - hello@waffle21.co.uk
12. **Weekend and evening Space hire**
13. Weekend and evening bookings can also be made via our website. Full payment is required at the time of booking, unless alternate arrangements have been agreed. Weekend and evening bookings will be charged at a higher rate.
14. **Use of hired space**
15. Hire of the space includes tables and chairs as required, large screen with HDMI input, whiteboard and internet access. Entertainment equipment may be brought into the building subject to discussion and agreement with Waffle21. Any electrical equipment must have a valid Portable Appliance Test Certificate.
16. The use of premises is granted only to the organisation/person named on the booking for the exact purpose indicated.
17. The premises must not be sub-let by the organisation/person named on the booking.
18. Any advertisement for the meeting must not indicate any purpose different from that specified in the booking.
19. The organisation/person is responsible for conducting their event in an orderly manner, ensuring that other Waffle21 tenants/members are not inconvenienced.
20. Care should be taken when using the room(s) and furniture. Care should be taken with liquids and drawing equipment on tables, chairs and floors. No pins, nails, screws etc., are to be used on the walls, flooring or doors.
21. When vacating the room please ensure that it is left as you found it, including the layout of chairs and tables. (Any additional cost of cleaning or for loss or damage over what might reasonably be expected will be charged for).

22. If it has been necessary to use chairs / equipment from another room, please return it to that room. Noise levels should be kept to a reasonable level when using the rooms or travelling to and from them.
23. **Charges**
24. Discounted prices may be available to registered charities, “not for profit” organisations and for multiple bookings.
25. The Hirer will be held responsible for any damages to furniture, equipment, fixtures and fittings. The Hirer shall pay Waffle21, on demand, the amount required to make good or remedy any such damage.
26. Waffle21 reserves the right to cancel a booking if the holding of the event is prevented by circumstances beyond the control of Waffle21.
27. Waffle21 will refund any monies paid in advance. Waffle21 does not accept any liability for losses incurred due to the cancellation of an event or booking.
28. **Catering**
29. Waffle21 can supply beverages and catering facilities for events or training for additional charges dependent on requirements. A minimum of 14 working days notice is required for catering requests. Including final catering numbers.
30. Outside catering at Waffle21 is not permitted unless by prior arrangement, fees will apply.
31. **Health and Safety**
32. In accordance with Waffle21 the maximum capacity of the event space is dependent on your requirements with the room layout, please ask a member of Waffle21 if you are unsure about capacities.
33. Fire exits and extinguishers are always to be kept clear and visible. In case of fire please evacuate the building and walk to the car park at the front of the building and head towards the front right corner of the car park.
34. No smoking or vaping is permitted anywhere within the premises or near the building. There is a designated smoking and dispenser located opposite reception.
35. The Hirer will be the person responsible for all Health and Safety matters relating to an event and must be present at the event to deal with any Health and Safety matters that may occur. This responsibility may be delegated to another person who must attend the event. The name of the person responsible must be advised on booking if this is different from the Hirer.
36. The Hirer is responsible for holding a list of all attendees in case of emergency evacuation.
37. The Hirer is responsible for ensuring that people attending an event are aware of the fire evacuation procedures, including the location of the fire exits.
38. The Hirer is responsible for the conduct and behavior of all people attending the event. Waffle21 reserves the right to terminate the event, without any refund of costs, if the conduct and behavior is deemed to be unacceptable.
39. The hirer must maintain an insurance policy against any loss, liability, claim or proceeding incurred by or which may be brought against Waffle21 or themselves in respect of any injury or damage whatsoever to any person or property arising out of the use and occupation of the property. For smaller social events clients are advised to check their personal property insurance as this level of insurance may already be covered under their policy. For larger social events clients are advised to seek additional insurance to cover all aspects of their event. Events which involve teaching/instructing others will need a suitable insurance cover, e.g. Public Liability insurance.
40. **Parking**
41. Parking is not included in the room hire at Waffle21, FREE parking is available at Waffle21 but cannot be guaranteed,
42. vehicles must only be parked within parking bays and not in any reserved bays, the loading bay and only blue badge holders in the disabled bay. Any vehicles not parked correctly will be issued a parking charge via NCP (National Parking Control), which Waffle21 will not intervene with.
43. All bikes must be locked up in the designated bike park area, bikes left anywhere else will be removed, which may result in the cutting of locks.
44. If no parking is available on street parking is available nearby.
45. **Opening and closing the Event Space**
46. The event space will normally be opened and closed by a staff member of Waffle21, alternatively you may be sent access codes for keyless entry to your booked space.
47. Your space will already be set up as requested in your booking, if what is in the booking is incorrect, you may have to rectify the layout yourself as staff may not be available to help.
48. Please ensure that your staff or guests are aware of the hire period and that they will not be able to enter before and must have vacated before the end of the hire period.
49. **Security**
50. Waffle21 accepts no responsibility for the property of people attending or organising an event. Any property brought on to the premises is done entirely at the owner’s risk, Waffle21 also accepts no responsibility for any vehicles parked within the Waffle21 grounds, this is done so at the owner’s risk.
51. **End of Hire**

52. The Hirer shall be responsible for leaving the premises and surrounding area in a clean and tidy condition and any contents temporarily removed from their usual positions properly replaced, otherwise Waffle21 will be at liberty to make an additional charge.
53. Hirers will be expected to vacate their guests and equipment by the end of the hired period. Failure to comply with this will result in Waffle21 adding additional hourly charges.

Disclaimer

Every effort has been made to ensure the accuracy of all information provided. Waffle21 does not accept liability for any errors or omissions and reserves the right to amend any information at any time.