



TOKKO Room Hire Agreement 2021/2022

By making a booking at TOKKO you agree to adhere to the following terms and conditions:

INITIAL BOOKING STAGE - Application for use of premises must be submitted to TOKKO via phone or email, on **01582 544990** or laurie.farmer@tokko.co.uk. Please give clear details of the date, time, room layout, equipment, refreshments, usage and requirements of your event (including event title where appropriate) on the booking form which you will be sent. Please note, the hours of hiring must include time preparing for the event and clearing up afterwards. Bookings which are outside of our normal opening hours will need to be authorised and will incur an extra fee for staff time to be agreed at the time of booking.

PURCHASE ORDERS – Where a purchase order is required by your organisation for invoicing, then the purchase order **MUST** be received prior to the booking taking place, or there is a risk of cancellation. If it has been a last minute booking, then allowance will be made as long as written confirmation of the purchase order being raised is received by the Finance Manager.

INVOICING - Invoices are normally sent 7 days before the room booking. Any use of rooms in excess of that booked, or additional refreshments, will be subject to a supplementary charge based on the current rate card. The charges for hire will be those in force on the date of hire and will be sent out annually to all customers

DEADLINES FOR PAYMENTS - All invoiced charges for room hire need to be paid in full within 14 days unless alternative arrangements have been agreed in writing with the Finance Manager. Payment is preferred by bank transfer to:

TOKKO Ltd. - Sort Code: **23-05-80**; Account Number: **28390135**

Please include the invoice number in the reference where possible as this helps to reconcile accounts. If it is not possible to pay by this method then cash or cheque are also accepted. Please send all remittance advices to laurie.farmer@tokko.co.uk.

CHANGES & CANCELLATIONS - Cancellation, postponement or alteration of the hire should be sent in writing to reach the department no later than 7 days before the date of the booking. If written cancellation is not received by TOKKO giving a **minimum** of 7 days' notice, for any reason, **the hirer will still be liable for the full cost of hire**. TOKKO reserves the right to cancel or postpone use of premises at any time.

REFRESHMENTS - Where refreshments are required, a minimum of 3 working days are needed to process. Where an invoice has already been sent an additional invoice will be sent for these. Please note that tea and coffee will only be supplied once during every half-day session, enough supplies will be put out to cover the entire period, and we ask users to please reuse their mugs during this time. **When refreshments are not pre-ordered at least 24 hours in advance, they will not be supplied on the day.**

USAGE - Please ensure all rooms are used appropriately according to their agreed usage and vacated promptly. Premises must not be used other than for the purpose approved nor exceed the time or period authorised.

LOSS OR DAMAGE - The Company will take all reasonable steps to ensure protection from loss, damage or destruction of the services or materials it supplies to the Client (or which may be received from the Client). The hirers shall agree to repay to TOKKO all cost which may be incurred by them in repairing, making good or replacing any part of the buildings or the contents thereof which may be lost, damaged or destroyed in consequence of the hirers' use of the premises (including their delegates). TOKKO accepts no responsibility for loss of any article or belongings of the organisation or its delegates at any time.

HEALTH & SAFETY - Hirers **MUST** familiarise themselves, in the case of fire, with escape routes, location of fire extinguishers, fire alarms and exit doors and to make every effort to call the Fire Service if fire should break out. There will be fire evacuation and health and safety information displayed on each floor. No smoking is permitted inside any premises and smokers are requested to smoke away from the main door.

INSURANCE - The hirer is required to have adequate public liability insurance for the activities they are undertaking at TOKKO. TOKKO has employers and public liability for their self-run activities