



Terms and Conditions of Business

Introduction:

The following policy applies to all reservations, catering or accommodation, placed with the Department for Continuing Education on or off its premises with an external client (including another department of Oxford University). The Department (Department for Continuing Education) contracts with the Client for their reservation under the following terms and conditions:

1. Placing a Reservation

We will place reservations on our system once we have received full payment or a guaranteed mode of payment such as an Oxford University Purchase Order or a guarantee of payment from an authorised officer of the relevant company/department.

2. Confirming Catering Numbers

At the time of reservation, the Client should estimate the catering numbers required for each service and should keep the Department informed of any significant changes in numbers. Final numbers should be provided at the latest, two working days prior to the service, together with any dietary requirements. Please see section 12 for guidelines on cancellation and amendments to numbers.

3. External Providers (separate to the Department)

We reserve the right to approve any externally arranged entertainment, services or activities that the Client has arranged and cannot accept liability for any resultant costs.

4. Use of Other Catering Suppliers

We do not permit the Client to contract external suppliers to provide any food on our premises unless this has been previously agreed in writing.

5. Fire Exits and Evacuation

Fire exits are clearly marked, we request that clients take note of these. Fire instructions are placed in our bedrooms and meeting rooms, staff will be happy to help if there are any queries. We do not request day visitors to sign in at reception, but request the Client to inform us of any missing attendees of a course or meeting in case of a building evacuation.

6. Smoking

Smoking is not permitted inside the Department's buildings, all bedrooms are non-smoking. The main smoking area for our guests is the interior courtyard and back garden. The Department will ask anybody not complying to leave the premises and will pass charges to the Client for any possible costs to clean the premises or reimburse other guests who are inconvenienced.

7. Parking

As we are located in central Oxford, we are not able to provide car parking facilities at Rewley House. There are some metered street parking spaces available in Wellington Square for short-term parking. However, should you require long-term parking we recommend using the Park and Ride system. For more information on these, please go the web links below.

Parking information from Oxford City Council is available on:

<https://www.oxford.gov.uk/PARKANDRIDESITES>

8. Use of Department's and University Name

The Client undertakes not to make use of the name, logos, crest, coat of arms or insignia of The University of Oxford ('the University'); not to make use of the Department's name, except where the express written consent has been given by the Department; not to hold itself out as part of or an emanation of the University, or as the agent or representative of the University; to procure that all electronic and eye-readable materials connected with or referring to the Client's event in the Department (including material on the web) carry the following legend, with the same typeface as the bulk of the surrounding material: "The Client/Name of Organisation" is an organisation which contracts with the Department and the University for the use of facilities. The parties to this policy intend that the University will be able to enforce this clause as if the University were a party to it, pursuant to the Contracts (Rights of Third Parties) Act 1999. This clause may not be amended without the prior written consent of the University.

9. Property Damage and Personal Injury

9.1 The Client is responsible for any loss theft or damage caused to the Department's facilities, grounds, furnishings, utensils, keys and equipment by its employees, guests, suppliers or any other person using the Facilities with the consent (express or implied) of the Client and shall pay on request the amount required to make good or remedy such damage.

9.2 The Client shall be liable for any injury to a member of the Department or third party, caused by the Client, its employees, its suppliers or any other person using the Facilities with the consent (express or implied) of the Client. The cost or estimated cost to the Department of making good any such damage or injury shall be paid (on demand) by the Client to the Department or to the relevant third parties in respect of damage or injury to third parties.

9.3 The Department shall not be responsible for the loss or damage to any property of the Client, its employees, guests, its suppliers or any other person using the Facilities with the consent (express or implied) of the Client in any circumstances or for any death or injury to any person unless directly attributable to the negligence of the Department or its employees.

9.4 The Client is solely responsible for arranging adequate Employers' Liability insurance as required by law for its employees and to ensure any suppliers they contract with also have Employers' Liability Insurance.

9.5 The Client is responsible for the behaviour of its employees, guests, its suppliers or any other person using the facilities with the consent (express or implied) of the Client and will be responsible for paying any costs of reimbursing other clients of the Department should they be disturbed by their employees or guests.

10. Prices

Prices are liable to fluctuate and will only be guaranteed for three months after the quotation. Should extreme changes to costs occur outside the Department's control, it reserves the right to increase them accordingly giving prior notice to the Client.

11. Guest Details

A list of all names of individuals using our bedroom facilities is required and each guest using our bedrooms is required to sign in at reception.

12. Cancellation and Amendment Charges

ACCOMMODATION BOOKINGS

Bedroom Bookings

Cancellations and amendments to bookings should be emailed to res-ctr@conted.ox.ac.uk quoting the booking reference. Emails must be received by 12 noon. In the event of full or partial cancellation of a confirmed booking with less than four weeks' notice before the arrival date. Depending on the size of the booking, the following cancellation charges will apply:

Ten bedrooms or more

Less than four weeks' notice	25% of the accommodation element of the confirmed booking.
Less than two weeks' notice	50% of the accommodation element of the confirmed booking.
Less than one week's notice	100% of the accommodation element of the confirmed booking.

Three to nine bedrooms

Less than two weeks' notice	50% of the accommodation element of the confirmed booking.
Less than one week's notice	100% of the accommodation element of the confirmed booking.

Two bedrooms or less

Less than two working days' notice	100% of the accommodation element of the confirmed booking.
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CATERING BOOKINGS

Breakfast at Rewley House

Cancellations and amendments to breakfast bookings should be emailed to res-ctr@conted.ox.ac.uk quoting the booking reference. Emails must be received by 12 noon. In the event of full or partial cancellation of a confirmed booking with less than two weeks' notice, the following cancellation charges will apply:

Ten covers or more

Less than two weeks' notice	25% of the breakfast element of the confirmed booking.
Less than one week's notice	75% of the breakfast element of the confirmed booking.
Less than two working days' notice	100% of the breakfast element of the confirmed booking.

Final numbers for all bookings of ten covers or more should be notified by 12 noon with a minimum of two working days' notice, if the variance from the original booking is more than ten covers the above charges will apply.

Nine covers or less

Less than two working days' notice 100% of the breakfast element of the confirmed booking.

Final numbers for all bookings of nine covers or less should be notified by 12 noon with a minimum of two working days' notice, if the variance from the original booking is more than nine covers the above charges will apply.

13. Other Terms

Should a guest test positive or develop symptoms as a result of a positive case of a concerning virus such as Covid-19, the guest will be asked to leave the property immediately. If the guest is unable to do so or there is not an alternative option, but to self-isolate in our accommodation. They will be liable for additional charges e.g. additional cleaning, extra nights of accommodation, costs of booking out other guests due to occupying the bedroom for extra nights or leaving room vacant after departure for a quantity of days to ensure eradication of virus, additional meals and room service charges etc.

14. Glossary

Department: The University of Oxford Department for Continuing Education/
Oxford Lifelong Learning

Departmental Facilities:

Notice: Notice should be received by email by the specified times mentioned. Where notice is required by 12 noon, any emails received after 12 noon will be considered to have been received on the next day (or next working day where two or more working days' notice is required).

Off-site: Catering services provided at any location other than Departmental facilities.

Residential Centre: Is the name given to the section of the Department that provides catering, conference and residential accommodation for the business of the Department and its clients.

Week: Seven calendar days that range from Sunday through Saturday

Working Day: Any day other than a Saturday or Sunday or legal holiday of the United Kingdom on which legal business can be conducted.

In writing or by email: The Department's preferred form of communication is via email any amendment or cancellation to a reservation is expected to be confirmed by email, we also do accept fax or a personal letter. The Department cannot take responsibility for any letters or faxes that we have not received, unless a suitable signed proof by a staff member of the Department is provided.

13. Further Notes and Exemptions

Transport Failures: Please note that we cannot be held responsible for transport failures due to bad weather and therefore the above charges do still stand in the event of such a situation.

Personal Circumstances: Cancellations due to personal circumstances such as serious illness or death are dealt with on a discretionary basis determined by the Head of Hospitality

Please sign that you agree with these terms and conditions

..... Signature Name in Capitals

.....Today's date..... Dates of event