

(Date)

Dear (Client Name),

Booking Confirmation of (NAME & DATE OF EVENT)

I am pleased to confirm that the following facilities have been booked for you for your forthcoming event:

	Booking Details	Date of use
Site Location	(NAME OF SITE)	
Estimated Number of Delegates		
Meeting Rooms	(NAMES OF MEETING ROOMS)	
Bedrooms	(TYPE OF BEDROOM AND NUMBERS – state BB OR DBB)	
Day delegate rate (if applicable)		
24hr delegate rate (if applicable)		
Other		

Please find enclosed our current site map, visitor information booklet and terms and conditions. So that your event runs smoothly, **we ask that you pay particular attention to the Event Terms and Conditions below especially with regard to Delegate and Accommodation Lists and our Cancellation terms.**

- **Security Clearance:** NPIA sites are secure sites. All visitors to our sites must be security cleared, if not they will need to be hosted by a member of the Event with the required security clearance. As the organiser of this Event you must ensure that this regulation is carried out as failure to do so could result in a delay or refusal on entering the site.
- **Identification:** Due to the secure nature of our sites, visitors must be able to provide identification to gain access onto the site. This will be requested by security on arrival. Please ensure you inform all delegates of this, if they cannot produce any formal identification they may not be able to gain access onto the site and therefore forfeit their place at your Event.

Please sign below to confirm that these details are correct and to confirm the booking and return it to us.

Thank you for booking your event with us, I look forward to working with you to make it a success. If I can be of any further assistance please do not hesitate to contact me on **(PHONE NUMBER)**.

Yours sincerely,

EVENT PERSON NAME

Event Officer/ Co-ordinator **(delete as appropriate)**

Client Signature: _____ Date: _____

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NPIA TERMS AND CONDITIONS FOR BOOKING EVENTS & ACCOMMODATION

Definitions

"The Client" and "You" shall mean the person, firm, company or organisation by which the Purchase Order is issued. It shall also refer to the Event owner.

"The Site", "The Authority" & "We" shall mean the National Policing Improvement Agency and the property for which a Contract is agreed.

The "Purchase Order" shall mean the Purchase Order placed by the Client with the Authority for the supply of Goods and/or Services.

"Goods and/or Services" includes all Goods and/or Services to be supplied and delivered by the Authority under the Purchase Order and includes any labels, instructions or handbooks relating to the Goods and/or Services.

"Delivery" shall mean the supply of all Goods and/or the Completion of all Services described on the Purchase Order.

"Contract" shall mean the Contract between the Client and Authority consisting of the Event Details, the Terms and Conditions for Booking Events and Accommodation and the General Terms and Conditions, but not any terms and conditions, other than these Terms and Conditions, incorporated in or referred to in the Purchase Order and/or Acceptance.

"Completion" and "Completed" shall mean the Completion of any quantity or part of the Delivery (Goods and/or Services) according to the Purchase Order or any schedule attached including the Acceptance of the Goods and/or Services by the Client.

"Acceptance" and "Accept" shall mean the Acceptance by the Client that the Goods and/or Services have been delivered and/or performed to his reasonable satisfaction.

"The Price" shall mean the sum stated in the Event Details for the supply of the Goods and/or Completion of the Services, or the sum calculated in accordance with any schedule attached to the Event Details together with such additions or deductions as may be allowed under these Conditions.

An 'Event' means any type of booking that is using any area of the NPIA's Event space, accommodation and facilities or non NPIA sites where required.

"Date for Delivery" shall mean the Date for Delivery specified in the Event Details.

General

These terms & conditions will form part of the 'Event Confirmation' together with the standard NPIA General Terms and Conditions and any other specific terms stated in the Event Agreement. Nothing within these 'Conditions for Booking Events and Accommodation' shall supersede any terms and conditions set out in the 'NPIA General Terms and Conditions' or otherwise agreed as part of an established Framework Agreement or other such written Contract issued by the Authority to the Client. Non NPIA sites may be subject to different terms and conditions laid down by the venue owner and these will be communicated to the Client at the time of booking.

Variation

Neither the Client nor the Authority shall be bound by any variation or waiver of, or addition to, these conditions except as agreed by both parties in writing and signed on their behalf. These terms and conditions also supersede any written or verbal communication between the parties.

Bookings and Confirmation

Bookings by the Client must be requested on the official NPIA Event Request Form, bookings by telephone or email will not be accepted. A commitment will be required from the Client in the form of a valid Purchase Order (PO) number/reference information or up-front payment. This applies even if no charge is levied for attendance but where cancellation fees may apply. Once the Event Request Form is received and processed, the booking will be confirmed by the Authority in writing. The Client is then liable for the Event charges or the cancellation fee. The Authority will take provisional bookings but will incur no liability in respect of them. Either party may cancel provisional bookings. We reserve the right to release the facilities if the confirmation is not received in writing from the Client by the date specified. If other enquiries are received for the same dates We may contact You earlier for confirmation. Once You have signed the Event Confirmation all provisions reserved on your behalf will be confirmed and therefore

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subject to the terms and conditions of the Event Confirmation. Any amendments to the arrangements as detailed in the Event Confirmation shall be notified to the Events Team at least 3 working days prior to the arrival date or start date of the Event. Any changes after this date will be at the sole discretion of the NPIA Events Team.

Attendee Numbers

The Confirmation will specify the anticipated number of delegates and attendees You expect to attend the Event. The final number of those attending must be notified **at least 10 working days** prior to the start date of the Event. The chargeable rate amount will be calculated according to the highest of either the confirmed minimum number or the final number attending the Event.

Event Details

The Event space allocated is dependent on attendee numbers. If either the anticipated or final numbers drop below the minimum numbers the Authority reserves the right, at its sole discretion, to change the Event space allocated. Event space may be booked which is larger than required by the numbers being booked on the understanding that We reserve the right to move the booking to an alternative room suitable for the group size if a larger group requires the space on the day that cannot be accommodated elsewhere. In order to maximise the business potential of all conference and events space at our sites We reserve the right to move the Client's assigned Event space for one of equal suitability if the venue has, at its sole discretion, a reasonable operational reason for doing so. A room suitable for your Event will be allocated and We will endeavour to give prior notice. Event delegates and guests shall not enter areas of the NPIA Site which are not part of the contracted space for that Event except for access, or any areas such as office and storage space. Special Requirements - Any special requirements, e.g. dietary, mobility or access, should be notified to the Events Team **at least 5 working days** prior to the start date of the Event.

Accommodation and Travel Costs

When on-site accommodation is required for an Event, the Authority will endeavour to locate all delegates and guests on-site but reserves the right at its sole discretion to accommodate them off-site. Transport costs for delegates and guests will remain the responsibility of the Client. As such, any taxi costs or other fares will be met by the Client and not the Authority. Rooming lists must be received by the Events Team **at least 10 working days** prior to the arrival date of the group, unless otherwise specified in the Event Confirmation. Failure to do so may result in the release of accommodation held on your behalf. The Authority is unable to guarantee availability of bedrooms after this deadline. Access to bedrooms is normally after 14.30hrs on the day of arrival. Bedroom keys must be returned to reception by 09.30hrs on the day of departure and it is the organiser's responsibility to notify their delegates/guests of this. Any rooms guaranteed for arrival that the Client does not use will be charged for at 100% of the accommodation rate.

Price

Some Events are chargeable to some or all Clients. The Client will be notified of any charge at the time of booking and this will be confirmed in writing and clearly marked on the Event form. Unless otherwise specifically stated in the Event details the Price will be fixed for the period of the Contract. The Client will be notified of any change in Price subsequent to the initial booking. Any relevant duties or taxes including VAT will be added to the cost of all sales at the prevailing rate on the invoice.

Payment

For all non-NPIA Clients the Authority shall be entitled to submit an invoice for the Event as soon as Delivery has been Completed. Clients will be invoiced directly by the Authority which shall include the relevant Purchase Order reference. Payment shall be made by the Client within 30 days of receipt of a correctly completed invoice after the satisfactory Delivery and Acceptance of Goods and/or Completion of Services. The Authority reserves the right to issue invoices for advance payment. Where this has been specified payment must be submitted with the booking form. Payment by bank transfer, with all charges paid by the Client, will be preferred but will be accepted by guaranteed personal or corporate cheque and only in pounds sterling. Cheques should be crossed a/c payee only and made payable to the NPIA. For all NPIA Clients final costs will be notified by email following the Completion of the Event. Any queries

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must be raised with the Events Team within 4 weeks of the date of the notification, and these will be investigated to ensure an early resolution. If no queries are raised within the 4 week period, the final costs will be deemed to be accepted and will be automatically cross charged to the Client's cost centre. For NPIA Business Units it will be the responsibility of the individual unit to raise the shopping carts for all 3rd party supplier costs unless previously agreed with the Events Manager. For off-site events and for 3rd party supplier requirements invoices may be raised for payment in advance of the Event in line with supplier payment terms.

Cancellations

Cancellation fees will apply once the Authority has confirmed the booking. If the Client has to cancel an Event, a cancellation fee will apply according to the cancellation notice period given by You. Notice of cancellation by the Client must be given in writing by letter or email stating the reason for the cancellation. Cancellation will be held to refer to all or part of the Event; including room hire, accommodation and catering. If the Client advises the Authority of a cancellation or postponement more than 40 working days prior to the planned start date no cancellation fee will apply. After this date the following sliding scale of charges will be applied:

Working days prior to the planned Event start date	Cancellation fee as a % of the full Price
39-20	25%
19-10	50%
9-5	75%
Less than 5	100%

If the Client fails to attend on the day of the Event, and has failed to notify the Authority in writing, the Client will be charged the full fee for the Event. If the Client makes a booking within the cancellation periods specified above the cancellation fees still apply. Where the Price quoted is zero to NPIA Business Units, the cancellation fee will be based on the Price charged to non-Home Office forces and other NPIA Clients. Please refer to the NPIA's full Billing & Cancellation Policy for further details. Third party supplier cancellation terms will differ from the standard NPIA Conditions for Booking Events & Accommodation. For all third party supplier work the Client will be liable for any costs and cancellation charges incurred by the Authority on their behalf.

Force Majeure

Where circumstances beyond its reasonable control force the Authority to partially suspend or cancel an Event, liability will be limited to a refund of any payment paid for that particular Event. The Authority will not be liable for any consequential loss or costs incurred by the Client, although it will endeavour to offer alternative dates.

Special Requirements

If any delegate/attendee considers they have special requirements, the NPIA will try to meet those requirements as far as is practicable. If a delegate/attendee has a listed disability as defined in the Disability Discrimination Act 1995 (as amended) then reasonable adjustments will be made in accordance with the provisions of that Act. In either of these circumstances the Client/delegate/attendee should discuss their requirements with the appropriate Event contact in the first instance.

Equal Opportunities

The Authority has obligations as an employer, provider of training and a public authority under equalities legislation. The Client's delegates and guests will be expected to abide by the NPIA Equal Opportunities Policy (copies of which are available on request) at all times while at the Event and any behaviour which is deemed by the Authority in its sole discretion to be a breach of that policy will result in that delegate or guest immediately being removed from the Event and the behaviour in question being reported to the Client.

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Right to Dismiss

The Authority reserves the right, at its sole discretion, to send back to the Client any delegate or guest from any NPIA Site on grounds of misconduct or inappropriate behaviour.

Health & Safety

Each Client and their delegates and guests will be expected to abide by the NPIA's Health & Safety Policy (copies of which are available on request) at all times while at the Site. Any behaviour which is deemed by the Authority in its sole discretion to be a breach of that policy will result in the delegate or guest immediately being removed from the Site and the behaviour in question being reported to the Client.

Smoking

Smoking is not permitted inside any NPIA buildings. Smoking is permitted outside buildings in clearly designated smoking areas. It is the Client's responsibility to ensure that any delegates/guests in the group extinguish cigarettes safely and considerately.

Security

All visitors must be security cleared, if not they will need to be hosted by a member of the Event with the required security clearance. Non-security cleared visitors may not be allowed overnight accommodation on-site. The Client is responsible for ensuring hosting arrangements are adhered to, as failure to do so could result in a delay or refused access to the Site.

All visitors must be able to provide identification to gain access to the Site which will be requested by Security upon arrival. Failure to bring ID may result in a delay or refused access to the Site and the delegate or attendee may then forfeit their place at the Event.

Insurance

The Client shall indemnify and keep indemnified the Authority, its servants and agents against all actions, claims, demands, costs and expenses incurred by or made against the Authority or its servants or agents in respect of any loss or damage or personal injury (including death) which arises from any advice given or anything done or omitted to be done under this Contract to the extent that such loss, damage or injury is caused by the negligence or other wrongful act of the Client or Client Personnel.

Equipment and Belongings

The NPIA will not accept liability for loss of any of the Client's, delegate's or attendees equipment or other belongings. Delegates/attendees are responsible for the care of such items and should ensure these are secured adequately when left unattended. Delegates/attendees are responsible for the safe keeping and appropriate use of items loaned to them. Damage caused by inappropriate use or loss of loaned items will be charged to the delegate/attendee.

Confidentiality and Data Security

The Client and their delegates and guests must respect the security classification of any materials viewed or received whilst on the Event, ensuring they treat, handle and store them as required by the Government Protective Marking Scheme. Any personal data received by the Authority from the Client will be processed and stored in accordance with current Data Protection Legislation.

Copyright

The Authority retains its intellectual property rights to all of its materials, documents and software, none of which may be reproduced, modified, amended, stored in any retrieval system or transmitted, in any form or by any means, otherwise than for the purposes of the Event for which its use was intended, without the prior written permission of the Authority.

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