



## ROOM BOOKING TERMS AND CONDITIONS

### Smoking

In line with legislation smoking is not permitted inside the building at anytime.

### Shared building

Volunteer Centre Edinburgh shares the building with other companies please be mindful of this when in communal areas and the stairways or lifts.

The male and female toilets are in the basement.

### Working office

Volunteer Edinburgh is a working office with regular public visitors. While we believe the sound proofing in our rooms is adequate, during busy times it might not be possible to negate all noise. Fire alarm tests are scheduled from time to time.

We also ask those who hire our rooms to keep noise to an acceptable level. If you have any concerns about noise levels before or during your time in the room, please speak to your booking co-ordinator.

### Rooms

Volunteer Edinburgh will make every effort to ensure that your room is available at your specified time. To help us with this task please leave your own room on time as another group may need to use the space.

If you wish to view a room before your arranged booking then please contact us for an appointment.

The Conference Room is located on the ground floor of the building and has a disabled access toilet nearby.

### Payment

After you have sent in the booking form you will receive an invoice for the total amount due. Until this invoice has been paid the booking is not confirmed.

Payment terms are strictly 30 days. However the sooner you make the payment, the sooner your room booking is confirmed.

We must be informed of any changes to your booking by email or written correspondence ahead of the arranged booking time.

## Cancellation Policy

If you decide you no longer need the room then you should inform Volunteer Edinburgh immediately.

Please note that no refunds are available for cancellation within 48 hours of the start of the booking.

Room hire is not transferrable to another individual or organisation.

No refunds shall be given for the cancellation of tea or coffee within 1 hour of the booking start time.

## Health and Safety

Volunteer Edinburgh is not responsible for the insurance or health and safety management of your event. We do reserve the right to stop your event if we believe there is a risk to the building or to other people in the building.

The fire assembly point is outside the restaurant Origano, at 236 Leith Walk. In the event of a fire alarm you may have to exit the building via the front door, or via the fire escapes in the basement. Pay attention to the instructions given to you by our fire marshals.

If any members of your party require mobility assistance you must inform us ahead of the day.

In case of emergency please ask reception to call 999. There are basic first aid supplies in the kitchen which is located in the basement. Volunteer Edinburgh cannot guarantee a qualified first aid administrator will be in the office during your appointed booking time.

## Security

Our reception is generally staffed from 9.30 to 4.30pm Monday to Thursday, and 9.30 to 4pm on Fridays. To access the building outside normal office hours please use the buzzer or call 0131 225 0630.

Volunteer Edinburgh will make all reasonable effort to ensure the security of staff and visitors inside the building. However we will not be held liable for any damage or theft of your personal belongings.

If you would like the room to be locked while your group is momentarily not using the space, then please ask your booking co-ordinator.

Should you see any suspicious objects or behaviour in the building or our office, please report this to your booking co-ordinator.

## Catering and Equipment

We regret we are unable to provide plates or any food or refreshments out with the coffee and tea facilities which are charged at £1 per person for the duration of your booking. We are however happy for you to arrange your own catering or to bring along refreshments. If you wish to bring any other equipment, please let us know in advance.