



Terms and Conditions

Meeting Room & Co-Working Space Hire

Parties

This agreement is made between the user(s) of the meeting room (hereafter referred to as "the Client") and Heritage Exchange (hereafter referred to as "the Provider").

These terms and conditions govern the use of the meeting rooms and co-working spaces (referred to as "the Services") provided by the Provider.

Bookings

A confirmed booking constitutes a binding legal agreement between the Client and the Provider.

A confirmation email, outlining your booking, will be sent to you. This email will serve as confirmation of your booking.

Cancellation Policy

To cancel a booking, the Client must notify the Provider via email in response to the confirmation email received.

- **Up to 24 working hours before the booking:** 100% of the confirmed price will be payable.
- **24 to 48 working hours before the booking:** 50% of the confirmed price will be payable.
- **More than 48 working hours' notice:** No cancellation fee.

Please note: if a confirmed booking is cancelled, the Client will also be responsible for any charges incurred by the Provider with third parties (e.g., catering, equipment suppliers).

Fees and Payment Terms

All prices quoted exclude VAT.

The total fee will comprise the meeting room hire charge and any additional services provided, as quoted at the time of booking (referred to as "the Price").

For existing customers or those with pre-approved credit accounts, payment will be due in accordance with the standard terms.

For non-pre-approved credit accounts, payment must be made by credit card, paylink, or BACS on the day of booking.

Hours of Use

It is the responsibility of the Client to notify the Provider when the meeting room has been vacated. Additional charges may apply for overstay beyond the agreed booking time.

Facilities

Tea and coffee will be available for users within the meeting room. These should be made up at the tea station located at the Reception area.

Duration

This agreement begins at the time and date specified in the booking confirmation and continues for the duration stated therein.

The Provider reserves the right to terminate this agreement immediately in the event of a breach of the terms. In such an event, the Client shall indemnify the Provider for all associated costs and losses incurred due to the termination.

Additional Cleaning

Should the meeting room require excessive cleaning following your event, the Provider reserves the right to charge for additional cleaning services.

Confidentiality

The terms of this agreement are confidential.

Neither party shall disclose any terms of this agreement to any third party without the prior written consent of the other party, unless required by law or an official authority.

This confidentiality obligation remains in effect even after the termination of the agreement.

Use of the Premises

The premises are to be used solely for the declared and approved business activities.

The Client agrees not to use the premises for any illegal, obscene, immoral, or defamatory activities.

The Client shall not engage in any actions that may cause a nuisance to other tenants or neighbouring businesses.

All fixtures and fittings must be cared for, and no items are to be removed from the premises. In the event of any damage to the premises, the Client will be liable for the cost of repairs, with the amount payable to be agreed upon between the Client and Heritage Exchange.

Suspension of Services

The Provider reserves the right to suspend the provision of services in the event of circumstances beyond their control, such as disruptions to third-party services (e.g., electricity or gas), political unrest, strikes, acts of terrorism (actual or perceived), or other unforeseen events.

Liability

The Provider will not be liable for any loss or damage resulting from the failure to provide the Services, nor for any failure that occurs until the Client has notified the Provider and given reasonable time for rectification.

The Provider will not accept liability for any loss of business or claims made by third parties.

Equipment Liability

The Client is responsible for their own equipment while on the premises. The Provider will not be held liable for any loss or damage to such equipment during its use on the premises.