



## **Training and Conference Centre, Number One Riverside**

### **Terms and Conditions**

**These terms and conditions are subject to occasional changes. By using the website you confirm you have read and understood and agree to the terms and conditions.**

1. Please follow the directions on the website or as advised to you on the telephone booking service to make a booking.
2. All bookings are only secured upon receipt of payment, cost code or purchase order number.
3. Bookings will not be confirmed if the above is not provided.
4. All customers must adhere to start and finish times of their booking.
5. The person making the booking or their nominated representative must be available to meet external facilitators/visitors on their arrival.
6. Bookings which over run may be interrupted and occupants asked to vacate the room.
7. Block bookings of 10 or more dates may be eligible for a discounted price.
8. External Bookings
  - a. Once the booking has been confirmed a minimum of 5 working days' notice is required for cancellations. Cancellations with less than 5 days' notice will incur the full charge
9. Rochdale Borough Council reserves the right to cancel any booking for good cause.
10. Rochdale Borough Council shall not be responsible for any injury, loss, damage, cost or expense by any customer if and to the extent that it is caused by the negligence or wilful misconduct of the customer.
11. All customers must comply with Rochdale Borough Council's Health and Safety measures whilst on the premises. Notify Rochdale Borough Council immediately in the event of any incident, where that incident causes personal injury or damage to property which could give rise to personal injury.
12. Payment is required within 30 days of booking

**By making a booking with Rochdale Borough Council you accept and agree to the relevant cancellation and 'no show' policy.**

Our rooms can be booked by emailing [conferences@rochdale.gov.uk](mailto:conferences@rochdale.gov.uk).