



## **CHATHAM HOUSE GENERAL BOOKING CONDITIONS**

The following guidelines and conditions are designed to give you, the client, the best possible experience during your event at Chatham House.

For further information on any aspect of the conditions below, please contact our Bookings Coordinator ([plewis@chathamhouse.org.uk](mailto:plewis@chathamhouse.org.uk))

### **Audio-Visual Services**

Data projection and recording facilities are available at Chatham House and can be requested. A technician can also be hired for all-day conferences and events but this service will incur an additional charge.

### **Bookings**

All bookings are accepted on the basis that they are only provisional until written confirmation as well as written details of the event, including title and speakers, has been received (please see **Provisional Bookings** for more information).

### **Cancellation Charges**

If you cancel your event at Chatham House the following charges will apply:

<b>2 months or less</b>	<b>25% of room hire</b>
<b>1 month or less</b>	<b>50% of room hire</b>
<b>2 weeks or less</b>	<b>85% of room hire</b>
<b>1 week or less</b>	<b>100% of room hire</b>

### **Cleaning**

All hired areas will be cleaned between 05.00 to 07.00. For full-day conferences, the cloakroom service will ensure that washrooms are clean and tidy, and function rooms and public areas are hoovered after each break.

### **Communications**

All requests for media services such as telephone, data projection, etc will be addressed by our in-house IT Division. All clients are responsible for any equipment hired or loaned to them by Chatham House.

### **Complaints Procedure**

Chatham House aims to give all clients the best possible venue for their conferencing needs and our highest priority is making sure your event here runs smoothly. However if, on occasion, a mistake or misunderstanding occurs, we will do our utmost, through our House Manager, to resolve the matter as soon as possible. After any event, complaints that are still outstanding can be registered on our client feedback form. In the unlikely event that the problem is then still not resolved to your satisfaction, you should write to:

Bookings Coordinator  
Chatham House  
10 St James's Square  
London  
SW1Y 4LE

### **Conference 'Break-Downs'**

Chatham House must be informed of the proposed start time and ending of your event. If the room in which your event is held is not returned in the condition it was in prior to the event, Chatham House will charge an extra half-day cost to you.

### **Credit Facilities**

Payment should be made within 30 days of the date of the invoice from Chatham House Enterprises Limited (CHEL).

### **Deliveries/Collection**

All deliveries to the building must be made through the Duke of York St entrance. Chatham House must be made aware of the contents, estimated time of arrival and time of departure. Clients are responsible for ensuring they have a completed arrival/departure schedule in place and then notify Chatham House.

### **Deposit**

CHEL reserves the right to require 100% payment on the room hire as a deposit. Failure to pay the deposit will result in CHEL cancelling the booking.

### **Disabled Facilities**

There is a disabled access ramp into Chatham House from the Duke of York St entrance. There is also a disabled toilet on the lower ground floor. In addition there is a disabled lift for access to our main auditorium, the Joseph Gaggero Hall, which is situated on the lower ground floor. Staff will be able to direct you.

### **Final Numbers**

Final, total numbers for your event must be given to Chatham House no later than seven working days prior to any event for which catering is required.

### **Fire Safety**

The fire alarms at Chatham House also incorporate an audio warning. Our own in-house Fire Safety Team will assist with evacuation of the building.

### **First Aid**

Chatham House has fully trained First Aid Officers who are available during the day from 09.00 to 17.30.

### **Food and Drink**

The internal catering facility at Chatham House provides excellent service. It should be noted that clients may not supply their own food. As noted above in **Final Numbers**, you must inform Chatham House of your catering needs no later than seven working days prior to your event. If the number of guests increases after this date, every effort will be made to accommodate their needs; however, clients should note this may entail additional charges.

### **Furniture**

Clients are reminded of their contractual obligation to submit detailed room layouts of their event at least seven days before it starts.

### **Lifts**

The main passenger lift within Chatham House can take a maximum of three persons at any one time. In addition to the disabled lift (see **Disabled Facilities**), there is a goods lift at the rear of the building with access via Duke of York Street.

### **Notices**

No notices may be attached to any part of Chatham House, either externally or internally, without prior approval. Sellotape, blu-tack or sticky fixtures may not be used on painted surfaces.

Damage to any area within Chatham House by notices associated with your event will be charged to your event.

#### **Porters**

Please contact our Bookings Coordinator for more information regarding assistance with setting up, furniture moving, etc.

#### **Provisional Bookings**

Provisional bookings at Chatham House are accepted for a period of 14 days only. If the booking is not then confirmed and the required details of the event, including title and speakers, are not received, the booking will be cancelled.

#### **Publicity**

All invitations or publicity may bear only the address, 10 St James's Square, London, SW1Y 4LE, but no reference may be made to the organization itself, either as the Royal Institute of International Affairs or as Chatham House. The hire of the facilities does not give the client the right to assume, claim or imply Royal Institute of International Affairs/Chatham House sponsorship or support.

No links to the Chatham House website may be added to publicity material. Should the booker require map directions, an alternative site must be used e.g. Google Maps.

A copy of your literature concerning this event must be submitted to the Bookings Coordinator well in advance. Please be advised that if these conditions are not met or are breached in any way, Chatham House Enterprises Limited reserves the right to cancel your booking.

#### **Room Rental Time**

Full-day, half-day and evening room hire at Chatham House is available between 08.00 to 21.00. If you require additional time for event set-up, etc please notify the Bookings Coordinator at the time of booking.

#### **Rubbish**

Clients are responsible for clearing their own rubbish and waste at the end of their event. Chatham House will apply a charge to the event in question if required to undertake this task.

#### **Security**

If you require additional security at your event, this can be supplied by Chatham House for an extra charge.

#### **Works of Art**

Works of art within Chatham House must not be removed by clients. If works have to be relocated, Chatham House or a Chatham House designated agent will undertake the task and a charge will be made to the client. If artwork is found to be damaged in any way, a charge will be applied to your event.