

1 Ashridge House

Ashridge House conference facilities are offered by Ashridge Executive & Organisation Development Limited (company 1784086), a trading subsidiary of Ashridge (Bonar Law Memorial) Trust, (charity 311096). Contracts with client organisations are made between themselves and Ashridge Executive & Organisation Development Limited (referred to hereafter as "Ashridge" and "Ashridge House").

2 Authority to act on behalf of the client organisation

The client organisation confirms that Ashridge House is entitled to accept that the person signing the booking confirmation form is authorised by the client organisation to enter into a binding contractual relationship on behalf of their organisation with Ashridge House.

3 Importance of the booking form

All bookings will be regarded as firm and a contractual relationship having been created when a completed and signed booking confirmation form is received by the Conference and Events Department. Reservations will be regarded as provisional until the booking confirmation form has been received. Up until that point, Ashridge House will be free to accept firm bookings from other clients for facilities which are the subject of provisional reservations.

4 Executive education at Ashridge House

Ashridge House reserves the right to decline, accept or confirm any booking for clients who wish to offer executive education or development activities at Ashridge House other than those provided by Ashridge itself. Such clients are required to make full details of their intended activities known at the time of making their booking. Where the relevant information is only supplied by the client (or otherwise only comes to Ashridge House's attention) after the booking has been accepted, Ashridge House reserves the right to cancel the relevant booking(s) without notice, if it appears to Ashridge House that the intended activities might compete with its own activities.

5 The Ashridge brand

"**ASHRIDGE**" and "**ASHRIDGE HOUSE**" are trademarks of Ashridge (Bonar Law Memorial) Trust. They may not be used in relation to any of the activities undertaken at Ashridge House, or in relation to executive education or development activities or conferences, whether held at Ashridge House or elsewhere, nor may any images or recordings of the buildings or grounds of Ashridge House be used, without prior written consent.

6 Inclusive terms

Day delegate rate includes:

- Event co-ordinator to assist with planning, hosting the event and post-event invoicing
- Meeting room set up in a layout to suit your requirements and equipped with:
 - Data projector and screen – linked to Room PC or your laptop
 - DVD replay facility
 - Flipcharts/white board, notepad and pens
 - Water
- Complimentary wi-fi is available site-wide
- On-site audio-visual technicians on call for assistance
- Syndicate room(s) subject to availability (access times as stated overleaf)
- Three course buffet lunch in the restaurant
- Unlimited tea, coffee and biscuits, served in the lounges
- Free parking on-site
- Pre-booked courtesy transport to/from Berkhamsted station for small groups.

24 hour delegate rate also includes:

(24 hour periods of 08:00 to 08:00, or 18:00 to 18:00)

- Overnight accommodation in en-suite bedrooms
- English or Continental buffet breakfast
- Three course buffet dinner in the restaurant
- Use of leisure facilities.

7 Additional services

The supply of all additional services and facilities are subject to the prices and terms quoted for each item. Ashridge House's full conference booking, cancellation and payment terms also apply for these services.

8 Use of external/third party suppliers

Any use of external/third party suppliers by the client organisation must be agreed with Ashridge House at least fourteen days prior to the commencement of the conference. The client organisation is responsible for providing Ashridge House with copies of PAT (Portable Appliance Testing) certificates for any suppliers using electrical equipment, and copies of Public Liability Insurance certificates for all suppliers. Risk Assessments for all team development activities or entertainment, etc., must be completed by the client organisation or supplier and copies provided to Ashridge House. To ensure the safety of all delegates, suppliers and employees, it is necessary for suppliers to complete these health and safety documents before the conference commences. Ashridge reserves the right to refuse any external/third party suppliers that do not comply with the necessary legislation.

9 Health, safety, fire procedures and regulations

On signing this document the client agrees to comply with all health and safety and fire precautions and other guidelines issued by Ashridge House. In compliance with current UK legislation, smoking is not permitted within any enclosed area on the Ashridge site. The use of candles or naked flames is not permitted.

10 Responsibility for damage

To assist Ashridge in protecting its listed buildings, nothing may be affixed to walls, ceilings, carpets, columns, pillars or handrails without prior consent. Existing fixtures and fittings are permanent and cannot be removed. The client organisation will be responsible for meeting the cost of any repair or replacement of Ashridge House property that arises from any carelessness, neglect or default of any of its delegates.

11 Confirmation of final details

Client organisations are required to confirm final numbers attending, the names of attendees and any other arrangements required but which do not form part of the standard meeting package, no less than fourteen days prior to the arrival of delegates.

12 Charges

The rates at which Ashridge House will charge for the attendance of delegates will be as specified in the booking confirmation form. The charges to be applied in relation to all services and facilities will be as confirmed by the client organisation fourteen days prior to the arrival of delegates, or based upon the actual facilities provided, if these are greater than those confirmed fourteen days prior to the arrival of delegates.

13 Cancellation or alteration

If a booking is cancelled after a booking confirmation form has been received by the Conference and Events Department, or if the number of delegates who attend falls by more than 10% below the number set out in the booking confirmation form, or if the duration of the conference is reduced below that set out in the booking confirmation form, the following scale of charges will become payable, based upon the charges that would have been levied arising from the booking confirmation form received:

Notice of Cancellation/Alteration

| | % of Charge |
|--------------------|--------------------|
| 121 days or more | no charge |
| 91 – 120 days | 20% |
| 31 – 90 days | 50% |
| 15 – 30 days | 80% |
| 1 – 14 days | 90% |
| Less than 24 hours | 100% |

All notification of cancellations, any changes in the number of delegates or any change in the duration of the booking must be communicated to the Conference and Events Department in writing. Ashridge House may not have the availability to accommodate an increase in the number of delegates or duration of stay, and may assist the client organisation to source additional facilities within other venues, although it is not obliged to do so.

Ashridge House does not guarantee particular named meeting rooms, syndicate rooms, dining rooms or accommodation and reserves the right to alter those allocated to the client organisation without notice.

14 Cancellation by Ashridge House

Ashridge House reserves the right to cancel the booking and to terminate this agreement forthwith by notice in writing to the client organisation should:

- The client organisation fail in any material respect to comply with the contractual terms of this agreement
- The client organisation becomes insolvent or enters into bankruptcy, liquidation or receivership, or is incapable of payment of debts as they fall due
- Ashridge House reasonably believes that the event is likely to jeopardise its good reputation
- Ashridge House, or any part of the property, be closed for reasons of force majeure (including but not limited to – breakout of war, acts of terrorism, labour disputes, civil unrest, compliance with law, order, rule or regulation, failure of equipment, default of suppliers or sub-contractors, fire, flood and storm, and adverse weather such as severe snowfall which would endanger the safety of delegates, suppliers and employees travelling to Ashridge). Ashridge House will not be liable for any losses, damages or costs as a result, but where possible will offer an alternative date for the event.
- The client organisation should be aware that Ashridge House occasionally undertakes construction, restoration, and refurbishment works, to ensure the conservation of the buildings and grounds. Whilst Ashridge House will endeavour to keep disruption to a minimum, at times certain parts of the property may be unavailable to client organisations and delegates, being physically and/or aesthetically affected by the work. Under these circumstances, compensation will not be provided in any form, but Ashridge House will suggest suitable alternative options available to the client organisation.

15 Settlement terms

Payment of the client organisation's final invoice is due for settlement within fourteen days from the date of issue. Ashridge House reserves the right to charge interest for late payment of invoices, at a rate of 8% per annum (or such other rate as permitted by legislation from time to time) calculated from the date the payment is due.

16 Individuals' invoices

Ashridge House will, where requested by the client organisation, issue individual invoices to delegates for personal expenditure whilst at Ashridge House, and/or delegate rates, for settlement in full prior to departure. If any such invoice remains unpaid after the conclusion of the conference, it will remain the responsibility of the client organisation.

17 Value added tax

All prices set out in Ashridge House's brochures, booking confirmation form and other documents exclude VAT. VAT will be charged at the rate prevailing at the time the service or facility is supplied.

18 Complaints

Ashridge House prides itself on the service it provides to its clients. Nevertheless, it welcomes the opportunity to address any issues or complaints at the time of occurrence, or as soon as possible thereafter. Any such issues should be raised with the Conference & Events Co-ordinator in the first instance. If a resolution cannot be found, the client organisation should readdress the complaint to the Conference & Events Manager. Ashridge House regrets that it is not possible to follow up complaints if they are not highlighted within fourteen days after the conference has concluded.

19 Data protection

All data will be handled in accordance with UK Data Protection legislation and will not be passed to any third parties, with the exception of BDRC Continental for the purpose of collecting client feedback, and other reputable third parties to assist with processing the client organisation's booking, or those providing us with other administrative services. The client organisation consents to its data being passed to such third parties for such purposes and to being contacted by BDRC Continental for the purpose of collecting feedback.

20 Entire agreement

These terms and conditions of business constitute the entire basis of the contractual relationship between Ashridge House and the client organisation and take priority over any standard terms provided by the client organisation. No variation or alteration to any of these terms will be effective unless made in writing and signed by both parties.

21 Governing law

This agreement shall be governed by English Law in all respects and the parties submit to the jurisdiction of the English courts.