



Terms and Conditions – The Management Centre, Bangor University

T: +44 (0) 1248 36 5900 E: info@themanagementcentre.co.uk

The provision of services and facilities at The Management Centre (hereafter “TMC”) is governed by the following Terms and Conditions (T&Cs). These Terms and Conditions apply to all bookings and all use of TMC’s premises, services, and facilities.

1. Enquiries and Applications

- Enquiries can be made to TMC by phone, email, letter, or in person. However, bookings will only be formally confirmed once one of the following is received:

A completed booking form accompanied by a valid purchase order number.

Phone: 01248 365900 **Email:** info@themanagementcentre.co.uk

- The person submitting the booking form is considered the “hirer” and is responsible for complying with all Terms & Conditions.
- If the individual overseeing the hire period differs from the hirer, their details must also be provided.
- TMC may request additional information regarding the intended use of its facilities and reserves the right to decline a booking request without further explanation.
- Event bookings and group accommodation bookings (10 rooms or more) remain “provisional” until the booking form is completed, and any required deposit (up to 20%) has been paid. Accommodation bookings must be secured with a valid credit or debit card.

2. Venue and Accommodation - Reservation, Pricing and Payment Policy

- Standard pricing is available for the hire of most rooms and facilities. TMC reserves the right to adjust pricing at its discretion, and all pricing decisions made by TMC are final.
- Seasonal pricing reductions may be offered but are nontransferable and apply only to the original booking party.
- All prices will be confirmed prior to booking and must be agreed by both parties.
- An invoice will be issued to the hiring organisation or department following the event. This will include any additional charges incurred during the hire period (e.g., administrative services, consumables). Invoices must be paid within 14 days and may be subject to late payment interest if overdue. Accommodation accounts must be settled on arrival unless an alternative invoicing arrangement has been agreed.
- Room hire prices are shown exclusive of VAT where applicable.
- Events and hospitality invoices are subject to a strict 14 day payment term.
- Accommodation bookings must be settled by card on arrival. Group or large accommodation bookings (10 rooms or more) require a booking deposit, with an option to settle the final account by invoice (14 day terms apply).
- A **£100 charge** will apply for any damage to rooms or if smoking occurs within guest rooms, to cover cleaning and restoration costs.

3. Cancellation Policy

- TMC reserves the right to cancel any booking or permission to use the premises at any time if deemed necessary, including (but not limited to) situations where the premises are required for another purpose, damage has occurred, or any legal or policy breach has taken place. No compensation will be offered in such circumstances. Any fees already paid will normally be refunded unless the cancellation results from damage or misconduct.



- TMC may refuse or decline future bookings if there are outstanding payments on the hirer's account.
- **Cancellation charges apply as follows:**
 - I. Events: Cancellations made within 72 hours of the event, or failure to attend, will incur a 100% charge.
 - II. Accommodation: Cancellations within 24 hours of arrival, or no shows, will incur a 100% charge.
 - III. Group Accommodation (10+ rooms): Cancellations within 6 weeks of arrival, or no shows, will incur a 100% charge. Up to two rooms may be cancelled within 24 hours without charge.

4. Force Majeure

- Neither party shall be liable for any failure or delay in performing its obligations under these Terms and Conditions if such failure or delay is caused by circumstances beyond its reasonable control ("Force Majeure Event"). This clause does not relieve either party of its obligation to make payments when due.
- Any party seeking relief under this clause must notify the other party within 24 hours of the Force Majeure Event, providing details of the incident, its likely duration, and the obligations affected. Failure to provide timely notice may invalidate the claim.
- **The party invoking Force Majeure must:**
 - I. take all reasonable steps to avoid, reduce, or remove the impact of the event; and
 - II. provide the other party with reasonable access to information relating to the event, if requested.
- Force Majeure Events include, but are not limited to: civil commotion, riots, strikes, lockouts, acts of God, severe weather (including storm, flood, fog, or snow), earthquake, subsidence, fire, explosion, mechanical failure, breakdown of plant or equipment, acts of government or regulatory bodies, and mandatory or voluntary compliance with government orders or directives.

5. Health and Safety

- The hirer must notify TMC at the time of booking if any delegates or visitors have special requirements or additional support needs.
- The hirer must inform TMC of any third-party electrical equipment that will be brought onto the premises. All equipment must be safe to use (either less than one year old or PAT tested). TMC reserves the right to refuse the use of any equipment considered unsafe.
- The hirer is responsible for ensuring that all delegates receive essential Health & Safety and Orientation information at the start of the event, including details of fire exits, muster points, and welfare facilities (e.g., toilets).
- Health and Safety information sheets are available in every meeting room, with additional copies available from reception.

6. Liability, Licence and Insurance

- It is the hirer's responsibility to ensure that appropriate insurance cover, including public liability insurance, is in place for their event, activities, and attendees. Proof of insurance may be requested by TMC at any time.
- TMC accepts no liability for any accident, injury, or harm suffered by individuals using the premises.
- It is the hirer's responsibility to ensure that appropriate insurance cover is in place for their event, activities, and attendees. Proof of insurance may be requested by TMC at any time.
- The hirer agrees to indemnify TMC against all loss, damage, costs, claims, demands, expenses, or charges arising from the hirer's use of the premises or facilities.
- TMC does not accept responsibility for any personal belongings, equipment, or items left in rooms or at reception. Any unclaimed property may be disposed of, with associated disposal costs charged to the client.



- TMC is not licensed for gaming under the Gambling Act 2005.
- TMC reserves the right to amend, withdraw, or substitute facilities at its discretion, including reallocating rooms where necessary.
- CCTV operates throughout the premises and surrounding grounds for security and crime prevention purposes, in accordance with Data Protection legislation.
- Lost property will be held by TMC for a limited period. Perishable, hazardous, or unclaimed items may be disposed of at TMC's discretion.

7. Data Protection & GDPR

- TMC will process all personal data provided by the hirer in accordance with its Privacy Policy and applicable data protection legislation, including UK GDPR.
- Personal data will only be used for purposes related to booking administration, safety, and service delivery, unless otherwise required by law.

8. Use of Centre and Conduct

- Use of TMC facilities must be limited to the purposes stated at the time of booking and must not involve any illegal or inappropriate activities.
- Hirers may only access the rooms and facilities specifically allocated to them. Hire does not grant exclusive access to shared spaces such as corridors, lounges, cafés, or other communal areas.
- Any third-party contractors (such as decorators, entertainers, or AV technicians) must be approved by TMC in advance. Risk assessments or method statements may be requested.
- All third-party equipment brought onto the premises must meet safety standards and may be subject to inspection by TMC.
- Access for event setup and breakdown must be agreed in advance and must not interfere with other bookings or TMC operations.
- Hirers must comply with all fire safety instructions issued by staff
- Room capacity limits set by TMC must not be exceeded
- Events must operate within acceptable noise levels as determined by TMC
- TMC is not responsible for the availability of facilities that are not included in the hirer's booking agreement.
- TMC is not liable for situations where actual attendee numbers differ from the numbers provided at the time of booking.
- The hirer is responsible for the behaviour and conduct of all attendees, ensuring that their actions do not cause disturbance or nuisance to staff, other guests, or visitors.
- Additional charges may apply if the hirer occupies rooms or facilities beyond the booked times.
- Hirers and delegates must comply with Bangor University's parking regulations, including any specific TMC parking arrangements issued in advance.
- Room hire does not automatically include parking privileges; spaces are limited and subject to availability.
- TMC staff, or authorised personnel, reserve the right to access all parts of the premises at any time.
- Complimentary Wi-Fi is available; all users must adhere to the University's acceptable use policy.
- No signage, posters, banners, or other displays may be placed anywhere within TMC without prior permission from TMC staff.
- TMC reserves the right to display event titles, organiser names, and schedule details on its digital screens and notice systems for operational purposes.
- The display of event or organisational information by TMC does not constitute endorsement of the hirer, their activities, or their organisation.
- No alterations, adjustments, or modifications may be made to the building, fixtures, equipment, or furnishings. Any additional third-party equipment must be approved by TMC in advance.



- The TMC General Manager, or their authorised representative, is empowered to enforce all conditions of hire and may refuse entry or request that individuals leave the premises if necessary.
- The hirer must report any incidents, damage, or issues to TMC immediately after the event. Any breakages or damage may incur additional charges at TMC's discretion.
- TMC operates a strict no smoking policy throughout the building. Smoking in guest accommodation will incur a **£100 deep clean charge**.
- Hirers are expected to support TMC's environmental practices, including appropriate waste disposal and recycling. Certain items, such as helium balloons or confetti, may be restricted unless approved in advance.
- TMC is committed to providing an inclusive and accessible environment. Reasonable adjustments will be made where possible to support delegates or visitors with additional needs, subject to prior notification from the hirer.
- TMC operates a zero-tolerance policy towards abusive, aggressive, or discriminatory behaviour towards staff, visitors, or other guests. TMC reserves the right to remove individuals who breach this policy.
- Hirers are responsible for ensuring that all delegates conduct themselves in a safe, respectful, and appropriate manner always.
- Any sale or service of alcohol on the premises must comply with relevant licensing regulations. TMC staff reserve the right to refuse service to any individual where appropriate.
- No alcohol may be brought onto the premises without prior written approval from TMC.
- Any complaints or concerns relating to the use of TMC facilities should be reported promptly to TMC management. Complaints will be acknowledged and handled in line with TMC's internal procedures.

9. Catering

- All catering must be arranged through TMC. The use of external catering providers is not permitted unless prior written approval has been granted by TMC.
- TMC may source external catering partners where necessary to meet the hirer's specific requirements.
- Final attendee numbers must be confirmed at least 7 days in advance for buffet catering and 14 days in advance for banqueting. Charges will not be reduced for decreases in numbers within 72 hours of the event.
- TMC is not liable for any financial loss resulting from changes in attendee numbers.
- Any additional charges incurred in the TMC café, bar or restaurant are the responsibility of the hirer. Tabs may be arranged at TMC's discretion and will be added to the final invoice.
- TMC cannot guarantee the availability of catering services not directly related to the hirer's booking (e.g. public restaurant & bar opening times).
- For events requiring significant staffing or preparation (such as conferences, banquets, or weddings), TMC may request an additional non-refundable deposit.
- Catering cancellations made less than 72 hours before the event will incur a 100% charge.
- There is a set-up charge for bar services provided for an event outside of the Lounge Bar area of TMC. This charge may be waived if sales exceed an agreed level.
- TMC does not ordinarily permit customers to take food home following an event for food safety reasons.
- The TMC buffet platters and trays are reusable and remain the property of TMC. There will be a charge for these items if they are removed.

10. Delegates under the age of 18 years.

- The lead guest making the reservation and checking in must be aged 18 years or over and must remain resident in the accommodation for the duration of the stay.



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- Delegates under the age of 18 must be 11 years old or older at the time of their visit for halls accommodation. The Management Centre does not allow children under the age of 18 to have single occupancy of a bedroom.
- The hotel is not a childcare provider and accepts no responsibility for supervising children beyond its general duty of care as an occupier.
- The booking organiser, parent, or legal guardian retains responsibility for supervision at all times.
- Staff have authority to challenge unsupervised children in restricted areas.
- Any safeguarding concerns may result in the involvement of the Police, Children's Services, or other relevant agencies.
- Group organisers must complete a pre-arrival information form confirming supervision arrangements, emergency contacts, medical needs where relevant, and acceptance of the venue's safeguarding requirements.
- For hall accommodation groups with delegates under the age of 18 must hire the whole flat to meet safeguarding regulations.

11. General

- This agreement is between TMC and the hirer and cannot be assigned or transferred to any other party.
- This agreement relates solely to the provision of services and does not create any tenancy, leasehold, or rights of occupation for the hirer.

All customer queries should be directed to:

info@themanagementcentre.co.uk