

Standard Conditions of Hire CLICC Events

Last updated: 15th June 2015

1. Definitions

In these conditions:

"the Agency"

means the Secretary of State" acting through The Queen Elizabeth II Centre or any authorised officer of that agency.

"the Venues"

means The Queen Elizabeth II Centre and Central Hall Westminster and includes the buildings and the land surrounding them.

"the Deposit"

means the deposit, if any, specified in the Hire agreement and payable by the Hirer to the Agency.

"the Event"

means the event specified in the Hire Agreement.

"the Forecourt"

means the paved area situated in front of the main entrance and to the east of the QEII building.

"the QEII Lawn"

means the grassed area situated in front of the main entrance to the Centre.

"the Hire Agreement"

means the agreement made between the Hirer and the Agency for the hire of the Rooms and the provision of services.

"the Hire Charge"

means the amount payable under the Hire Agreement for the hire of the Rooms.

"the Hire Period"

means the period so specified as such in the Hire Agreement.

"the Hirer"

means the party entering into the Hire Agreement with the Agency.

"the Production Company"

means an organisation contracted to prepare a room for a meeting, including the provision of audio-visual services and the construction of stage sets and other works.

"the Rooms"

means those Rooms and other parts of the Centre which are the subject of the Hire Agreement.

"the Services"

means any service or facility (other than the hire of the Rooms) which the Agency agrees to provide.

2. Licence and sub-licence

(i) The Agency licences the Hirer, subject to these Conditions, to use the Rooms for the Hire Period for the sole purpose of holding the Event and agrees to provide the Hirer with the Services.

(ii) The Hirer shall not assign the benefit of the Hire Agreement nor sub-licence any right or benefit under it without the written consent of the Agency.

(iii) Any sub-licence shall bind the sub-licensee to observe and perform the terms of the Hire Agreement so far as they are capable of applying to the sub-licence.

3. Payment and Interest

(i) A charge shall be paid by the Hirer within 30 days of the submission of an invoice by the Agency for that charge unless specified otherwise in the Hire Agreement.

(ii) The currency of the Hire Agreement is pounds sterling. Payments in other currencies shall be converted into pounds sterling on the date when payment is received and credit given against the sterling amount payable.

(iii) Cheques, drafts or other payment instructions shall be drawn on a bank trading in the United Kingdom.

(iv) Any charge not paid by the due date will be subject to both interest and a compensation payment at the rates provided in the Late Payment of Commercial Debts (Interest) Act 1998 as amended and supplemented by the Late Payment of Commercial Debts Regulations 2002.

4. Compliance with Statutes

The Hirer shall ensure that all legislation relating to the use of the Centre for the Event, and any duty to obtain any licence or approval from any person or authority, is complied with.

5. Early Admission to the Rooms

The Agency may at its sole discretion allow the Hirer or any servant, agent or contractor of the Hirer to use the Rooms before commencement of the Hire Period. In such circumstances the Hire Period shall be deemed to have commenced at the time of admission to the Rooms and these conditions of hire are effective from the time of admission.

6. Maximum Capacity

(i) The Hirer shall not permit more than the maximum number of people notified to him by the Agency to be in any room at any time.

(ii) If the Hirer wishes to vary the seating arrangements for a room, the Agency may agree to vary the maximum permitted number of people for that room.

(iii) The Agency shall have the right to require people in excess of the maximum permitted number to leave either the room or, at his sole discretion, the Venues.

7. Facilities Provided

(i) The Agency will provide the Rooms with adequate heating, lighting and ventilation.

Heating, lighting and electric power

(ii) The Hirer may:

- (a) use such electrical and other equipment, and
- (b) take such amounts of electricity (from the outlets installed for that purpose), as the Hirer may reasonably require for the purpose of the Event, on such terms and conditions (including terms as to payment) as the Agency may determine.

Seating arrangements

(iii) Furniture and seating will be arranged by agreement between the Hirer and the Agency. Details of the Hirer's seating proposals should be submitted to the Agency as soon as practicable, and in any event not later than 30 days before the start of the Hire Period.

Operation of equipment

(iv) The Agency will supply staff to operate equipment, including simultaneous interpretation facilities, where it has contracted to do so. Interpreters are not included with simultaneous interpretation facilities but they can be supplied by arrangement.

8. Programme Details

(i) The Hirer shall provide to the Agency no later than 30 days before the beginning of the Hire Period a full programme of the Event, including all details material to the provision of Services by the Agency under the Hire Agreement.

(ii) The Hirer shall bring to the attention of the Agency no later than 30 days before the beginning of the Hire Period any activity

planned for the Event that might cause a nuisance to or have an adverse impact on other users of the Venues.

(iii) The Venues reserves the right to limit activity which may have an adverse impact on other users of the Venues.

9. Exhibitions and Materials

(i) Where any part of the Rooms is to be used for an exhibition or display, the Hirer shall submit to the Agency no later than 30 days before the beginning of the Hire Period a scale plan showing the proposed dimensions and position within the Rooms of the exhibition or display. The Hirer shall be required to revise the plan in accordance with the Agency's instructions if the Agency determines that the proposed layout poses a risk to the health and safety of the occupants of the Venues.

(ii) The approval of the Agency does not imply that the Agency has checked that the scale plan is to scale or is drawn up correctly. The Hirer is responsible for ensuring that the correct measurements are used in drawing up the plan.

(iii) The exhibition or display shall not be erected until the scale plan has been approved by the Agency. The Hirer shall then ensure that the exhibition or display conforms at all times to the position and dimensions on the approved plan.

(iv) Where exhibition material is imported, the Hirer is responsible for any liability to duty and VAT arising from unauthorised use of the Agency's VAT number.

10. Films, Photographs, Videotapes

(i) The Agency reserves the right to take and retain photographs of the rooms of the Event, when the in-house production team Interface have provided the audio visual equipment and services. Photographs will be used for internal purposes and potentially for promotional purposes. If the Hirer is not in agreement, the Hirer must notify the Agency in writing to specify that photographs cannot be taken. If no written disagreement is received, the Agency will assume the Hirer has given permission.

(ii) No film, videotapes or photographs of the interior of the Centre may be made or taken without the written permission of the Agency.

(iii) No later than 30 days before the beginning of the Hire Period, the Hirer shall inform the Agency in writing of the title and content of any films or videotapes which are to be shown in the Centre.

(iv) The Agency reserves the right to prohibit, at any time, whether before or after the Hire Period has started, the showing of any film or videotape or the display of any photograph in the Centre.

11. Advertising

If the Agency so requires, the Hirer shall submit to him a draft of any written material, or a copy of any photograph, drawing or diagram, relating to the Event or the Venues which the Hirer proposes to distribute or publish, and the Hirer shall comply with such requirements relating to their form, content, publication or distribution as the Agency may reasonably impose.

12. Safekeeping of Equipment

(i) The Hirer is responsible for the safekeeping of equipment brought into the Venues by the Hirer or his agent. To assist in the discharge of this responsibility the Agency will provide a lockable room accessible only to the Hirer.

(ii) Where equipment has been hired from the Agency together with a technician to operate it, responsibility for its safekeeping remains with the Agency.

(iii) Except for items covered by paragraph (ii) of this condition the Hirer will be liable for the loss of or damage to any equipment hired from the Agency during the Hire Period and for any Agency equipment left in the care of the Hirer or his agent.

13. Health and Safety

(i) The Hirer and his servants or agents shall comply in all respects with the Health and Safety at Work Act 1974 and all subsequent related legislation and regulations and comply with the Agency's Health and Safety policy, a copy of which will be provided to the Hirer.

(ii) Where a Production Company is contracted to prepare a room, the Hirer shall ensure that the Production Company provides to the Agency thirty days before the start of the Hire Period a copy of its Health and Safety policy and copies of Method Statements and Risk Assessments for the work to be done.

(iii) The venue reserves the right to immediately stop any activity that it considers to be unsafe and impose conditions under which any activity can be allowed to continue.

14. Hazardous Substances

(i) The Hirer shall ensure that no hazardous substance, article or equipment is brought into the Venues in connection with the Event.

(ii) If, in the opinion of the Agency, the Hirer or any other person proposes to bring or has brought into the Venues in connection with the Event any substance, article or item of equipment that might potentially be hazardous, the Hirer shall ensure that any requirements the Agency may impose in relation to the transportation, storage, protection, use or other dealing with that substance, article or item of equipment are complied with.

(iii) In this condition, a substance or article or an item of equipment is "Hazardous" if, in the opinion of the Agency, it may create a risk of fire, explosion or the release of noxious gases, or may soil or cause damage to the Venues or its contents, or may create any risk to the health and safety of occupants of the Venues.

15. Equipment containing a radioactive source

(i) The Hirer must obtain the written permission of the Agency to bring into the Venues any equipment containing a radioactive source, e.g. an X-Ray machine.

(ii) Such equipment must comply with all statutes and regulations governing equipment containing a radioactive source.

(iii) After the equipment is installed in the Venues the Hirer must obtain from a recognised authority certification that the equipment meets the safety standards specified by legislation and provide a copy of the certificate to the Agency.

16. Electrical Equipment and Installations

(i) The Hirer shall ensure that no electrical equipment is used in such a way as to damage or otherwise interfere with the electrical installations of the Venues.

(ii) The Agency may, at its sole discretion, require that any electrical equipment shall not be used, and, if the Agency thinks fit, may require such equipment to be removed from the Venues.

(iii) All temporary electrical installations are to be provided by approved electrical contractors provided by the Venues (or overseen by their teams) and comply with the requirements of the current edition of IEE "Regulations for Electrical Installations".

(iv). All electrical needs to be carried out by a fully qualified electrician in accordance with the Health & Safety at Work Act 1974.

17. Radio transmitting equipment

The Agency reserves the right to prohibit the use of radio transmitting equipment, including portable telephone/faxes. All such equipment must be approved prior to use in the Venues by the Agency.

18. Care of the Venues

(i) The Hirer shall use the Venues so that it is at all times maintained in a clean, tidy and safe condition.

(ii) The Hirer shall ensure that no person:

- (a) fixes anything to the structure or contents of the Venues;
- (b) marks, soils or damages the structure or contents of the Venues;
- (c) paints or constructs (save by way of approved prefabricated components) any object or structure inside the Venues;
- (d) leaves anything in, or in any way obstructs, an emergency exit or emergency stairwell, or obstructs any notice of any emergency exit.

19. Cleaning of the Venues

(i) The Hirer shall not later than the end of the Hire Period ensure that the Rooms are clean, undamaged and free from rubbish and remove from the Venues any item which has been brought into the Venues in connection with the Event, other than items brought in by the Agency.

(ii) If, in the opinion of the Agency, the Hirer has failed to comply with paragraph (i) of this condition, the Agency may, at the Hirer's expense, do all that is necessary to ensure compliance.

20. Disposal of Waste Materials left in the Venues

(i) Clients are responsible for the clearance of their own rubbish, surplus and other waste materials from the Venues at the end of their event. In the event that this needs to be undertaken by the Venues a charge of £25 per cubic metre will apply for rubbish, surplus and waste materials exceeding two cubic metres.

(ii) It is the responsibility of the organiser for each event to liaise with their Event Manager at the end of their event to ascertain whether any materials left are likely to incur additional charges and if applicable what those charges will be. In the absence of

any liaison the Event Manager will arrange for such materials to be measured and any charges will be added to the final invoice.

21. Disposal of Articles left in the Venues

(i) The Agency shall have the right to remove and discard anything left in the Venues after the Hire Period has ended. The Agency may at its sole discretion store at the Hirer's risk any item that appears to be valuable.

(ii) The Hirer shall be liable to pay the Agency's reasonable charges (which shall be deemed to be charges payable under the Hire Agreement) for:

- (a) doing whatever is necessary to ensure compliance with paragraph (i) of condition 19;
- (b) storing anything in accordance with paragraph (i) of this condition.

(iii) If the Hirer fails to pay the amounts which it is liable to pay under paragraph (ii) of this condition within 30 days of an invoice for those amounts being submitted, the Agency may sell any stored article and set off the proceeds of sale against any sum due to the Agency under the Hire Agreement.

(iv) For the avoidance of doubt, it is hereby declared that the right of set off under paragraph (iii) of this condition is without prejudice to any other right of set off exercisable by the Agency whether in right of the Crown or otherwise.

22. Failure of Hirer to Vacate after the Hire Period

If the Hirer, or any servant, agent or contractor of his, fails to vacate the Rooms by the end of the Hire Period or to remove from the Venues any thing brought into the Venues for the purposes of, or in connection with the Event, the Hirer shall be liable to pay the Agency on demand:

- (a) without prejudice to the costs recoverable under conditions 19, 20 and 21, any costs incurred by the Agency as a result of that failure; and
- (b) the amount of any losses recovered from the Agency as a result of claims against the Agency by any other person delayed in, or prevented from, obtaining access to the Rooms or the Venues for a subsequent event.

23. Refreshments

The Hirer shall not, and shall ensure that persons entering the Venues in connection with the Event do not, bring into the Venues any food, liquor or other refreshments.

24. Soliciting Money

The Hirer shall ensure that no person using the Venues is solicited for money, whether for charitable or any other purpose, without the written consent of the Agency.

25. Security Badges

(i) The Agency reserves the right to request any person within the Venues to produce acceptable proof of identity.

(ii) The Agency requires that any person within the Venues will wear a security badge issued either by the Agency, or by the Hirer after the Agency approval.

(iii) The Agency reserves the right to refuse to issue, or approve the issue of, a security badge to any person, and withdraw any security badge already issued.

26. Security Procedures

(i) Notwithstanding any provision contained elsewhere in these conditions, the entry of any person or any thing in to the Venues is conditional upon that person or thing complying with such security procedures as may at any time be in force.

(ii) Without prejudice to the generality of paragraph (i), the Agency may require any person or thing to be searched, and may require any container or item of equipment to be opened for inspection.

(iii) The Agency may suspend the Hirer's use of the Lawn and/or Forecourt at any time and for any period if the Agency decides in its absolute discretion that this is necessary in the interests of security. If such action is considered necessary, the Agency will refund only the hire charge made for the Lawn and/or Forecourt. The Agency will not be held responsible for any other costs incurred by the Hirer.

27. Right to Eject

Notwithstanding any provision contained elsewhere in these conditions, the Agency reserves the right, in its sole discretion, to:

(a) require a person, whether or not a security badge has been issued to that person, to leave the Venues or any part of the Venues;

(b) refuse to permit any thing to be brought into, or require any thing to be removed from, the Venues or any part of the Venues.

28. Right of Entry

The Agency reserves the right to enter any part of the Rooms at any time during the Hire Period.

The Agency further reserves the right of access to the Rooms during the Hire Period to show potential new Hirers the areas. These visits will only be conducted in the areas when not in session. The Hirer must inform the Agency in writing 10 working days prior to the event if this is not acceptable. The Agency will endeavour to prevent any competitor organisations for the Hirer visiting during the Hirer's Event.

29. Termination by the Hirer

(i) In the unfortunate circumstances that the Hirer has to cancel the booking, or part thereof, the Hire Agreement will be cancelled or amended to reflect the partial cancellation and the Hirer shall be liable at the date of termination to pay to the Agency a Cancellation Charge as determined below.

(a) If the date of termination, whether full or partial, precedes the date of the Event by fifteen months or more the Cancellation Charge is ten per cent of the Hire Charge of the Rooms cancelled and the Hirer has no further financial interest in the Rooms cancelled.

(b) If the date of termination, whether full or partial, precedes the date of the Event by less than fifteen months and not less than nine months the Cancellation Charge is fifty per cent of the Hire Charge of the Rooms cancelled. The Agency shall use its best endeavours on behalf of the Hirer to re-license the Rooms and shall refund to the Hirer a sum equal to forty per cent of the hire charges arising from such re-licensing.

(c) If the date of termination, whether full or partial, precedes the date of the Event by less than nine months the Cancellation Charge is ninety per cent of the Hire Charge of the Rooms cancelled. The Agency shall use its best endeavours on behalf of the Hirer to re-license the Rooms and shall refund to the Hirer a sum equal to eighty per cent of the hire charges arising from such re-licensing.

(ii) Any payments received on account of the Hire Charge shall be offset against the Cancellation Charge.

(iii) If the Hirer for any reason terminates any part of the Hire Agreement the Hirer shall be liable at the date of termination to reimburse the Agency for any costs incurred on behalf of the Hirer in connection with the Hire Agreement or Event.

30. Termination by the Agency for Breach or Anticipated Breach

(i) If the Hirer, his servants, agents or licensees or invitees or any person using the Venues in connection with the Hire Agreement or the Event breaches or fails to observe or perform

any of the Conditions, or if the Hirer fails to secure their observance or performance or if it appears to the Agency that:

- (a) the Hirer intends to use the Venues for any purpose other than the Event specified in the Hire Agreement; or
- (b) the Event may lead to a breach of the peace, or acts of violence may occur or damage may be caused to the Venues or its contents; or
- (c) the nature of the Event or of any item in its programme is such as to render it undesirable that it should take place in a building under the control of the Agency, then the Agency may, without prejudice to any accrued rights against the Hirer, forthwith and without notice terminate the Hire Agreement.
- (d) it appears to the Agency that entering into the Hire Agreement with the Hirer would be inconsistent with the Agency's duties under section 149 of the Equality Act 2010.

(ii) The Hirer shall, immediately on such termination, vacate the Venues and cause all persons and things which it has caused to be in the Venues in connection with the Event to leave or be removed.

(iii) The Agency shall be entitled to retain all sums paid under the Hire Agreement, and the Hirer shall be liable to pay forthwith the balance of any charges payable under or in connection with the Hire Agreement and these Conditions, and any costs incurred by the Agency, or for which the Agency may become liable in connection with the Event.

(iv) The Hirer shall have no claims against the Agency for any loss or damage he may sustain or have sustained nor for any liability he may incur or have incurred in consequence of such termination by the Agency.

31. Termination by the Agency on Insolvency or Winding Up

(i) The Agency may, without prejudice to any accrued rights against the Hirer, by notice terminate the Hire Agreement if:

- (a) the Hirer is a company, and the company passes a resolution or the court makes an order that it should be wound up or that an administrator be appointed, or if the Hirer makes an arrangement with its creditors, or if a receiver or manager or administrator on behalf of a creditor is appointed, or if circumstances arise which entitle the court or a creditor to appoint a receiver, manager or administrator or which entitle the court to make a winding up order; or
- (b) the Hirer being an individual at any time becomes bankrupt, or has a receiving order made against him, or makes any composition or arrangement with or for the benefit of his creditors, or purports to do so; or
- (c) the Hirer is partnership and any partner thereof at any time becomes bankrupt, or has a receiving order made

against him, or makes any composition or arrangement with or for the benefit of his creditors, or purports to do so.

(ii) In the event of such termination the Agency shall be entitled to retain any Deposit or sum of money that has been paid, and the Hirer, his trustees in bankruptcy, receiver, liquidator or administrator shall have no claim against the Agency in respect of such termination, nor for any liability, damage or loss the Hirer has sustained or may sustain in consequence of such termination.

32. Force Majeure

(i) The Agency shall not be liable for any loss or damage caused by any interruption in or failure to provide any staff, Services or Rooms where such failure is due to causes beyond the control of the Agency.

(ii) If the Agency, by reason of circumstances beyond its control, fails to provide the Rooms or a material part of the Rooms ready for use at the beginning of the Hire Period then (unless the parties otherwise agree) the Hire Agreement will terminate forthwith. The Agency will be under no liability whatsoever to the Hirer or any sub-licensee for any loss or damage which they may sustain in consequence of such termination.

(iii) If the Hire Agreement terminates under this condition, the Hirer shall be repaid all sums paid under the Hire Agreement, subject to the deduction of an amount equal to the sum of the costs incurred by Agency up to the date of termination, and that part of the Hire Charge attributable to that part of the Hire Period which has elapsed prior to such termination.

(iv) In this condition "causes beyond its control" includes, without prejudice to its generality, fire, flood, tempest, riot, civil commotion, national emergency, explosion of any kind, strike, lockout, labour difficulties, war, shortage of materials, interruption of transport, water, electricity, gas or other services, and the need to execute urgent repairs to the Venues.

(v) QEII & CHW shall not be in breach of this Agreement nor liable for delay in performing, or failure to perform, any of its obligations under this Agreement if such delay or failure results from events, circumstances or causes beyond its reasonable control. For the avoidance of doubt, any monies paid to QEII/CHW before such Force Majeure Event may be retained by QEII/CHW at its absolute discretion, plus any outstanding amounts.

33. Hirer's Liability

(i) The Hirer shall be liable for any loss, damage, personal injury or death arising out of or in connection with the Event, except to

the extent that such loss, damage etc is caused by the negligence of the Agency, its servants or agents.

(ii) The phrase “servants or agents” mentioned in paragraph (i) shall not include any person authorised by the Agency to provide a catering service at the Venues.

(iii) The Hirer indemnifies the Agency against any claim brought against the Agency in relation to any of the matters referred to in paragraph (i).

34. Insurance

(i) The Hirer shall take out before the event and maintain during the Hire Period insurance in respect of his liabilities under condition 33 with an insurer approved by the Agency and of an amount not less than two million pounds sterling.

(ii) The Hirer shall, at the request of the Agency, produce before the Event a certificate of insurance for inspection by the Agency.

35. Notices

(i) Any notice or communications to be given to the Hirer may be sent by post to the address of the Hirer (or where the Hirer is contracting through an agent, the address of that agent) appearing in the Hire Agreement or such other address of which the Hirer or that agent may have given the Agency written notice.

(ii) If any notice or communication is sent by post that notice or communication shall be deemed to have been received on the date when, in the ordinary course of the post, it would have been delivered.

36. Variation

(i) The Hire Agreement contains or refers to all the terms of the agreement made between the parties and those terms shall not be varied or added to except by a written agreement signed by the parties.

(ii) No statement in any pamphlet or brochure issued by the Agency constitutes a term of the Hire Agreement, nor a representation in reliance upon which the Hire Agreement has been entered into.

37. Joint and Several Liability

If the expression “the Hirer” includes more than one person those persons shall be jointly and severally liable under the terms of the Hire Agreement.

38. Marginal Notes

The marginal notes in these conditions shall not affect their construction or interpretation.

39. English Law

The proper law of the Hire Agreement shall be English Law and the Hire Agreement shall be deemed to have been made in England.

40. Contract

These Standard Conditions of Hire form part of the Hire Agreement. If anything in these Standard Conditions of Hire contradicts the Hire Agreement, the Hire Agreement shall prevail.

Introduction

The following notes are designed to help our clients plan their events at The Queen Elizabeth II Centre.

We would be grateful if clients could ensure that all contractors, including production companies working on events, are made aware of these guidance notes. Please remember that the notes are for guidance only and should be read in conjunction with our Standard Conditions of Hire.

Further information on any aspect contained in these notes is available from your Event Manager.

Accessible Facilities at The QEIIIC

If a delegate has a disabled badge on their vehicle, arrangements can be made through your Event Manager for forecourt parking. There is an in-built ramp to the east of the main entrance for wheelchair access. All rooms in the Centre, except the Thames Room on 1m, can be accessed without need to use the stairs.

The Centre needs to be able to evacuate all persons in all circumstances. Event organisers are therefore required to advise the Centre of any known delegates who may require assistance in that regard. This can be achieved by the completion and submission of a personnel evacuation plan prior to the event.

There are toilets for people in wheelchairs on the ground, 1st, 2nd, 3rd, 4th and 5th floors.

Audio-Visual Services at The QEIIIC

Interface is our on-site team whose services encompass expertise in every technical aspect of event management including audio visual, sound, staging, video, data projection, PowerPoint slide creation, video- conferencing, simultaneous interpretation and satellite conferencing. All our clients are important to us, so if you are unsure whether we offer a particular service - please ask.

We have wide experience of all types and sizes of events, so take advantage of our knowledge and expertise.

You will appreciate, with the level and range of services offered, our own technicians are best suited to operate the equipment. They are highly skilled and dedicated individuals.

Please note that we do not allow access to any technical areas, eg control booths, by outside production companies working independently, as it invites risk to proprietary installed systems. Supervisory involvement in technical areas should be discussed at the first opportunity. Radio microphone frequencies must be checked through your Event Manager if you intend to use your own equipment.

You can contact Interface for further information or a quotation on telephone: 020 7798 4118 or fax: 020 7798 4687.

Audio-Visual Services at Central Hall Westminster

For audio visual services at Central Hall Westminster, the Hirer would use their in-house AV team, or any installation from an external contractor would need to be overseen by the Central Hall Westminster's AV team.

Business Centre

The Business Centre provides a comprehensive executive support service, including faxing, photocopying, secretarial services and access to check e-mail. Gifts, stamps and adaptors are also sold here. A courier service can be arranged through the Business Centre for National and International destinations. These services are available to organisers and delegates alike.

Any delegate wishing to receive faxes during an event should be given the Business Centre fax number 020 7798 4123.

The Business Centre is open between 8am and 6pm Monday to Friday, with additional opening hours (such as weekends and evenings) available on request to your Event Manager.

Car Parking

Nearest car parks to the Centre are as follows:

Q-Parks, Abingdon Street, London SW1	-	020 7222 8621
National Car Park, Semley Place, London SW1	-	0845 050 7080
Q-Parks, Whitcomb Street, London WC2	-	020 7839 5858
Q-Parks, Spring Gardens, Trafalgar Square	-	020 7930 1565
Q-Parks Head Office	-	0800 243 348
National Car Park Head Office	-	0870 606 705

NB: A 20% discount is available at the Q-Park Abingdon Street car park listed above. Please contact The Business Centre on 020 7798 4077 for further information.

Centre Property

All reasonable steps must be taken to ensure that Centre property is not removed from the building.

Cleaning

All hired areas will be cleaned between 0600 and 0800 daily by the Centre unless requested otherwise. Exhibition stands, however, are the responsibility of the exhibition/conference organiser. The Centre's cleaning contractor will usually be happy to do this as a separate arrangement at a cost to the hirer. Please contact your Event Manager for details.

Communications

All requests for telephone, data and communication services must be addressed to the ICT Department. The client/stand holders will be responsible for the safe return of all equipment supplied by the Centre. As a result of investment in new technology, the Centre offers a cost- effective and efficient communications service.

Radio frequencies and names

<i>Channel Reference</i>	<i>Base Tx / Mobile Rx</i>	<i>Mobile Tx / Base Rx</i>	<i>CTSS Tone</i>	<i>DCS Code</i>
CHP0044A 640	448.006250 MHz	431.006250 MHz	67 Hz	
CHP0044A 640	448.006250 MHz	431.006250MHz		A023
CHP0044A 655	448.193750 MHz	431.193750 MHz	67 Hz	
CHP0044A 655	448.193750 MHz	431.193750 MHz		A023
CHP0044A 700	448.756250 MHz	431.756250 MHz	67 Hz	
CHP0044A 700	448.756250 MHz	431.756250 MHz		A023
CHP0044A 719	448.993750 MHz	431.993750 MHz	67 Hz	
CHP0044A 719	448.993750 MHz	431.993750 MHz		A023

Conference/Exhibition "Break Downs"

The Centre must be informed of the proposed start times / end times of all conference/exhibition break downs. Goods and equipment will normally leave the building via either the Storeys Gate or Mews goods lift depending on the size and location of your event. Your Event Manager will arrange usage times for the goods lift. Passenger lifts may be used at the Centre's discretion by prior arrangement, although this is not normally possible whilst delegates remain in the building.

Damage Control Check

A damage control check will be carried out by the Centre prior to and after each event during normal working hours or at the earliest opportunity. Any client who wishes to attend should contact their Event Manager.

Data Protection

The Queen Elizabeth II Conference Centre (QEII) needs to collect and use certain types of information about people with whom it deals in order to carry on its business and meet its customers' requirements effectively. These include current, past and prospective customers, suppliers and others with whom The QEII conducts business.

The lawful and correct treatment of personal information by the QEII is important to the achievement of our objectives; to the success of our operations and to maintaining confidence between those with whom we deal and ourselves.

The QEII fully endorses and adheres to the eight principles of data protection, as set out in the Data Protection Act 1998. These principles state that personal information must be:-

- ◆ Fairly and lawfully processed
- ◆ Processed for limited purposes and not in any other way which would be incompatible with those purposes
- ◆ Adequate, relevant and not excessive
- ◆ Accurate and kept up to date
- ◆ Not kept for longer than is necessary
- ◆ Processed in line with the data subject's rights
- ◆ Kept secure
- ◆ Not transferred to a country which does not have adequate data protection laws

Deliveries/Collection

All deliveries must be made at the Loading Bay in Storey's Gate. The Centre must be advised on the nature, estimated time of arrival and departure, vehicle registration number, driver's name and destination of the delivery with a contact name at the Centre. Clients are responsible for ensuring that a proper arrival and departure schedule is drawn up for exhibitors using the Storey's Gate and Mews lifts. The Centre is unable to accept responsibility for any delay/loss to exhibitors that may occur.

Doors

Doors to the conference rooms must not be wedged open. These must be closed after use to conform with Fire Regulations.

Equality

As an executive Agency of a Government department, the Queen Elizabeth II Centre is subject to the Public Sector Equality Duty under section 149 of the Equality Act 2010.

External Signs

As a general rule the Centre does not allow external signs/displays. If a client has exclusive or near exclusive use of the building we may permit a sign above the canopy, subject to the Centre's approval and at a daily hire charge obtainable from your Event Manager.

Canopy signage: 11,675mm x 1,400mm.

Fire Precautions

Exhibitors are advised that the Centre has stringent regulations governing materials used on site during an exhibition. Please contact your Event Manager for more information.

The Fire Alarm incorporates both an audio alert and public address system announcements. The Centre's Floor Wardens will assist with any necessary evacuation.

First Aid

There is a fully equipped First Aid room on the ground floor. This is not permanently staffed unless the organiser arranges it. It is advisable to contact either the Red Cross (020 8944 8909) or the St John Ambulance Services (020 7258 3456).

Florist

The Centre has an approved florist, who will be more than happy to give suggestions and prices for all your floral requirements. More than that, the florist can give ideas on transforming your event. Whether a banquet, conference or other meeting, themes can be applied to make your event more special. Please contact your Event Manager for more information.

Food and Beverage at The Queen Elizabeth II Centre

Leith's at the Centre offers a varied, imaginative and comprehensive service to suit all requirements.

It is a contractual obligation that clients do not provide their own food and drink at the Venues.

Clients are reminded that the final numbers of expected guests should be notified to the caterers no later than 10.00am, seven working days prior to the event. If numbers do increase after this time, every effort will be made to cater for the increased numbers, but it cannot be guaranteed that the specified menu will be provided, and this may incur additional charges. A full set of Leith's terms and conditions are available on request.

Food and Beverage at Central Hall Westminster

Kudos are the award winning caterer who provide the catering service at Central Hall Westminster.

It is a contractual obligation that clients do not provide their own food and drink at the Venues.

Clients are reminded that the final numbers of expected guests should be notified to the caterers no later than 10.00am, seven working days prior to the event. If numbers do increase after this time, every effort will be made to cater for the increased numbers, but it cannot be guaranteed that the specified menu will be provided, and this may incur additional charges. A full set of Kudos' terms and conditions are available on request.

Furniture Arrangements and Exhibition Layouts

Clients are reminded of the contractual obligation to submit their detailed furniture arrangements and layouts to the Centre at least 30 days before the start of their hire period. All proposed exhibition layouts and "stage sets" must be submitted on a scale plan at least 30 days before the start of the hire period for the Centre's approval.

Hazardous Substances

Clients must confirm that they have a risk assessment which observes and complies with the HSE Regulations. All clients bringing into and using substances in the Centre must confirm that the full requirements of COSHH will be complied with and that in every case of doubt they will make prior arrangements with the Centre's Safety officer for the satisfactory handling of any hazardous substance.

Lifts

Two goods lifts from Storey's Gate are available as follows:

Lift 10 Width 1.32m (door opening also 1.32m)
 Depth 1.46m
 Height 2.05m (door opening 2.05m)
 Loading - 1,000 kilos
 Available floors - Ground to 3rd

Lift 11 Width 2.5m (door opening 1.6m)
 Depth 1.7m
 Height 2.2m (door opening 2.05m)
 Loading - 2,000 kilos
 Available floors - Ground to 5th

The Mews goods lift on the East side of the building is available as follows:

 Width 5m (door opening also 5m)
 Depth 2.5m
 Height 2.5m (door opening 2.0m)
 Loading - 2,500 kilos
 Available floors - ground and third, depending on the size and location of your event.

Please discuss your requirements with your Event Manager. There are also 10 passenger lifts (maximum loading 1,250 kilos) which can be used for smaller, lighter goods, but these may only be used at the discretion of the Centre by prior arrangement with your Event Manager. Lift doors must not be wedged open.

Floor Loading

Raised access floors are used in some rooms and these must not be overloaded. Heavy loads should be separated by distance or floor spread plates used to avoid damaging floor boxes.

Local Attractions

Due to our prime central location we are situated close to many of London's main hotels, restaurants and attractions. Staff in the Business Centre will be pleased to advise delegates on the choice available.

Entertainment

Whilst in London experience one of its unique entertainments, a night at the theatre in the West End. Most of London's theatres are within a short cab ride from the Centre. See the local press, 'The Evening Standard' for details.

Historic Sites

We are situated opposite Westminster Abbey and within walking distance of The Houses of Parliament, Buckingham Palace, Trafalgar Square and the London Eye.

Nature

You can also take a break from it all in St James's Park, Green Park or Hyde Park, all within easy reach on foot. The river Thames is 5 minutes walk away, where river cruises are available.

Restaurants

There are a number of good restaurants very close by. However the Centre is just a short taxi ride from Leicester Square, Covent Garden and Soho which house a wide variety of restaurants to suit every taste and pocket. And don't forget our in-house caterers, Leith's, can provide excellent silver service meals for 30-500 persons, ring 020 7798 4288 for more information.

Noise

Please remember that people do reside in the vicinity of the Centre. Clients must ensure that their contractors and delegates keep noise to a minimum.

Notices

Notices must not be affixed to the fabric of the building without prior permission. Sticky fixers, Bluetack or Sellotape must not be used on painted surfaces. Clients will be charged to repair damaged areas.

Under no circumstances must cables, wires, etc be attached or affixed directly to the walls or ceilings in the main conference rooms. Wall channels and ceiling bars have been provided for this purpose.

Office Machinery

Any faults, defects or damage to machinery hired from the Centre must be reported as soon as possible to your Event Manager. Porters are employed by the Centre to move furniture and set up rooms as required. If you need assistance with portage, please book porters through your Event Manager.

Room Rental Period

Daily room hire is from 08.00-18.00 hours; if you need to set up or breakdown stage sets and exhibition stands additional time should be reserved when booking your event. The Sales team at The QEIIICC will be able to advise on how much time will be required and the supplementary charge.

Rubbish

Clients are responsible for the clearance of their own rubbish and other waste materials from the building at the end of their event. In the event that this needs to be undertaken by the Centre, a charge of £25.00 per cubic metre will apply for rubbish and waste materials exceeding two cubic metres.

Sustainability

The Queen Elizabeth II Conference Centre recognises it has a responsibility to achieve environmental best practice and continuously improve its business activities to protect the natural environment by carefully managing energy and minimising waste whilst maintaining its reputation as an internationally renowned and welcoming conference venue. Our aims and objectives are fully aligned with the targets for Sustainable Operations on the Government Estate and the Carbon Trust Management Programme.

The Key Objectives are:

Energy	To optimise the efficiency of energy consumption.
Water	To minimise consumption and eliminate waste.
Wood	To avoid the purchase of office furniture and other products which contain wood from non-sustainable source.
Paper	To keep the use of paper to the minimum required; to extend the practice of recycling paper where possible; and to specify the purchase of recycled paper products where practicable.
Transport	To use public transport wherever practicable.
Other	To make efficient use of all resources and ensure that contractors Products use environmentally friendly products wherever practicable; and to ensure the recycling of other waste such as toner cartridges.

Security

General security patrol will be provided by The Queen Elizabeth II Centre personnel, but they will not be responsible for exhibitors' equipment/ material if lost or damaged.

The client is not permitted to provide its own uniformed Guard service without obtaining agreement from the Centre in writing. Clients are advised that the Centre does not accept responsibility for any loss of property. Lockable rooms are available at the Centre, and we advise clients to contact their Event Manager to arrange this facility.

Smoking and Litter

Smoking is not permitted within the Centre or its environs and clients are asked to help us prevent litter.

Works of Art

Works of art must not be removed or disturbed; if required this will be undertaken by the Centre's staff. Any accidental damage must be notified immediately.