



Xplore! Venue hire booking terms and conditions

All venue hire bookings made with Xplore! are bound by the following terms and conditions, irrespective of whether they are for partial or full day hire or bookings for any number of rooms and flexible spaces (here after referred to as bookings).

Please read the following paragraphs carefully.

Deposits

All bookings are subject to a minimum £50 non-refundable deposit to be paid when the booking is made. This can be done over the phone or an invoice can be sent if a purchase order number is provided in advance. Bookings are not secured or confirmed until the deposit is paid.

Rates of deposit are as follows:

- £50 for bookings of one room
- £75 for bookings of two rooms
- £100 for bookings of 3 rooms or more

Catering

Bookings that include a catering option must confirm catering and dietary requirements no later than 7 working days prior to the booking date. After this, changes to requirements are subject to supplier availability and cannot be guaranteed. Suppliers are able to cater for food/product intolerances but cannot guarantee food safe for allergies.

Cancellations

If you wish to cancel your booking 4 weeks or more in advance of your scheduled date, there will be no cancellation charge.

If you wish to cancel your booking between 2 and 4 weeks in advance of your scheduled date, then a cancellation charge of 50% of the full charge will apply.

If you wish to cancel less than 2 weeks in advance of your scheduled date the full charge for your booking will apply

Please refer to your booking confirmation for the full charge for your booking.

These charges are applied because it is extremely difficult for Xplore! to obtain another booking at such short notice, and to cover the cost of any resources and staffing Xplore! will have allocated for the event.

In the event that local or national restrictions relating to Covid-19 prevent a booking from taking place, the booking can be rescheduled to a future date at no additional charge. Rescheduling is dependent on availability and is permitted a maximum of two



times per booking. Any additional changes to a booking will be made at the discretion of the Centre Manager.

Rescheduling

If you wish to change the date of your booking, it must be done with at least 4 weeks' notice, otherwise the above cancellation fees will apply. A booking can be rescheduled a maximum of two times subject to availability; any further rescheduling will be subject to the full charge of the initial booking, plus the cost of the new booking.

Failure to attend

If you have made a booking with Xplore! and do not attend on the agreed date and time, then the full charge of the booking will apply.

Exclusions

The cancellation fee will not apply if Xplore! deems any of the following situations to have caused or contributed to the cancellation of your booking:

1. Exceptional circumstances where Xplore! is no longer able to fulfil the booking as agreed.
2. Adverse weather conditions (this is applied at the discretion of Xplore!).
3. Other unforeseen circumstances (this is applied at the discretion of Xplore!).

Last Minute Booking Alterations

If for any reason you need to make last minute alterations, please discuss this with our team at the earliest possible opportunity. Although we will do our best to accommodate last minute alterations, it may not always be possible and changes are subject to other bookings, staff availability and other factors.