



## **MEETING ROOM TERMS AND CONDITIONS**

In these terms and conditions, the “Venue” means the Milton Hall meeting room(s) to which the booking applies, and the “Booker” means the person, organisation, or company responsible for booking the event.

### **For External Bookings:**

- Payment for the meeting is due immediately via the online booking payment portal.
- Payment must be made in full to secure the booking. If any additional charges are incurred during your meeting, we'll contact you with a final invoice.
- The Venue is open from 8.30am to 5.00pm Monday to Friday. Access to the Venue outside of these hours is not guaranteed, must be pre-arranged, and will incur an additional charge of £30+VAT per hour. A separate invoice will be sent to the Booker which will be due immediately upon receipt.
- Any invoices remaining unpaid on the day of the booking will incur a late payment charge of £10, and payment must be made by card at Reception on arrival at the Venue to allow access to the meeting room.
- The Venue will allow customers to bring their own food or beverages into the meeting rooms and will charge £5 + vat per person as a BYO fee for this service. If this has not been agreed and billed in advance, this charge will be due on the day of the booking and should be paid by card at Reception on the day of the booking.

### **For Internal Bookings:**

- Payment for the meeting will be added to the monthly invoice.
- The Venue is staffed from 8.30am to 5.00pm Monday to Friday. Staffing for the Venue outside of these hours is not guaranteed, must be pre-arranged, and will incur an additional charge of £30+VAT per hour which will be added to the monthly invoice.

### **For All Bookings:**

- The Venue cannot be held responsible for any disruption to meetings caused by fire alarms, evacuation, or events beyond their control.
- Smoking is not permitted in any part of the building or in the grounds, except for in the designated smoking area. Please ask at Reception for its location.

- The Booker will be responsible for and will indemnify the Venue against all costs, loss, damage (including damage incurred through the use of adhesive on walls), or injury sustained due to the act, neglect or default of the Booker or of any person for whom the Booker is responsible.
- The Venue regrets that they cannot be held liable for any loss, damage or theft of any personal equipment, vehicles or belongings.
- Any food order must be placed a minimum of 48 working hours prior to the meeting room booking. No food orders are confirmed until the Booker has received email confirmation from Reception, and a separate invoice will be sent to the Booker.
- **Cancellations:**  
We reserve the right to charge the following cancellation fees:
  - o Up to 3 working days prior to booking date - 50% charge.
  - o 24 hours (working days) – 100% charge
- Confirmed food orders cancelled within 48 working hours of the meeting date will be charged in full.
- Any food trays that are provided by the Caterers must be left in the room at the end of the meeting. Trays that are taken away will be charged at £5 + VAT per unit.
- Where possible, the customer will be allowed access to their allocated meeting room 15 minutes prior to the booked time, subject to availability. Should the Booker require earlier access, it must be pre-arranged and will be subject to an additional charge.
- The Venue reserves the right to charge for any extra time incurred in the meeting room outside of the booked hours.
- The Venue requires the Booker and all users of the building to adhere to Milton Hall's Code of Conduct (see below).
- The Venue does not allow filming or photography in communal areas, meeting rooms, or offices without prior consent from the Venue. The Venue reserves the right to request for any content created by or on behalf of the Booker without the Venue's consent to be deleted and/or removed from third party platforms.

Milton Hall Cambridge Limited,  
Registered Office: Milton Hall, Ely Road, Milton, Cambridge, CB24 6WZ  
Tel: 01223 828282

[www.miltonhallcambridge.com](http://www.miltonhallcambridge.com)

Company Number 08567847 VAT number 177731185



## **MILTON HALL'S CODE OF CONDUCT**

At Milton Hall, we are committed to providing a safe and respectful work environment for the people we work with, from our customers and suppliers to our employees.

To ensure everyone's wellbeing, our code of conduct outlines acceptable behaviours in the workplace and the consequences of violating these standards.

The scope of these guidelines applies to all interactions between suppliers, customers, their visitors to our premises, and employees, both in-person and through digital channels (emails, social media, etc.).

We ask that everyone adheres to the following guidelines:

1. **Respectful interaction:** Treat all Milton Hall team members, visitors and other customers with respect. Any form of harassment, including sexual harassment or unwanted behaviour will not be tolerated.
2. **Abusive behaviour:** Use of abusive, offensive, intimidating, insulting, threatening, or discriminatory language or actions is strictly prohibited.
3. **Compliance with policies:** Follow all company policies and procedures as communicated by our team members.
4. **Reporting concerns:** If you witness or experience any form of harassment or inappropriate behaviour, please report it to our management immediately by emailing [Reception@miltonhallcambridge.com](mailto:Reception@miltonhallcambridge.com).

### Our expectations of our customers and suppliers

- **Awareness:** Ensure this code of conduct is communicated to all employees and visitors of your business.
- **Refresher updates:** Ensure, on at least an annual basis, to remind all your employees of the expected behaviour and the importance of maintaining a safe and respectful environment for everyone.

### Consequences for violations

Violations of this code may result in immediate action, including but not limited to:

- Verbal warnings
- Refusal of service
- Permanent ban from Milton Hall premises
- Reporting to the appropriate authorities



Thank you for helping us maintain a safe and welcoming environment for everyone.

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