CAMBRIDGE UNIVERSITY BOATHOUSE LIMITED

BOOKING POLICY

DEFINITIONS

In this Booking Policy:

 “CUBL” means Cambridge University Boathouse Limited, the owner of CUBL and the company with which the booking agreement is made.

"Booking" means a booking for a hire of CUBL Room(s).

"Hire Fee" means the total fee for the selected room(s) as stated in your booking.

"Hire Period" means the period of time for which you wish to hire the selected room(s) as stated in the written confirmation of the Booking.

"Selected Room (s)" means the room(s) specified by you in a Booking. "Website" means The CUBL Events website at: [www.cambridgerowingevents.com](http://www.cambridgerowingevents.com)

"Written" or "in writing" refers to email, written letters are not accepted by CUBL.

"You" means the person who makes a Booking.

1. BOOKING AND PAYMENT
	1. You may make a Booking by either contacting a member of the CUBL Events Team by the phone number detailed on the website or via email at info@cambridgerowingevents or via our booking page on the website.
	2. You may not make a booking at CUBL within 14 days of the required date. At least 14 day’s notice is required for a booking.
	3. In order to secure the booking you must pay a deposit of 30% of the total hire fee (including any catering if added at time of booking) AND the agreed security deposit which is returnable only after inspection of the building post event if no costs have been incurred.
	4. In order to secure the booking you must have
		1. Signed and returned electronically the ‘CUBL Booking Form’ **OR** completed a booking via our website ‘Make a Booking Page’ **AND** signed and returned electronically ‘Conditions of Hire of CUBL’ Agreement. The relevant documents will be emailed to you within 7 days or making the booking or enquiry
		2. Paid 30% of the hire fee (including any catering booked online) via bank transfer or booking online PLUS agreed refundable security deposit (details will be send within 7 days of making the booking or enquiry).
	5. The remaining hire Fee is payable by 28 days before the booking date
	6. CUBL reserves the right to cancel your Booking at any time and retain the deposit if the balance is not received by the due date.
	7. CUBL will issue you with a confirmation of your booking once the deposit and documents details in 1.4 are received.
	8. CUBL may at any time before the confirmation is issued, accept bookings from other customers for the boathouse
	9. If the selected room for hire is unavailable for your selected date or time period and CUBL is unable to accept the Booking for this or any other reason, CUBL will return all money received from you in full.
	10. The time slot stated is the time you will have exclusive use of the room hire selected. If you require earlier access there may be an additional fee and there may be other users of the building present.
2. METHODS OF PAYMENT
	1. You may pay by online via our website, via payment link by credit/debit card or via bank transfer.
	2. CUBL does not accept payment by cheque
3. CANCELLATION
	1. If You cancel the accepted/confirmed Booking for any reason, You must notify CUBL via email to info@cambridgerowingevents.com
	2. A cancellation charge is payable depending on the number of days (or part thereof) before the selected hire start date that the notice of cancellation is received. The amount payable is set out below, where 'number of days' refers to the number of days of notice given at cancellation prior to the hire start date, and the 'Cancellation Charge' refers to the percentage of the hire charge of the selected room(s).

|  |  |
| --- | --- |
| **Number of Days** | **Charge**  |
| 1-14 | 100% |
| 15-28 | 75% |
| 29 - 56  | 50% |
| 57 days or more  | Deposit |

3.3. If the selected room(s) which you have booked and which have been accepted becomes unavailable or unusable for any reason prior to the hire period, CUBL will use reasonable endeavours to find a suitable alternative property. If an alternative property is unavailable, you will be reimbursed any sums received from you in respect of the contract.

1. CHANGES OF HIRE PERIOD

CUBL will endeavour, but is under no obligation, to consider a request from you to change the hire Period after it has been confirmed and accepted. Such a request will only be accepted if the selected room (s) is available for the new hire period requested and either the rate is the same as the original hire period or you agree to pay the difference in hire rate by online bank transfer or via payment link through our website.