

Booking Terms and Conditions

Conference



Family



Meeting



- Hirers and users are expected to show respect for our premises and staff, as well as the various groups who use them. Young children are also present on our premises
- Please make sure you have carried out an appropriate risk assessment for your booking requirements including Health & Safety and Fire Procedures.
- We kindly ask all hirers to tidy up the rooms after use and to respect our resources by ensuring that toys and activities are replaced in their designated boxes. This helps us maintain a welcoming environment for everyone.
- Please note that if the rooms require extra cleaning or if resources are not tidied away properly, an additional charge of £15 will be applied to cover the staff costs of restoring the rooms for the next group.
- First Steps (Bath) accepts no liability for loss or damage to any property that is brought on to any of our sites.
- Time for setting up and clearing away must be allocated for within the allowed booking and rooms must be vacated by the stated finish time

Payments

- Payments should be made in advance, by cash, bank transfer, a cheque made payable to First Steps (Bath), or by card; either in person, or over the phone unless payment terms have been agreed.

Damages and Loss

- Any damage to or loss of First Steps (Bath) property will be charged accordingly to the hirer.



Booking Cancellations

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Meeting



- If a cancellation is confirmed at least 2 working weeks before the scheduled event date, no cancellation charge will be incurred and payment will be returned. However, if a cancellation is confirmed with less than 2 weeks' notice a £25 administrative fee will be charged or the full room hire cost, whichever is the lower.
- If a booking is cancelled due to First Steps (Bath) not being able to accommodate changes that a client has made, payment for the booking will be returned, but a £25 administrative fee will be charged.
- Any charges First Steps (Bath) incur due to the cancellation of a booking will be charged to the hirer (this includes refreshment & staff charges).

