

## Meetings Assurance



### Enquiries made easy

- Our flexible and experienced team are here to help you either on the phone, in person or on line
- Conference prices and meeting rooms to suit your budgets and needs
- No hidden Extras - all prices up front with any amendments on the day quoted for at the time
- Guaranteed meeting proposal with you in 2 hours electronically or via post within 2 days if you prefer, both followed up with a call to discuss your event (Working hours Monday to Friday 9-5pm, Ex UK Bank Holidays)
- We want your business and so can guarantee to price match any enquiry subject to availability (T&C apply)

### Making your meeting a success

- A dedicated member of staff on the day, who will greet you on arrival and run through your meeting requirements
- Your meeting room will be ready at least 30 minutes prior to the start, with all audio equipment, heating, lighting and air -conditioning in perfect working order
- Freshly prepared food and drink delivered on time and to your specification
- Any course material delivered to the hotel will be ready and waiting for you in the meeting room, any messages throughout the day will be delivered to you within ten minutes of receiving
- Free internet access in both the meeting rooms and bedrooms
- Fresh fruit, water and sweeties in the meeting room
- Complimentary flip charts, pads and pens (1 per meeting room)

### Our service delivery

- If you choose to we can offer a full de brief after your event followed by a call within 3 days
- We will send your bill no later than 5 days after your event, with any extra services already authorised by you
- If for any reason your event does not reach our service delivery assurance, please notify us immediately, if we fail to rectify the situation to your satisfaction we will deduct 25% off your total invoice