

2010 Tariff (all prices are exclusive of VAT)

DAY DELEGATE RATE

Wimbledon Building **£67.00**
Twickenham Building **£71.00**

includes

- Use of a meeting room
- Inclusive equipment
- 3 servings of tea, coffee and biscuits served in the Wimbledon Room
- Hot and cold buffet lunch

24-HOUR DELEGATE RATE

Wimbledon Building **£181.00**
Twickenham Building **£185.00**

includes

- Use of a meeting room
- Inclusive equipment
- 3 servings of tea, coffee and biscuits served in the Wimbledon Room
- Hot and cold buffet lunch
- Dinner in the Thames View Restaurant
- Bed and Breakfast (Standard single room)
- Use of leisure facilities

BREAKOUT ROOM HIRE

Wimbledon Building **£81.50**
Twickenham Building **£85.00**

includes

- flipchart and write-on board

Walk-in Office Rate **£23.50 per hour**

For small, brief meetings or office work in a relaxed environment; includes tea and coffee, broadband internet access and speaker-phone (call costs extra).

We are able to supply video conferencing and other essential equipment. Please contact for costs and availability.

Partners are welcome to stay overnight (sharing a delegate's room), enjoy use of the leisure facilities and full English breakfast for a supplement of £23.50 per night. Also delegates are welcome to book additional nights at preferential rates before or after an event.

*Please telephone for a quotation that is exactly tailored to your needs.
Offer rates are available throughout the year.*

General Information

Free Shuttle Service

The shuttle service between Teddington Station and Lensbury Conference Centre runs 07:00–09:30 hrs and 16:00–19:00 hrs Monday to Friday. Pick up points are the non-ticket office side of Teddington Station and outside Lensbury Conference Centre.

Conference Reception

Open Monday to Friday 07:00–18:30 hrs, offering assistance with taxis, car hire and travel arrangements and a contact point for telephone/fax messages, etc.

Technical Support

Available Monday to Friday 07:00–07:00 hrs (weekends on request).

Wi-fi

Free wireless broadband is available throughout Lensbury.

Photocopying

Black and white and colour copiers are provided for your use at reasonable rates.

Telephones

All meeting rooms have telephone connections. Telephones can be provided on request.

Special requirements

If you, or any of your delegates, have any special requirements, i.e. hearing or visual difficulties, require wheelchair access or have any other special needs, please let us know in advance.

Mealtimes

| | | |
|-----------|-----------------------------|-------------------|
| Breakfast | Monday – Friday | 07:00 – 09:30 hrs |
| | Saturday & Sunday | 08:00 – 10:00 hrs |
| Luncheon | Monday – Friday | 12:00 – 14:00 hrs |
| Dinner | Monday – Thursday. | 19:00 – 21:00 hrs |

Leisure Facilities

Most leisure facilities are free of charge to residents. Non-residents may purchase a day pass for £12.

The Lockside

| | |
|--------------------------------------------|-------------------|
| Swimming Pool*, Gym and Exercise Studios | |
| Monday – Thursday | 06:30 – 22:00 hrs |
| Friday | 06:30 – 21:00 hrs |
| Saturday, Sunday & Bank Holidays | 07:30 – 20:00 hrs |

*The pool is occasionally closed for lessons

Cancellation Policy

Cancellation / Attendance Reduction by the Client

In the event of the Client cancelling a confirmed booking, the Client will be liable to pay the following cancellation charges.

| Cancellation notification received by Lensbury | Cancellation Charges |
|-------------------------------------------------------|-----------------------------------------------|
| More than 60 days before conference start date | Nil |
| Between 30 and 60 days before conference start date | 50% of Conference's total projected revenue* |
| Less than 30 days before conference start date | 100% of Conference's total projected revenue* |

**Conference's total projected revenue includes full board, meeting room and syndicate room costs.*

Lensbury will use its reasonable endeavours to resell the cancelled booking. If successfully resold, Lensbury will reduce the cancellation charge pro-rata.

In the event of the Client reducing the number of delegates/guests confirmed, the Client will be liable to pay the following attendance reduction charges.

| Attendance reduction notification received by Lensbury | Cancellation Charges |
|---------------------------------------------------------------|------------------------------|
| More than 60 days before conference start date | Nil |
| Between 30 and 60 days before conference start date | 50% of quoted delegate rate |
| Less than 30 days before conference start date | 100% of quoted delegate rate |

A reduction of 10% or less of the total number of delegates/guests confirmed 14 days or more before the Conference start date will not incur an attendance reduction charge. However, if the reduction in delegate/guest numbers is greater than 10% or the reduction is within 14 days of the Conference start date, the attendance reduction fee will apply as above.

All cancellations or changes in delegate guest numbers must be notified in writing to Lensbury.

Cancellation by Lensbury

Lensbury reserves the right to immediately cancel the Client's booking on the service of written notice if it requires the premises for emergency use. Lensbury shall have sole discretion for determining emergency use. In the event of an emergency, Lensbury shall use reasonable effort to offer alternative on-site facilities for events in progress and forthcoming events. Should this not be possible, Lensbury will pay compensation as set down in our Terms and Conditions.

Lensbury may, at its sole discretion, immediately cancel any booking on service of written notice without incurring any liability if:

- the booking may prejudice the reputation of Lensbury
- an event for which a booking is made is unlikely to be conducted or organised in a proper or suitable manner
- Lensbury receives evidence of any adverse alternation to the Client's financial situation
- the Client is in arrears of payments due to Lensbury
- any delegates/guests attending the Conference behave in any way considered detrimental, offensive or contrary to normal expected standards of behaviour
- an event of force majeure occurs.