



Hospital Caterers Association Leadership & Development Forum 2019

Booking Terms & Conditions

1. Each Delegate must complete a Registration Form (photocopied Registration Forms will be accepted if signed by the Delegate attending).
2. Once Dewberry Redpoint Ltd is in receipt of your completed Registration Form you will receive a confirmation of booking. This will outline the final details including price, and is your assurance that the booking is exactly as requested.
3. The Supplier Registration Fee applies to individual trading Companies regardless of whether this forms part of a larger organisation. All queries relating to the Supplier Registration Fee must be addressed to Peter Jones, the HCA Forum Secretary, and sent via email to hcaforum@dewberryredpoint.co.uk
4. Cancellation up to 20 February 2019 carries a 20 per cent cancellation fee. From this date until 11 March 2019 a 50 per cent cancellation fee, thereafter cancellation and 'non-attendance' at the Forum carries a 100 per cent cancellation fee. However, substitutions are accepted if received no later than 25 March 2019, in writing.
5. The Hospital Caterers Association (HCA) and Dewberry Redpoint Ltd will not be held responsible if for any reason outside their control should the Forum not be able to commence or be curtailed early.
6. All Delegates must register at the Forum Registration Desk on arrival at Celtic Manor Resort. Details of registration times will be available on the HCA website and confirmed in the correspondence to Delegates before the Forum commencement date.
7. The HCA and Dewberry Redpoint Ltd will use their best endeavours to arrange any special dietary or medical requests for any Delegate or accompanying persons if these requirements are advised to Dewberry Redpoint Ltd at the time of booking.
8. All cheques to be made payable to **Hospital Caterers Association Forum** and crossed A/C Payee. All cheques must be drawn on a United Kingdom Bank in pounds sterling. Payment can also be made by BACS transfer to HSBC Bank, Sort code: 40-35-18, Account number: 34886607.
9. The HCA and Dewberry Redpoint Ltd will not be held responsible for any loss of or damage to personal items of any Delegate or accompanying person or any injury caused to a Delegate or accompanying person during or in connection with the Forum.
10. If at any time a non-member replaces a Member of the HCA, the additional fees will be charged.
11. Accommodation at the Hotels is subject to availability. The Hospital Caterers Association and Dewberry Redpoint Ltd will not be held responsible for any Delegate not being able to reserve a room at the Hotel of their choice. All reservations must be made direct with Dewberry Redpoint Ltd.
12. Each Delegate reserving accommodation is responsible for settling their own 'extras', i.e. telephone calls, bar charges, additional meals, newspapers and other personal expenses directly with the Hotels prior to leaving.