

**TERMS AND CONDITIONS  
FOR THE USE OF  
EUROPE HOUSE**



**EUROPE  
HOUSE**

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# TERMS AND CONDITIONS

## FOR THE USE OF EUROPE HOUSE



### 1. Introduction

Europe House (EH) occasionally accepts advance bookings for events related to the European Union from non-profit bodies whose purpose is to advance debate on the EU, its policies, law-making or spending. EH is managed by the European Parliament Information Office ("The EPIO") and the Representation of the European Commission in the UK ("The Representation").

Bookings for events in EH are accepted on the understanding that the organiser, as named on the booking form, accepts the EH terms and conditions, attends, and is fully responsible for the event.

**Following the UK government's announcement of a referendum on whether the UK should remain a member of the EU, the EPIO and Representation reserve the right to cancel any bookings of a campaigning nature. In accordance with the provisions of the Referendum Act, directly it becomes law, we likewise reserve the right to further restrict bookings during the 4 weeks before the referendum without advance notice.**

### 2. Europe House location and contact details

Europe House  
32 Smith Square  
London SW1P 3EU

[comm-lon-reception@ec.europa.eu](mailto:comm-lon-reception@ec.europa.eu)

Phone numbers: 020 7973 1992, 020 7227 4300

### 3. Opening Hours

Use of EH conference facilities is permitted during working days between 09:00 and 19:30.

In exceptional and duly justified cases, it is possible to book a room outside these hours; however a charge for extra security and reception staff will be applied.

### 4. Booking

The booking form is available on the [website of the Representation](#).

The EH terms and conditions must be accepted.

Requests on behalf of organizations must be lodged by an authorized person.

Requests will be assessed by the EH events team, whose decision will be based on room availability and suitability of the proposed event.

If approved, preliminary confirmation will be sent to the applicant.

Once this is received, the applicant must send written acknowledgement of receipt within a week. Only then will the booking be confirmed.

EH reserves the right to change allocated rooms at our absolute discretion.

#### **5. Cost**

The use of the rooms at EH is free of charge during opening hours.

For events booked outside opening hours, a charge for extra security and reception staff will be applied and the applicant must explicitly acknowledge that such cost are at their expense and satisfy EH that the relevant written contracts to that effect are or will be in place.

All events organized in EH must be free of charge for the participants. The organizers may *under no circumstances* charge attendance fees. Organizers may, however, charge a modest sum to cover catering costs or other administrative expenses. In such cases, organizers must inform EH of their intention in advance.

#### **6. Cancellation**

Confirmed bookings must be cancelled at least 48 hours prior to the event, in order to avoid restrictions being placed on future bookings. Otherwise, organisers will be charged with cleaning and reception costs, where applicable.

EH reserves the right to cancel confirmed bookings if:

- the subject of the event contravenes European Commission and European Parliament policy on non-discrimination, decency, human rights and/or accessibility.
- the venue is in exceptional circumstances required for another, high-priority event at short notice. The applicant accepts this risk.

#### **7. Promotion of the event**

A copy of all promotional literature, including invitations/flyers, is to be sent to EH prior to the event.

#### **8. Event**

Events must not exceed the advertised seating capacity of the room.

The organiser is wholly responsible of the event and its logistics (invitations, attendance list, registration, presentations, names plates, badges, etc.).

The organiser must also accept full responsibility for making good any damage caused to the premises, furniture, equipment or other property of EH where such damage has been caused by the event participants, their organisers, their agents/servants or contractors.

EH is not responsible for any loss or damage to any property arising out of the holding of a function or any injury which may be incurred by, or be done or happen to, any person during the course of the event.

#### **9. Recording of events**

EH allows the recording of events if desired by the organiser. In such cases, participants must be informed and agree to be filmed.

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EH may offer video-streaming facilities. Please check with the events team. Any associated costs must be borne by the organiser.

### 10. General event arrangements

#### a. Room set-up

Prior to the event, the organiser must confirm to the EH events team the room set-up, the number of participants and any other required equipment as indicated in the booking form.

The final list of participants must be emailed 24 hours before the event to [communication-reception@ec.europa.eu](mailto:communication-reception@ec.europa.eu).

It is ADVISABLE to make all necessary arrangements as soon as possible to ensure your meeting runs smoothly.

#### b. Arriving at the meeting room

You must arrive at least 30 minutes before the start time (earlier depending on the type of event). If you arrive and find the meeting room is in an unsatisfactory condition, please contact the Reception desk immediately.

#### c. Catering arrangements

Catering is not provided by EH.

If tea/coffee and any additional catering is required, it is the responsibility of the organiser to order directly from external suppliers. The name of the suppliers and the time of delivery must be communicated promptly to EH events team.

Times for delivery and pick-up of refreshments/crockery are to be arranged with the EH events team.

#### d. Kitchen

There is a communal kitchen on the same floor as the meeting rooms, on the right-hand side.

Please treat this with respect and leave this room clean and tidy. Any cleaning charges incurred as a result of catering for an external event will be charged to the organiser. EH does not provide crockery (spoons, cups, plates): it is the organiser's responsibility to bring them.

#### e. Cloakroom

An unattended cloakroom is available on site.

The organisers are free to provide external attendants of their own choice, should they prefer it manned. Items are left at the owners' risk.

### f. Technical equipment

Printing, copying, faxing and scan-to-email facilities are not available on site.

- If you are using your own electrical equipment in EH, please check that it has been tested to ensure its electrical integrity and that any trailing wires are suitably hazard-marked.
- Audio-visual equipment may under no circumstances be moved from the room. If equipment is faulty, damaged, or missing please advise the EH events team.
- Only EH staff members are permitted to change the settings of the equipment made available by EH (laptops, projectors, PA or the air-conditioning system).

Should the organisers/participants contravene the above instructions, the organisation will be deemed responsible for meeting the cost of any repair or replacement of EH property that arises from misuse, carelessness or neglect by any of its delegates.

### g. Walls

It is prohibited to use any adhesive materials, pins or nails on hard surface walls.

Flipchart sheets - only Blu tack (or equivalent) may be used to stick paper on the wooden doors and partition walls. All other adhesive materials, pins or nails are prohibited.

No advertising board or any other advertising device may be placed or pasted on or near permanent walls or fixtures of the premises either inside or outside.

### h. Changes to arrangements

Any changes to event arrangements must be made in writing via email to [comm-lon-reception@ec.europa.eu](mailto:comm-lon-reception@ec.europa.eu)

### i. Leaving the premises

It is **imperative** that the event finish at the specified time and at the latest by 19:30 hours. If you wish to continue after this time please make sure that arrangements for extra security and reception staff have been made (see point 5 above). This can be arranged at the time of booking. If you fail to do so you may be asked to leave the premises.

Please ensure that you have left the meeting room in a satisfactory state:

- Remove all promotional and directional signage from surfaces.
- Remove all personal items from the meeting room. Any lost property should be handed in to the security control room (located at the entrance/exit). Please note that EH will not take responsibility for any items left unattended after you have left the premises.
- Dispose of any rubbish in the appropriate place. This includes hand-outs, food and drink waste and packaging, disposable plates and cutlery, etc.

## 11. INSTRUCTIONS IN CASE OF EMERGENCY

- Before the meeting starts please ask a member of staff to show you the fire exits and ensure that your group is aware of the evacuation route. Fire exits from the meeting room must be kept clear and visible at all times. Please convey these requirements to any suppliers attending your event (e.g. caterers)
- In the event of an emergency other than fire, please follow instructions from the EH security staff.

### **If the fire alarm sounds**

- Do not use the lift.
- Ensure that everyone in your group leaves the building immediately via the nearest exit point.
- All meeting participants should gather on the opposite side of Smith Square, outside Lloyds Bank, well away from our premises. Please make sure that everyone in your group is accounted for at the assembly point.

**The organiser should make every effort to ensure the safety of their group, particularly in the event of any emergency.**

### **Medical emergencies**

Contact Security (extension 1988) and/or the Reception Desk, which is situated near the Exhibition entrance (extension 0).