



Solve-IT
Unit 2, Addlepool Business Centre
Clyst St. George
Exeter
Devon
EX3 0NR

Tel: +44 (0)1932 875757
Email: info@solve.uk.com

Video Conferencing and Room Booking

Terms and Conditions

1. Booking rates are calculated as below:

Day	Time Period (GMT)	Rate
Monday to Friday	09:00-17:00	Standard
Monday to Friday	06:00-09:00	Extended
Monday to Friday	17:00-22:00	Extended
Monday to Friday	22:00-06:00	Unsociable
Weekends	All periods	Unsociable
Public Holidays	All periods	Unsociable

2. Solve-IT will make all reasonable effort to carry out a free test call where possible.
3. The minimum booking length is one hour.
4. After the first hour, bookings are calculated in increments of 15 minutes.
5. Any bookings that overrun are subject to charge in increments of 15 minutes, e.g. if a 2 hour booking overruns by 10 minutes, the final charge will be 2 hours and 15 minutes.
6. All additional charges identified by Solve-IT within 24 hours of the booking, will be communicated to the client and charged accordingly.
7. The room will be clean and well presented.
8. Basic refreshments will be provided (water, tea and coffee).
9. Free WiFi access will be available, and credentials provided to delegates upon request.
10. If a booking has to be cancelled, Solve-IT must be notified in writing via email to: info@solve.uk.com. The client will be held liable for some, or all, of the booking fee as below.

N.B. These notice periods are based on the UK time zone and are in relation to the start time of the booking. Saturdays and Sundays are excluded from this notice period calculation.

Notice Period	Charge
More than 48 hours' notice	No charge
24 hours – 48 hours' notice	50% of room hire
Less than 24 hours' notice	100% room hire