

Room Booking, Cancellation and Payment Policy

Room Booking Enquiries

Enquiries should be made to our Operations Coordinator via telephone or email:

contact@qualityvenues.co.uk

0121 424 3513

Information about our facilities may also be obtained via our website

(<http://www.qualityvenues.co.uk>) which also has links to our onsite caterers and their extensive range of menus to meet the dietary needs of our diverse client base.

Provisional Bookings

Room bookings will be classed as provisional until written confirmation has been received via email (address above). The Education Centre reserves the right to release provisional room bookings, before doing so we will make every effort to establish whether the provisional booking is to be confirmed.

Confirmation of Bookings

Room bookings must be confirmed via email (address above) to secure the booking. The Education Centre will confirm via emailed reply, all details and prices regarding the event.

Catering requirements should be booked directly with our onsite contract caterers:

Heartlands: PW Catering Ltd – 0121 773 6177

Solihull: Seasons Restaurant – 0121 424 4428

Good Hope: Hospital Catering – 0121 374 2752

Solihull: Cheques payable to 'Heart of England NHS Foundation Trust'

Good Hope: Cheques payable to 'Heart of England NHS Foundation Trust'

Sponsors

The Education Centre's charge all sponsors £60 (+ vat in the case of Heartlands) which helps to cover our costs and enables us to maintain and upgrade our facilities. This charge applies to all sponsors, whether or not they choose to set-up an exhibition stand in our lounges or meeting rooms.

The Solihull and Good Hope Education Centre charge all sponsors £60 whether or not they choose to set-up an exhibition stand in our lounges or meeting rooms.