



Terms and Conditions of use.

Last updated: 17/12/2018

Please read these Terms and Conditions carefully before using the www.arasroombookings.ie operated by Student Facilities and Services (UCC) DAC. Your access to and use of the Service is conditioned on your acceptance of and compliance with these Terms. These Terms apply to all visitors, users and others who access or use the Service.

By accessing or using the Service you agree to be bound by these Terms. If you disagree with any part of the terms then you may not access the Service.

Privacy

If you wish to book a room available through our Online Service you may be asked to supply certain information relevant to your booking including, without limitation, your contact details and billing address. All data supplied will be held and used only for the purpose of its use.

We fully respect your right to privacy, any personal information, which you volunteer to Student Facilities and Services (UCC) DAC will be treated with the highest standards of security and confidentiality.

This statement outlines how we protect and manage your personal data.

By using any of our products or services and/or by agreeing to this Statement, e.g. in the context of registering for any of our products or services, you understand and acknowledge that we will collect and use personal information as described in this Privacy Statement

To ensure that the personal information we hold on you is accurate and up-to-date, please inform us of any relevant change to your contact details.

Personal Information

As defined in the General Data Protection Regulations (herein after referred to as GDPR), personal information is “any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier”. It is information that identifies you as an individual or relates to an identifiable individual.

We may collect various personal information which you provided us with:

- Contact information, including: title, name, postal and email address and phone/mobile number.
- Meeting and event specifications.
- Transaction information, including payment and reservation information and booking details.
- Business information from our corporate customers, including job title, employer details (company name and business postal address) as well as booking type preferences.

When we collect and use data about you we use your personal information

- To provide our products and services to you and to perform our contract with you, we use your information in this case to make Bookings.
- We use your personal information to administer your booking. If the required personal data is not provided, we will not be able to administer your booking. When you make a reservation with us, we will send a booking confirmation by email. On occasion, we may get in touch with you by email or by phone with information related to your meeting or event. This is to respond and handle requests you have made or to assist you and provide you with other relevant information.
- We will always strive to protect your data and take our responsibilities as a Data Controller under the GDPR and the Data protection acts 1988-2018 very seriously. We aim always to adopt Best practice as regards controlling Data and to be fully compliant in respect to our processes and procedures.

General

- All requirements for the booking including Catering & A.V will be dealt with by the Operations Manager.
- Devere Hall Event Layouts must be confirmed a minimum of 1 week in advance of the event date to facilitate staffing requirements for set-ups.
- Áras na Mac Léinn strictly comply with all Health & Safety regulations. The Facility Services Manager has the final say in the positioning/location of all furniture/equipment (with respect to Health & Safety) for all events held in the building. Any unauthorised deviations may result in a cancellation of the event.
- Food or beverages other than those provided by Áras na Mac Léinn may not be consumed on the premises.
- Áras na Mac Léinn (i.e operations staff) have access to all rooms at all times.
- All properties are to be accounted for & left in the condition they were received. Organiser's personal property must be removed from the premises immediately after the event has ended.
- Áras na Mac Léinn is not responsible for any personal items, either lost, stolen or left on the premises.
- Furniture is not to be changed or moved except by special permission from Áras na Mac Léinn Management. Any materials required to be affixed to painted walls, doors, windows, floors and /or wood surfaces is prohibited. Damage occurring or loss of equipment during use will be charged to the group responsible for the booking.
- The management of Áras na Mac Léinn must approve all entertainment and the set-up location of equipment involved to comply with current Health & Safety regulations.
- Bar extensions can be arranged upon request at an additional charge to the customer and under the current Club Licensing laws. A minimum of 3 weeks' notice is needed to allow sufficient time to submit the extension application.
- We do not operate a service charge. Gratuities are at your own discretion. We believe that it is our customers right to reward service on its merit.
- UCC Student Groups can make Meeting Room Bookings for a max of 2 hours /week. This is to facilitate the fair usage of Meeting Rooms between all Registered Club, Societies and Organisations.

- Early morning Devere hall bookings may require extra set-up on the night before which may incur additional charges.
- All Devere Hall Bookings may require extra time for set-up and cleaning after the event and may incur additional charges.
- All prices quoted are exclusive of VAT. This will be charged accordingly on booking requirements.
- Guest Wi-Fi Passwords for Devere Hall and Meeting Room bookings must be requested 2 days prior to the Booking Date to ensure timely set-up by UCC IT.
- Conference phone requests must be submitted 2 days prior to the Booking date to ensure timely set-up by UCC Utilities Department.

Payment

- A provisional booking date may be held for a maximum of 30 days after which a deposit of €100 & confirmation in writing is required. The date will be released if confirmation is not given or the full deposit is not paid. Please note that deposits are non-refundable and are forfeited in the event of a cancellation.
- All UCC Departmental Groups must provide an authorised UCC Purchase Order Number when making a Booking. The booking will not be completed without the Purchase Order Number.
- All UCC Departmental Groups will be invoiced for all fees applicable to the booking after the event date and all fees must be paid with 30 days. Interest may be applied to payments made outside our credit terms.
- All Company/External/Non-UCC Groups must place a 50% deposit of the expected/agreed cost of their event in order to confirm their booking, with the remaining balance due to be paid within 1 week after the event date. Payments and deposits can be made by Bank Transfer or by Cash or Cheque.
- Authorised UCC Student Groups are not charged for the Hire of the Meeting Rooms. There is also no hire charge for the use of Devere Hall by Authorised Student Groups with the exception of charged events. Contact Aras Operations for full pricing details.

Catering

- Catering for Meeting Room bookings can be made online up to 3pm on the previous working day.
- Catering requirements for Devere Hall Events/Functions which include menu selections must be made directly with the Aras Operations team at arasoperations@ucc.ie no later than 1 week prior to the Event including dietary requirements. We cannot guarantee catering can be provided after this minimum order time due to staffing and menu availability.
- Final numbers for catering Functions must be confirmed 1 week prior to the event date to facilitate staffing and catering requirements. This **FINAL** figure will be the minimum number of meals for which the organisers guarantee payment. Additional meals will be served (if requested 48 hrs prior to function) if space and staff are available, but without guarantee or obligation by Student Facilities and Services (UCC) DAC to provide such extra meals. Any such meals will be charged at the quoted price.
- Minimum/Maximum numbers for catering are listed on each individual menu.

Cancellations

Cancellation of Meeting Rooms/Devere Hall bookings is to be made via confirmation email to arasoperations@ucc.ie. Failure to do so will result in the booking fee being charged as normal where applicable. Any deposit or booking fees that have already been processed are also non-refundable.

Notice

- External & Internal UCC Departmental Meeting Room Bookings & catering orders must be cancelled a minimum of 24 hrs prior to the booking date otherwise the full booking charge will apply.
- External & Internal UCC Departmental Devere Hall Bookings must be cancelled a minimum of 48 hours in advance of Event Date otherwise the full booking charge will apply.
- Student Group Meeting Room bookings must be cancelled a minimum of 12 hrs before the start of the meeting.
- Catering orders for Devere Hall Events/Functions must be cancelled no later than 1 week prior to the booking otherwise the full catering charge will apply.

