



The BizXchange

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Terms and Conditions

How to Book

There are three elements to your conference booking with **The BizXchange**.

- Room Hire For The BizXchange arranged rooms
- Call Charges ISDN charges for audio and visual link up
- Booking fee To cover administration costs and testing of sites prior to your conference

After initial availability of your preferred time and date has been checked, please fax back supplied booking form. We will then confirm back in writing all the conference details, including time, date, address of rooms, site contact and ISDN numbers.

Booking Fees

Domestic Booking Fee -£30 per meeting (UK meetings only)

Standard Booking Fee - £50 per meeting

Multi-site Booking Fee - £70 per meeting

After the confirmation paperwork has been issued, the conference details (date and time) may be changed once without charge, thereafter £25 per amendment.

Testing Policy

The BizXchange strongly urges the necessity for a test call before each conference. If the conference involves a private site (non **The BizXchange** source room), the onus is on the private site to arrange a mutually convenient time. Should a test take place and the conference fails due to technical difficulties or inadequate support of the private site full charges will apply.

Cancellation Policy

Notification period	Charges
Less than 24 hours	100% room rental + booking fee
48 – 24 hours	50% room rental + booking fee
48 + hours	booking fee only

The time scale of the notification period is based on receipt during The BizXchange office hours. (08.30 –18.00 UK)

Booking Conditions

- Minimum room hire period is 60 minutes. You will be charged for a minimum of time booked and in 15 minute increments if the meeting runs over.
- ISDN charges are billed as per bureau's telecom carrier. Every effort will be made to confirm prices before the conference starts.
- **The BizXchange** will not be held responsible for any problems caused by a lack of operator knowledge at the private site.
- **The BizXchange** will not be held responsible for any delays, postponements or cancellations of any videoconference due to unforeseen circumstances, including equipment failure.
- **The BizXchange** will not be held responsible for audio or video faults caused by:
 - Line faults in telecom carrier network or exchanges, or
 - Interference that may be caused by external environmental factors.
- Liability as a breach of conditions, including any consequential loss which the customer may sustain is limited to:
 - Supply of services again, or
 - Payment of the cost of having the services supplied again.
- Prices quoted exclusive of VAT. VAT will be added to EC invoices unless company VAT number is supplied. Invoices to non-EC countries are subject to zero-rated VAT.

Payment terms

- Payment by Visa, Mastercard, Switch (UK only) or American Express. Credit card details to be supplied in advance, payment will be collected on completion of the videoconference.
- Invoice accounts can be set up as agreed with the finance department – terms 30 days.
- All monies due are billed and collected in Sterling. Invoiced accounts may be specified in US Dollar, Pounds Sterling or Euros. Payments to be total cost of invoice - bank charges or currency exchange costs are the responsibility of the customer.