



Trading terms – Our trading terms are **7** days.

Cancellation fees (or change of date fees) -

We do not like to charge cancellation fees, however we are forced to charge them to stay in business. The cancellation (or date change, or postponement) of a confirmed booking is charged as follows:

Within 48 hours - 100%

Within 30 days - 75%

Please call for more details. All cancellations or changes are confirmed by us via email.

Accounts over 90 days –

In the event where your overdue account is referred to a collection agency and/or law firm, you will be liable for all costs which would be incurred as if the debt is collected in full, including legal demand costs. Overdue accounts will be subject to interest at the rate of 13% p.a., calculated for the period the account is due until the date it is paid.

Respondent privacy disclaimer -

When hiring our rooms and using our recording facilities and/or webcasting equipment the hirer is solely responsible for the information they receive and/or transmit. We have no ownership of the information or knowledge of the contents or involvement in the creation of the information. If any privacy issues exist as to the use of the information they are solely the responsibility of the hirer.

Online focus group/IDI privacy -

If you run research sessions online it is **impossible** to ensure that they are not recorded and shared publicly by any of the participants. Screen recording easy to do and not possible to prevent. When running sessions online you accept this risk and understand that you must manage your participants and stakeholders accordingly.

Loss of or damage to hirer's or invitees property and/or confidential materials

Any items brought into our facilities, including valuables, audio visual equipment, and confidential documents are brought in at your own risk. We shall not be held responsible for the damage or loss of any property owned by the hirer or anyone connected to the hirer. Whether the items were left before, during or following the booking. We accept no responsibility for any confidential materials brought into our facilities, transmitted across our networks or left behind after a booking. We do not offer any secure document destruction services. We will not be liable for any direct or indirect, consequential or pure economic loss or any loss of profit, goodwill or opportunity (whether caused by the negligence of the City Group Rooms, its employees, contractor or agents or otherwise). The City Group Rooms total liability shall not exceed the value of the charges received by it under the terms of the booking.

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