

# The Riverside Conference Centre

*the perfect conference venue*



## Welcome

Thank you for your enquiry.

The Riverside Conference Centre has been successfully running conferences for the last 10 years and has built up an excellent reputation as the leading venue in the area.

## 5 Reasons to book your next conference at the Riverside

### Location

The Riverside Conference Centre is perfectly located in lovely riverside surroundings just 5 minutes from **London Luton Airport**, the **M1** and **Rail links**.

### Rooms

Our venue is very flexible. We have a sophisticated screening system that enables us to meet the needs of large conferences and exhibitions as well as small meetings. Added to this we have everything to meet your audio visual requirements.

### Service

We pride ourselves on high quality service and our top quality on site caterers can provide anything from breakfasts, buffets and luncheons to full silver service dinner. Our professional and experienced conference team are extremely dedicated in ensuring your day runs smoothly.

### Value for Money

Our prices are very competitive and we have a range of packages to suit all requirements and budgets.

### Facilities

Conference guests can use our superb leisure facilities including fitness studio, indoor and outdoor tennis, squash, badminton, football and more.

## Bookings or further information

Please do not hesitate in contacting us if you require further clarification or would like a tour of our facilities.

**Telephone: 01582 748225**

**or email: [info@riversideconferencecentre.co.uk](mailto:info@riversideconferencecentre.co.uk)**

*We received many compliments from our guests regarding the high quality and choice of food* Barclays Bank



## Rooms and Equipment

### Rooms

We have five purpose built conference rooms of varying sizes for 2-350 delegates.

Our sophisticated screening system gives us great flexibility in creating layouts of all sizes. We can offer theatre style, classroom, boardroom and horseshoe layouts. In fact, pretty much anything you might require.

All rooms are fully air-conditioned and our main hall benefits from natural lighting.

### Room Layouts and Capacities

Room	Style of Room Layout					
	Theatre	Cabaret	Board	U-Shape	Exhibitions	Reception
Oak	120	150	50	40	150	150
Willow	120	150	50	40	150	150
Oak & Willow Combined	350	300	100	80	350	350
Trophy	20	16	18	-	24	20
Acorn	-	-	10	-	10	-

### Equipment *(inclusive within the Delegate Package)*

All your audio/visual requirements are met with LCD data projectors, projector screens, amplifier and overhead projector. There is TV, video and DVD support available and all the usual features such as whiteboards and flipcharts. Wireless broadband connectivity is available throughout all our rooms giving our delegates instant access to emails and the outside world.



*“At the Riverside events not only feel good, they look good as well.”*

## Delegate Packages and Rates

### Bronze Delegate Rate £29.25

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Room Hire

Tea, Coffee and Biscuits on Arrival

Tea, Coffee and Biscuits Mid Morning

Quality Hot and Cold Buffet Lunch with Orange Juice and Water

Afternoon Tea, Coffee and Biscuits

OHP, Large Screen, Flip charts and Pens

Wireless Broadband connectivity

LCD Projector

### Silver Delegate Rate £33.35

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Room Hire

Tea, Coffee and Biscuits on Arrival

Tea, Coffee and Biscuits Mid Morning

2 Course Quality Hot and Cold Buffet Lunch with Orange Juice and Water

Afternoon Tea, Coffee and Biscuits

OHP, Large Screen, Flip charts and Pens

Wireless Broadband connectivity

LCD Projector

### Gold Delegate Rate £40.50

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Room Hire

Tea, Coffee and Pastries on Arrival

Tea, Coffee and Biscuits Mid Morning

2 Course Chaffing Dish served Lunch with Orange Juice and Water

Afternoon Tea, Coffee and Biscuits

OHP, Large Screen, Flip charts and Pens

Complementary Mineral Water all day

Wireless Broadband connectivity

LCD Projector

*These rates are based on a minimum of 15 delegates.*

Available on request:

Free Audio system (Oak and Willow rooms only)

Television and Video

Photocopying and fax services

*If your booking is for less than 15 delegates we will be pleased to discuss alternative options to meet your requirements.*



*“Thank you and your colleagues for making this morning’s breakfast so successful”* Chamber of Commerce

## Acclaimed Catering

The Riverside has been chosen for many prestigious and high profile events. A British Olympic Appeal Dinner with HRH Princess Royal, the High Sheriff of Bedfordshire's civic reception and the Prime Minister as part of his pre-election campaign to name but a few.

Whatever your event we can promise you excellent catering services to delight your guests.

## Delegate Package Menu Options

Full English or Continental Breakfasts on arrival can be provided upon request.

### Bronze

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Assorted Sandwiches  
Cocktail BBQ Chicken Drumettes  
Individual Cheese Pizzas  
Buffet Pork Pie  
Cocktail Sausage Rolls  
Spicy Wedges with Dips  
Skewered Sausages coated in Honey  
Skewered Sausages coated in BBQ Sauce  
Cheese 'n' Grapes

### Silver

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Assorted Sandwiches  
Vegetable Crudités and Dips  
Selection of Cheese Cubes with Grapes  
Various Topped Mini Pizzas  
Cocktail BBQ Chicken Drumettes  
Cocktail Sausage Rolls  
Pastry Cocktail Canapés  
Spicy Wedges with Dips  
Battered Onion Rings  
Skewered Tempura Prawns  
Thai Savoury Selection  
Breaded Cocktail Chicken served on Skewers  
Skewered Sausages coated in Honey  
Skewered Sausages coated in BBQ Sauce  
Desserts



### Gold

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#### Italian

Lasagne  
*or*  
Spaghetti with Fresh Tomato Sauce  
*or*  
Fettuccine Alfredo (Egg Noodles with Fresh Cream, Ham & Parmesan Cheese)  
Pizza  
Italian Salad with Mixed Olives and Virgin Oil  
Italian Bread Basket

#### Indian

Vegetable Balti  
*or*  
Rogan Josh  
*or*  
Chicken Tikka Masala  
Onion Bhajis – Poppadoms – Naan Bread – Basmati Rice

#### Other Themed Menus

Mexican  
Traditional British

Hot Dishes served from Chaffing Dishes

#### Desserts

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Each menu includes vegetarian options and most special dietary requirements can be catered for. If you have any special requests then please indicate so on the booking form and we will make every effort to accommodate you.

*Silver Service sit down lunches also available please ask for further details.*

## National Award Winning Leisure Facilities

Corporate and team building days can also be provided via our very own leisure facilities. The Riverside Conference Centre is part of the Vauxhall Recreation Club, one of the best private members clubs in the South-East of England.

### Facilities available include:

- State of the art Fitness Studio
- Indoor and Outdoor Tennis Courts
- Third Generation Artificial Football Surface
- Squash Courts
- The Balcony Cafe Bar [www.balconycafebar.co.uk](http://www.balconycafebar.co.uk)
- Multi-Purpose Sports hall
- Grass Pitches
- Sauna and Steam Rooms

If not for a team building exercise, the above could be utilised individually by delegates before, during or after your conference. All these facilities are on site and can be provided subject to availability and at additional cost.

### On-Site Accommodation – Well .... nearly!

The Riverside Conference Centre has an excellent relationship with Luton Airport Premier Travel Inn which is only a 2 minute walk away. Their room rates are very competitive, of a good standard and are very convenient for the conference centre. To book direct telephone 01582 417654 and quote 'The Riverside'.

If the Premier Travel Inn is fully booked or you would prefer somewhere else, there are plenty of other hotels in our area.

### Meet the Team

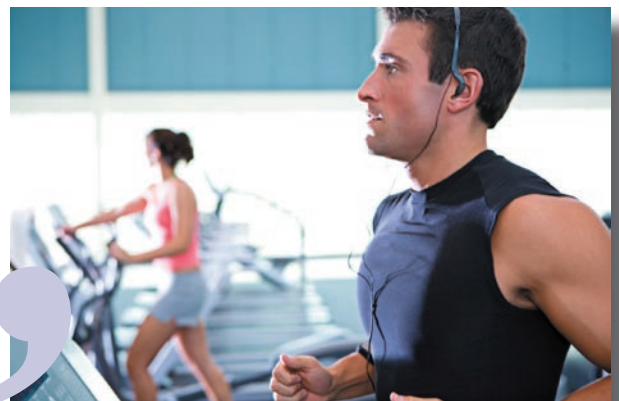
Lee Morgan - Food & Beverage Operations Manager  
Tel: 01582 748241 Email: [l.morgan@vauxclub.co.uk](mailto:l.morgan@vauxclub.co.uk)

Scott Norris - Assistant Food & Beverage Operations Manager  
Tel: 01582 748241 Email: [s.norris@vauxclub.co.uk](mailto:s.norris@vauxclub.co.uk)

Nora Donohoe - Conference & Banqueting Co-ordinator  
Tel: 01582 748225 Email: [n.donohoe@vauxclub.co.uk](mailto:n.donohoe@vauxclub.co.uk)

*You have an excellent venue with first class facilities and I shall recommend you should the opportunity arise*

Marks and Spencer





## Booking Form

Please complete this form and return to:

The Conference & Banqueting Co-ordinator, Vauxhall Recreation Club, 20 Gipsy Lane, Luton, Beds, LU1 3JH  
Fax 01582 748243 Email: [info@riversideconferencecentre.co.uk](mailto:info@riversideconferencecentre.co.uk)

Company/Organisation

Contact name

Address

Postcode

Telephone  Fax

Email

Delegate Package required (please circle)  Bronze  Silver  Gold

Room Choice (please circle)  Riverside  Trophy Room  Acorn Room

Date of function  Approximate number attending

Room Layout required

Any special or additional dietary requirements?

How did you hear about us?

How did you obtain our telephone number? (if applicable)

*I, the undersigned, have read and agree to abide by the Terms and Conditions of Hire. I enclose my non-returnable deposit as per Item 4. Cancellation or postponements by Hirer below:*

- i) All cancellations of bookings already confirmed must be made in writing to the Club.*
- ii) The Club reserves the right to levy the following charges from the day notification of cancellation by the Hirer is received in writing [RE: 5(i)]:*

<i>121 Calendar days +</i>	<i>-</i>	<i>Loss of Deposit</i>
<i>91 - 120 Calendar days</i>	<i>-</i>	<i>25% Invoice Total</i>
<i>61 - 90 Calendar days</i>	<i>-</i>	<i>50% Invoice Total</i>
<i>31 - 60 Calendar days</i>	<i>-</i>	<i>75% Invoice Total</i>
<i>30 Calendar days or below</i>	<i>-</i>	<i>100% Invoice Total</i>

*The charges referred to above represent a reasonable pre-estimate of the net loss that will be incurred by the Club, based on previous experience, including but not limited to lost time, costs and expenses due to cancellation.*

Credit card details Type of Card: Visa / MasterCard / American Express

Name of Card Holder  Expiry Date  Issue No

Card Number  Security code

Signature  Date

## Conditions of Hire for the Riverside Conference Centre at Vauxhall Recreation Club

### 1. Interpretation

- i) "The Club" means Vauxhall Recreation Club
- ii) "The Manager" means the General Manager for the time being of the Club and includes any member/officer of the Club authorised to perform any particular duty.
- iii) "The Hirer" means the named company and/or individual named on the signed booking form as a contract for services.

### 2. Venue

- i) In all correspondence refer to the venue as The Riverside Conference Centre.

### 3. Confirmation

- i) 42 calendar days before the date of the booking the Club will send a confirmation sheet to the Hirer stating the agreed requirements including estimated final numbers [RE: 4(ii)], upon agreement the Hirer will sign the confirmation sheet and return to the Club within 7 calendar days of receipt unless otherwise specified by the Club.
- ii) The numbers of delegates agreed on the confirmation sheet may increase/decrease by 10% until 7 calendar days prior to the event, outside of the agreed 10% increase/decrease the Club will endeavour, however is not obligated to meet the Hirer's requirements.
- iii) In the event that the Hirer has additional requirements outside of the agreed 10% increase/decrease of final numbers stated on the confirmation sheet and the Club agreeing to meet those requirements; the Club reserves the right to transfer any additional cost incurred to the Hirer.
- iv) In the event that the date of booking falls less than 42 calendar days from the receipt of deposit and booking form, the Club will issue a confirmation sheet at the earliest opportunity and the aforementioned conditions [RE: 4(i)/(ii)/(iii)] will apply.

### 4. Cancellation or postponements by Hirer

- i) All cancellations of bookings already confirmed must be made in writing to the Club.
- ii) The Club reserves the right to levy the following charges from the day notification of cancellation by the Hirer is received in writing [RE: 5(i)]:

121 Calendar days +	-	Loss of Deposit
91 – 120 Calendar days	-	25% Invoice Total
61 – 90 Calendar days	-	50% Invoice Total
31 – 60 Calendar days	-	75% Invoice Total
30 Calendar days or below	-	100% Invoice Total

The charges referred to above represent a reasonable pre-estimate of the net loss that will be incurred by the Club, based on previous experience, including but not limited to lost time, costs and expenses due to cancellation.

- iii) All postponements or date alteration must be made in writing to the Club and a new booking form completed. The Club reserves the right to levy an administrative charge if necessary and any deposits paid can be transferred to a revised date within 30 calendar days.
- iv) All postponements and date alterations are subject to availability and the Club is in no way liable to provide an alternative date in the event of postponement or date alteration.

### 5. Cancellation by the Club

- i) The Club reserves the right to close all or part of the building, or prohibit the use of the facilities effective immediately, in circumstances in which it reasonably believes that the booking is likely to result in a breach of these Conditions of Hire. The Hirer is then liable for the cancellation and therefore subject to the aforementioned cancellation charges [RE: 5(ii)].
- ii) In the event of the Club being required for any purpose connected with a National or Local emergency (including any National Election, Referendum or other purpose of a similar nature) on any day on which the Club is hired, the Club reserves the right to cancel the hiring upon refunding to the Hirer all hiring fees in respect of the day or days for

which the hiring shall be cancelled by the Club for such purpose.

- iii) Where the Club has reasonably decided that the Club is required for any of the purposes referred to in 6(ii) the Hirer shall not be entitled to any additional compensation, beyond full payment refund, in respect of a cancellation for such a purpose.
- iv) If any circumstances over which the Club has no control render the Club not available for the Hirer on any day of the hiring or any part of such day the Hirer shall not be entitled to any compensation as a result.

## 6. Delegate Rates

- i) Delegate rates are defined as; an all inclusive price-per-head package covering pre-arranged requirements and refreshments for the day. One of the delegate rate packages is a requirement on any 'Peak Time' booking, defined as; 08:00 – 18:00, Mon – Fri.
- ii) Any additional requirements that are not deemed to be covered in the agreed delegate rate package are to be invoiced separately and added to the final invoice.
- iii) Items covered in the delegate rate packages are subject to availability. In the event that the Club cannot provide an item listed in a delegate rate contracted for a specific booking, the Club will endeavour to replace set item or alter the agreed delegate rate accordingly to compensate the Hirer.
- iv) The Club reserves the right to refuse any booking that does not require one of the delegate rate packages, however an agent of the Club can assess the requirements of the Hirer and make a decision to accept the aforementioned booking, subject to charges [REF: 8(ii)]

## 7. Charges

- i) The charges for services outlined in any brochure pack and/or promotional material for the use of facilities shall be as laid down by the Club and the Club reserves the right to vary such charges without notice, normally 3 months notice will be given, if possible. In the event that the Hirer does not agree the increase then the Hirer may, within 7 days of receipt of notice of increase cancel, in writing, their booking and the Club shall refund any deposit paid.
- ii) In the event of facilities being required outside of any delegate rate package [RE: 6(i)] or any other catering requirements, the Club reserves the right to refuse the booking however, subject to availability a flat rate room hire charge can be means tested ranging from a £400.00 minimum standard charge.

## 8. Catering

- i) The Club reserves to itself and or its nominee the right of sale of all refreshments, alcohol, liquor, cigars, cigarettes and tobacco. All catering must be provided through a single designated sub-contracted catering company based at the Club.
- ii) No external food or drink is to be brought on-site at any time, for any reason. To do so is in direct breach of our conditions of hire and the Club reserves the right to cancel any booking effective immediately [RE: 6(i)].
- ii) Estimated final numbers for catering are required during the confirmation stage [RE:4(i)]. Numbers for catering can alter by 10% increase/decrease until 7 days before the date of the event [RE: 4(ii)].
- iii) The Club can cater, within reason, for specific dietary requirements, defined as; individuals who for health or religious reasons cannot consume certain food. This is subject to the Hirer providing details of the specific requirements in writing no less than 14 days prior to the agreed date of function. The Club cannot guarantee that any catering provided will be completely nut free, there may be traces of nut-oil in catering provided.
- iv) The Club is not liable to and will not provide food samples or pre-tasters of any description.

## 9. Payment

- i) After the booking a final invoice will be issued with payment terms of 30 calendar days after the agreed date of the booking.
- ii) Payment to VRC can be made via BACS, cash, cheque.
- iii) In the event that an invoice is unsettled beyond the agreed 30 calendar days the Club reserves the right to levy a surcharge of up to 10%. The Club may also charge the Hirer interest at 2% over the base rate for borrowing on all

outstanding sums and any other relevant costs incurred as a result of default.

- iv) Hirers using the facilities regularly can set up account facilities, subject to availability, in which preferential payment terms can be agreed. Application must be made in writing and the Club reserves the right to withdraw preferential payment terms in the event of the account entering default.

## 10. **Admission/ Licensing**

- i) The Club reserves the right through it's Manager to refuse admission to or remove from the Club any person without stating any reason therefore.
- ii) No person under eighteen years of age shall be entitled to be in the Club, except to participate in an activity, unless accompanied by a person over the age of eighteen years. Proof of age may be required. The Licensing Laws pertaining to persons under eighteen years of age and Private Members clubs will be strictly enforced.

## 11. **Indemnity**

- i) The Hirer shall indemnify the Club from, and against, any claim for damages, costs and expenses which may be made against the Club in respect of any death, personal injury or loss of, or damage to, property sustained by any person occurring during, or in consequence of the hiring other than as a result of the case of death or personal injury of an act or omission of the Club.

## 12. **Damage**

- i) We are providing and wish to maintain for our guests and visitors comfort, high standards of furnishings and decoration, therefore the Hirer agrees to pay the Club, on demand, the cost of repairing or making good any loss or damage (fair wear and tear excepted) arising out of or incidental to the hiring, this includes equipment hired from a third party at the Hirer's behest.

## 13. **Regulations**

- i) Hirers who are Club members will be bound by the Rules and Regulations of the Club, copies of which will have been made available to them at the time of our subsequent to their joining the Club. If required, further copies of the Rules and Regulations may be obtained on application to the Manager.

## 14. **General**

- i) The right to use facilities or equipment is not transferable.
- ii) No sweepstake, raffle or other form of lottery shall be promoted, conducted or held at the Club, except such lotteries as are deemed to be not unlawful by virtue of any enactment relating to Gaming, Betting and Lotteries and are held with the prior written consent of the Manager.
- iii) The customer shall not arrange for the delivery of any goods or materials to Vauxhall Recreation Club unless by prior arrangement with the Management. The Club cannot be held responsible for payment or security of customer deliveries/own property.
- iv) In the event of any dispute arising in connection with these Conditions of Hire, then the dispute shall first be referred by either party in writing to the Club Management Committee, who shall adjudicate such dispute in good faith and notify the parties of their decision in writing within 90 days of the date of the referral. Such referral shall be without prejudice to any right to take legal action after receipt of the written decision by the Club Management Committee.