

Professional Development Centre



Room Bookings and Conferences

Terms and Conditions for Hire

Fire Procedure Instructions

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I. WELCOME

I am delighted to invite you to enjoy the excellent facilities at the Royal Greenwich Professional Development Centre (PDC) for your school or your organisation events. Our centre offers an outstanding venue with high quality support and facilities at a competitive price.

We are incredibly proud of the high standard of the environment in our relatively new training venue. All the rooms are scrupulously clean, comfortable and spacious and can be arranged to meet your specific needs, whether it be for training purposes or for social events. We provide up-to-date ICT with SMART boards, Wi-Fi and surround-sound in some rooms, as well as air conditioning throughout. All areas are wheel chair accessible.

Our in-house catering staff are highly skilled and provide a professional and efficient service, with delicious, varied hot and cold refreshments prepared on a daily basis.

Whether it's a school inset day, a social event or a meeting - we can provide the ideal environment at an affordable price and we can promise you complete customer satisfaction.

Please contact a member of the support team on: 0208 921 5560 to discuss your specific needs.

Tracy Russell
Senior Assistant Director Inclusion, Learning & Achievement

2. CONTACT AND FURTHER DETAILS

Website: <http://servicestoschools.royalgreenwich.gov.uk>

Telephone: 020 8921 5560

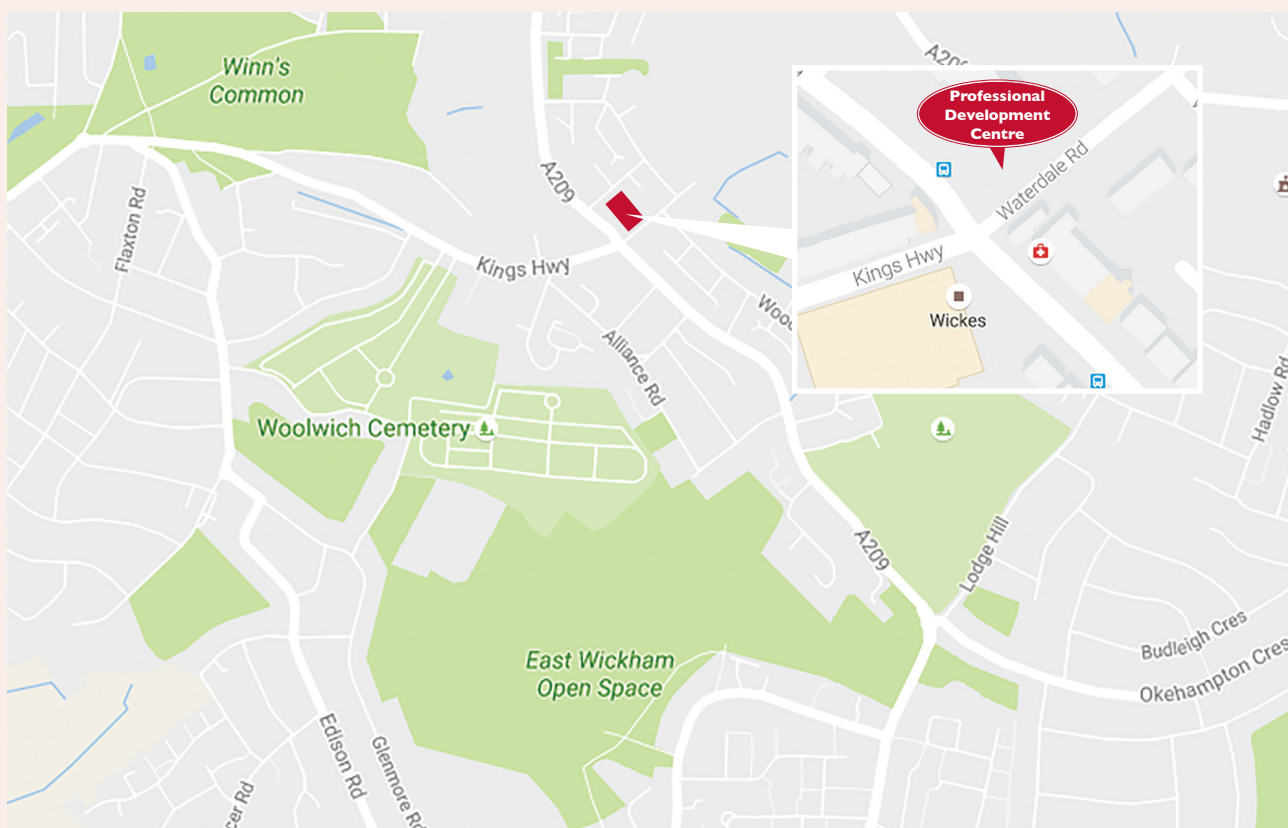
Email: professional-development@royalgreenwich.gov.uk

Postal Address: 1 Waterdale Road, London, SE2 0XT

Travel Information

The Centre has no car park although there is ample free parking in the surrounding area.

There is a bike stand within the secured gates of the site.



Opening Times

Monday - Friday 8.30am to 5.00pm

Outside standard hours and weekend bookings can be made upon request

Accessibility: The PDC has access to three designated disabled parking bays, available on a first come, first served basis. All rooms and facilities are fully accessible to wheelchair users.

Smoking including E-Cigarettes is not permitted anywhere on the premises.

3. HOW TO MAKE A ROOM BOOKING OR PLAN A CONFERENCE WITH US

All room bookings must be made using the booking form found on page 16.

If you are planning on holding a conference with us you will also be required to complete the Conference Booking Support Form on page 18 and attach this to your booking form. You will receive administrative support as part of our service to you, you will also be invited to attend a briefing meeting where we can discuss all of your needs and ensure the event runs efficiently.

For all bookings, you are welcome to arrange an appointment to view the facilities and rooms available.

Once confirmed, you will receive a Booking Agreement document from us.

Provisional bookings will be held for a period of 5 working days pending receipt of a completed Booking Form. We will always confirm the receipt of booking forms by email.

4. CATERING FACILITIES

There is an on-site café which provides a range of fresh hot and cold food and refreshments. Hirers are not permitted to provide their own refreshments.

Our menu, found on pages 14 and 15 is intended to offer you a range of options. However we would be pleased to discuss your individual requests in order to design a bespoke menu to meet your requirements. If your delegates have any special dietary requirements please bring this to our attention when making your booking and we will cater for this at no extra charge.

5. YOUR DELEGATES' EXPERIENCE

Delegates will be required to use an intercom to gain access to our secure site. At reception, they will be asked to sign in and then out as they leave. Reception staff will welcome delegates and direct them to their training room where they must also sign the register.

6. ROOM PRICES AND CAPACITY FOR HIRE

The following table details the cost of hire and capacity for our training rooms. See overleaf for details of room layout

Room (Number)	Price per Session (AM or PM) AM 8.30am - 12.30pm PM 1.00pm - 5.00pm		Price per Day (Mon - Fri) 8.30am - 5.00pm Saturday 8.30am - 4.00pm		Twilight Hours (Mon - Fri) 4.00pm - 6.00pm	Capacity (with any table configuration)
	(Mon - Fri)	Saturday only	(Mon - Fri)	Saturday only		
2.1	£130	£190	£260	£380	£120	30
2.2	£130	£190	£260	£380	£120	30
3.1	£160	£220	£320	£440	£140	96
3.2	£110	£170	£220	£340	£105	30
3.3	£135	£195	£270	£390	£120	40
3.1 & 3.2 (Combined for Conference)	£240	£295	£480	£590	£210	128
						Capacity with Chairs only 180

Cost per hour after 5pm = £60 per hour connectivity.

All training rooms are fully air conditioned equipped with ICT, audio facilities and Wi-Fi connectivity.

If your booking requires greater capacity, please contact us.

7. PAYMENT

Internal Bookings

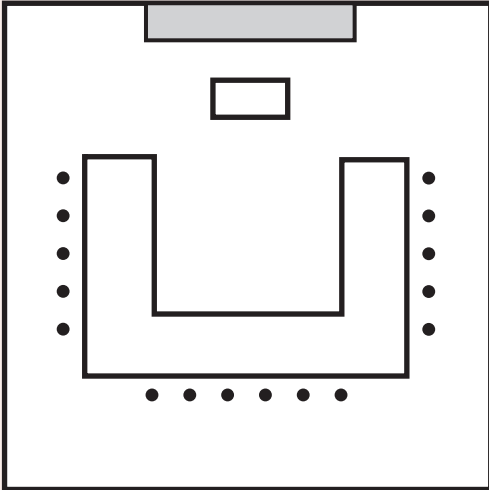
We recommend you plan to meet with the PDC Support Team to discuss conference requirements BEFORE you commit to any spend. Please provide the internal budget code. The full hire fee will be charged up to 1 month prior to the event. Where a booking is made less than one calendar month in advance, the hire will be charged on receipt of the booking form.

External Bookings

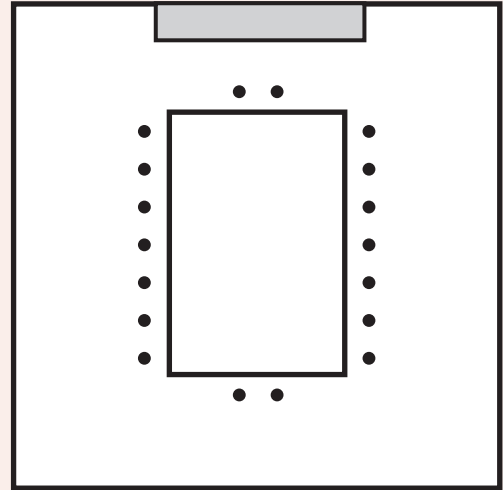
A 50% deposit will be payable on receipt of the completed booking form. In the event of a cancellation, please refer to our cancellation policy (point 3 of Terms and Conditions). Payment for the remaining hire must be received 1 month prior to the date of the event.

8. ROOM SET UP

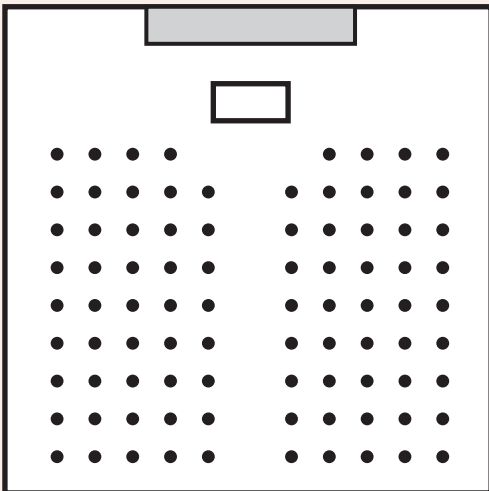
1. U Shape



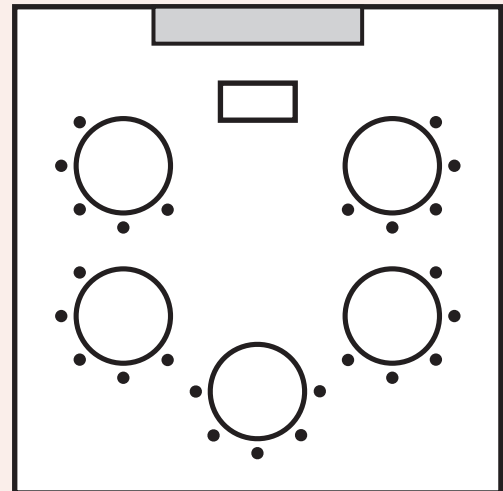
2. Boardroom



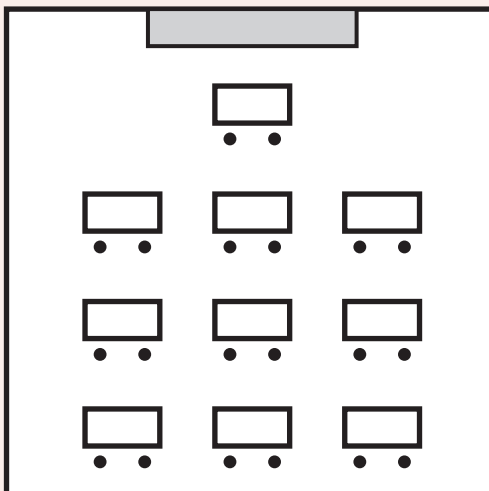
3. Theatre



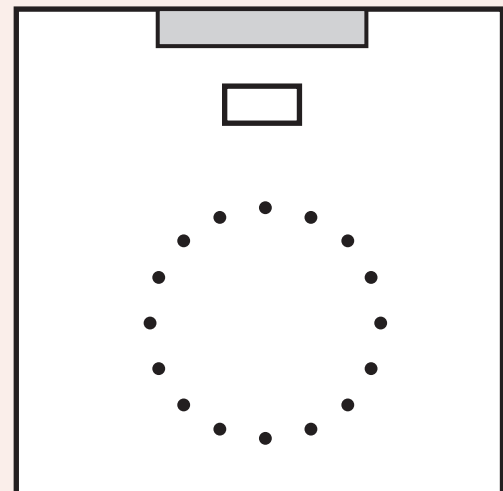
4. Cabaret



5. Classroom



6. Circle of chairs



9. TERMS AND CONDITIONS

The following words have the following meaning:

The Hirer means the client or organisation booking the room at the premises

The Tutor means the person undertaking the training on behalf of the hirer

Attendee means any person attending the event

Booking means your booking of the event

Charges means the prices set out in this Booking Form

Event means the event identified in this Booking Form

Booking Agreement means the contract detailing information regarding your event

Training Room means the room(s) or location(s) specified in this Booking Form (or if none specified then an appropriately sized room or location at the venue)

Relevant Laws means all applicable laws, enactments, orders, regulations, licensing requirements, standards and other similar instruments in England and Wales as amended from time to time including without limitation the Bribery Act 2010, the Data Protection Act 1998 and the Equality Act 2010

Services means any services set out in this Booking Form

PDC/The Centre/Premises means the Professional Development Centre
1 Waterdale Road, London SE2 0XT

Thank you for choosing Royal Borough of Greenwich Professional Development Centre in which to run your training course, conference or event. The following terms and conditions will apply to your booking (to the exclusion of any other terms and conditions which you may purport to apply), and you are asked to read them carefully before signing the Booking form

Making a booking

To confirm your reservation and to ensure that we have the correct information for your event, you are requested to return our booking form within 5 working days of any verbal or provisional booking. Reservations remain provisional until this contract is signed by both parties. Any variation to a booking must be agreed and confirmed by both parties in writing. Conference bookings receive PDC support. Both booking form and conference booking form would need to be completed and returned (see pages 16 and 18)

Delegate numbers

When confirming numbers on the booking form, please ensure that they are realistic in relation to your booking. The delegate numbers you provide will be used as the basis for your final account and will be subject to our cancellation policy. We do, however, understand that numbers can reduce and with this in mind please notify us in writing 7 days or more prior to the course/event.

Cancellations or amendments

In the unfortunate event that you cancel your booking, cancellation fees will be charged in accordance with this clause. All cancellations and amendments must be confirmed to us in writing. We will always confirm cancellations in writing. Fees for cancellations are calculated as detailed below and are based on the total value of the confirmed booking.

Under 4 weeks	100%
Between 4 - 12 weeks	50%
Over 12 weeks	0%

The Centre reserves the right to cancel a booking if the holding of the event is prevented by circumstances beyond its control.

Final confirmation of attendees

To enable us to organise your event successfully, please send to us your final numbers and information regarding additional needs of any delegates no later than 7 days prior to the event.

Bookings at evenings and weekends

Bookings for evening and weekend events are accepted subject to prior agreement. A separate charging structure is in place for hire to take into account the additional cost of staffing.

Training/event rooms and facilities

Delegate numbers will be taken into consideration when allocating your training/event room. The Centre is open Monday-Friday 08.30 until 17.00. Special arrangements may be made for events beginning or ending outside of these hours. We reserve the right to change allocated rooms and facilities at our discretion. No liability is accepted for any errors or omissions in our brochures.

End of Hire

The training rooms will be opened and closed by members of staff in the Centre. Please ensure that your attendees are aware of the hire period.

Hirers will be expected to vacate the centre by the end of their hire period, unless an extension to the booking has been agreed by centre staff. Extensions will be chargeable.

The Hirer shall be responsible for leaving the premises and surrounding area in a clean and tidy condition with any contents temporarily removed from their usual positions properly replaced. Failure to do so may result in additional charges.

Catering Facilities

Please give 20 working days' notice for all orders with final numbers provided at least 7 days before the event. Any catering events placed after this time will be confirmed and served at the discretion of centre staff. For events booked within the 20 day notice period, orders for catering must be provided at the time of booking.

Out of hours service is subject to staffing charges. Relevant crockery, glass wears and service equipment are included in the price. Missing or damaged items will be charged accordingly and at the discretion of the PDC management.

Behaviour towards other users

Every person using the Centre including tutors, visitors and staff has the right to use it without annoyance, danger or avoidable inconvenience from other users. The following forms of behaviour are not acceptable and will not be tolerated:

- Physical Violence
- Verbal abuse
- Racist abuse/attack
- Sexual harassment
- Intruding on other people's activities
- Excessive noise, especially if it disturbs user groups or local residents
- Blocking corridors or doorways
- Anti-social behaviour

Some behaviour may offend others without intention to do so. If any users are informed that their behaviour or language is causing offense, they should change it at once.

Damage

You are responsible for all allocated rooms during the period of the booking. Users of the centre must treat the building, furniture and fittings with respect. The Hirer, their attendees, employees or third party subcontractors will be liable for the cost of repairs or replacement carried out as a result of any damage caused to any property or equipment owned by the Centre. The Centre accepts no liability for the loss or damage to any equipment or personal belongings brought onto the property by you, your guests, employees or associated third parties.

The following forms of behaviour are not acceptable and will not be tolerated:

- Deliberate damage to the Centre or its contents
- Starting fires
- Behaviour likely to cause damage
- Use of smoke machines
- Failure to use waste bins
- Using any candles or other naked flames

- Using incense
- Tampering with machinery or electrical equipment

Health and Safety

The centre has a No Smoking policy in line with current legislation. See page 3.

- Fire exits and extinguishers are to be kept clear and visible at all times.
- The Hirer must ensure that the total number of people at any one time in any rooms hired does not exceed the permitted capacity as specified by the Centre
- Centre Management, or nominated person, shall have the right to enter at any time all rooms in respect of health and safety, fire checks and to clarify the use of the room.
- The Hirer is responsible for holding a register of all attendees in case of emergency evacuation.
- The Hirer is responsible for ensuring that people attending training are aware of the fire evacuation procedures, including the location of the fire exits (see page 12).
- The Hirer is responsible for ensuring that vehicles are parked in a safe manner; in such a way so as not to obstruct access by emergency vehicles.
- The use of balloons filled with flammable gas, or any naked flame or smoke machine is strictly prohibited.

Liability

So far as is permitted by law the Centre limits and excludes liability to you, your guests, employees and third party subcontractors as follows;

Any equipment brought to the Centre by you, your attendees, employees or third party subcontractors must be agreed in advance by centre management. You will indemnify us against all liability arising in connection with the use of the equipment. You are required to comply with all applicable statutory requirements including relevant Health and Safety regulations. The Centre shall not be responsible for the damage or loss of any merchandise or articles left on the premises.

You shall be responsible for any copyright infringement that occurs on the Centre premises and that arises as a result of your actions or omissions and you will indemnify us against all liabilities arising in connection with such infringement.

The Centre has access to 3 disabled parking bays within the school car park, these are offered on a first come first served basis. The centre accepts no responsibility for any vehicles parked in the school car park or surrounding areas. There is a bike stand, but no responsibility can be taken for bikes left in this facility. Hirers must ensure that the parking of cars by persons attending the premises does not obstruct any driveway to any house or other building or access to any site. Vehicles must be parked in recognised or designated parking areas.

Statutory legislation

The Centre is subject to statutory regulations including, without limitation, Liquor Licensing, Fire Regulations, Health, Safety and Environment. Clients, their employees, their guests and associated third parties must therefore comply with these requirements as may be directed and enforced by The Centre.

Invoicing and payment

Unless otherwise stated by us, the invoice will be raised on or before the date of the event and payable on receipt. All rates are quoted exclusive of VAT (unless stated otherwise).

Late payment

In the event of you failing to pay your invoices on time we shall be entitled to charge interest on a daily basis from the date of the invoice to the date full payment is made. This shall be in accordance with the Late Payment of Commercial Debts Act 1998 at 8% above base rate (Bank of England). In the event of invoices being outstanding for longer than 60 days, we shall be entitled to cancel all your outstanding bookings. In this event the cancellation policy will apply to outstanding invoices.

Use of Centre and premises

Any teambuilding or other similar activities require the authorisation of the Management at the time of booking and additional insurance liability and Health and Safety documentation may be required.

Termination

In the event that you become bankrupt, cease to trade, have a receiver appointed or make any voluntary arrangement with your creditors, we shall be entitled to immediately terminate this contract by giving notice in writing to you or your representative(s).

General

Royal Borough of Greenwich
The Professional Development Centre
1, Waterdale Road, London SE2 0XT
Tel: 020 8921 5560 Email: professional-development@royalgreenwich.gov.uk

No failure or delay by us in exercising any of our rights under this contract shall be deemed to be a waiver of that right. In the event of circumstances beyond our control resulting in us being unable to provide our services, we shall have no liability in respect of any losses or damages arising directly or indirectly from such circumstances.

All bookings are subject to these terms and conditions.

10. TUTOR INFORMATION GUIDE

It is the responsibility of the hirer to ensure the tutor receives a copy of these Terms and Conditions prior to the date of the event. It is the responsibility of the tutor to ensure that each delegate is made aware of the fire evacuation procedures. The tutor should also explain arrangements for lunch and break times and The Centre's No smoking policy,

Course tutors will be provided with a register and a set of impact evaluation forms. At the end of the session, the tutor should collect the evaluation sheets and return these to the PDC Reception, along with the completed register.

No flags or emblems shall be erected or displayed. Additionally no items may be affixed to walls or flooring using blu-tak or similar adhesive. The use of glue, staples, drawing pins, sellotape or other similar materials is not permitted.

Fire Procedure Instructions

Be sure that you know:

- The location of the fire alarms.
- The location of fire extinguishers.
- The fire evacuation route.
- The assembly point for the building – which is the car park at the front of the building.

If you find/suspect a fire

- RAISE THE ALARM IMMEDIATELY or ensure that someone else does. Fire alarms are located at the main doors and all floor corridors.
- During office hours inform reception.
- Await instruction from Fire Marshall/tutor to evacuate via the nearest exit.

Evacuation of the building

- The alarm will initially sound. Staff and visitors should prepare to evacuate the building.
- If a fire has been detected, leave the building via the nearest fire exit (Fire Marshall will be visible on each level to assist with the evacuating process).
- Congregate at the Fire Muster Point in the PDC car park, where a register will be taken. Tutors must return the register.
- Do not use the lift.
- All tutors must take the register/signing in sheet when evacuating the building.
- The assembly point for the building is the car park at the front of the building, near the refuse bins. Report to the Fire Marshall immediately if you think there is anyone left in the building.
- Do not re-enter the building until told to do so by the Fire Marshall.

Housekeeping

- Ensure all people using the function rooms are aware of the No Smoking Policy, the location of the fire alarms, exit routes and location of the fire assembly point.
- Be sure that all electrical equipment in use is connected properly to the power supply and that the plug and wiring is not damaged in any way. If you suspect a problem do NOT use the equipment. Advance notice / agreement must be received for usage of external electrical equipment and all must have a valid Portable Appliance Test Certificate.
- Never allow a build-up of rubbish in any part of the premises. Store things properly and ensure that rubbish is placed in the appropriate bins. The stairwells are to be kept clear at all times.
- Never obstruct, or allow to be obstructed, fire evacuation routes in the training room area.
- When disabled persons are present, ensure that special arrangements are in place in the event of an evacuation.
- Ensure that, in your absence, there is someone responsible for these procedures.

We appreciate your support and thank you for working with us at the PDC.

APPENDIX I

CATERING MENUS

Breakfast

- **Popular Breakfast = £2.90 per head**
Freshly brewed fair trade coffee & selection of speciality teas, selection of freshly baked French pastries
- **Premium Breakfast - £3.90 per head**
Freshly brewed fair trade coffee & selection of speciality teas, Selection of freshly baked French pastries, Chilled orange juice, selection of seasonal fresh fruit

Tea & Coffee

- **Tea & Coffee - £1.60 per head**
Freshly brewed fair trade coffee & selection of specialist teas)
- **Tea, Coffee & Biscuits - £2.10 per head**
Freshly brewed fair trade coffee & selection of specialist teas & biscuits

Sandwich Lunch

- **Popular Lunch - £4.50 per head**
Freshly brewed fair trade coffee & selection of speciality teas, chilled bottled water, lightly salted crisps, selection of sandwiches, including meat, fish & vegetarian options.
- **Premium Lunch = £6.00 per head**
Freshly brewed fair trade coffee & selection of speciality teas, chilled bottled water, fresh orange juice, lightly salted crisps, selection of seasonal fresh fruits, selection of sandwiches, including meat, fish & vegetarian options.
- **Deluxe Lunch = £8.00per head**
Freshly brewed fair trade coffee & selection of speciality teas, chilled bottled water fresh orange juice, lightly salted crisps, selection of seasonal fresh fruits, selection of sandwiches, including meat, fish & vegetarian options. Chef's selection of 4 buffet items.

Finger Buffet (choose 4 items from either Meat, Fish or Vegetarian menu £4 per head) - minimum order of 10 people

- **Meat**
Duck spring roll (2 per portion)
Lamb samosa (1 per portion)
Piri- Piri chicken (1 per portion)
- **Fish**
Filo prawns (1 per portion)
King prawn skewers (1 per portion)
Crab fishcakes (1 per portion)
- **Vegetarian**
Mixed vegetable samosa (1 per portion)
Mini falafel (1 per portion)
Mini vegetarian spring rolls (2 per portion)

- **Dessert - £2.50 for 3 Items**

Mini cream cake selection

Mini classic selection

Black forest gateaux, Victoria sponges, Bread & butter pudding

Buffet Platters

- **Cheese & Biscuits (serves 10 approx.) £30.00**

Chef's selection of world cheeses served with a selection of crackers and fruit chutney

- **Meat Platter (serves 10 approx.) £25.00**

Chef's selection of continental meats served with sundried tomatoes and fresh olives

- **Fresh Sandwich Platter (serves 5) £12.50**

Choose from meat, fish, vegetarian or mixed platter

- **Cut Fruit Platter (serves 10 approx.) £15.00**

Exotic, seasonal or mix of fresh cut fruit

- **Fresh Fruit Bowl (serves 10 approx.) £10.00**

Selection of whole seasonal fruit

Additional Items

If you are looking for a particular item, please let us know and we will endeavour to source it for you.

- **Soft drinks (minimum order 1)**

Chilled still water (1.5ltr) £1.50

Chilled sparkling water (1.5ltr) £1.50

Fresh orange juice (1ltr) £1.50

Fresh apple juice (1ltr) £1.50

Fresh cranberry juice (1ltr) £1.50

- **Nibbles**

Salted peanuts £1.20 per bowl

Lightly salted crisps £1.20 per bowl

Marinated olives £2.50 per bowl

- **Freshly baked pastry (minimum order 1 per selection) £1.30 each**

Pain aux raisin, Pain au chocolate, French croissant

- **Porridge pots (minimum order 1 per selection) £1.50 each**

- **Freshly prepared seasonal fruit pots (minimum order 1 per selection) £2.00 each**

- **Fair trade muffins (minimum order 5) £1.20 each**

- **Afternoon cakes selection (minimum order 5 slices) £2.00 per slice**

Fresh handmade cakes.

Should you wish to discuss your catering requirements please contact the booking team on: professional-development@royalgreenwich.gov.uk or call 020 8921 5560.

APPENDIX 2

BOOKING FORM

Your Contact Details

Contact:	<input type="text"/>	Client Name:	<input type="text"/>
Address:	<input type="text"/>	Sector: School/LA/Charity/Private/Other	<input type="text"/>
	<input type="text"/>	Telephone:	<input type="text"/>
Email:	<input type="text"/>	Mobile:	<input type="text"/>

Reservation Details

Title of Event:

Type of Event: Room only/ Room and refreshments and catering. Room only ☐
Conference (please complete form on page 18) Conference ☐

Date/Times: Room/Venue:

Room Set-Up - Please tick as appropriate. (A standard room set up will be adopted if you do not specify)

1. U Shape ☐ 2. Boardroom Style ☐ 3. Theatre Style ☐ 4. Cabaret Style ☐ 5. Classroom Style ☐ 6. Circle of Chairs ☐

Technical Resource and Requirements - (4 weeks' notice is required for the installation of software). Interactive Smartboard, Overhead Projector, MS Office and flipchart are provided as standard. Clients will be liable for damages caused to PDC equipment and resources during the course of this event.

Event Attendee Numbers:

Adults
Students

Event Teacher/Tutor Details:

Tutor Name Tutor Contact Tel As above ☐
Tutor Email Address As above ☐

Refreshments & Catering - Please see catering menu and complete the boxes below as appropriate. Catering requirements must be received 20 days in advance of the booking date. Please see terms and conditions for more information.

Breakfast

Popular Breakfast ☐
Premium Breakfast ☐
Quantity Requested:
Time:

Teas & Coffee

Tea & Coffee ☐
Tea, Coffee & Biscuits ☐
Quantity Requested:
Time/s:

Lunch @ PDC Cafe

Sandwich:

Popular ☐ Premium ☐ Deluxe ☐
Quantity Requested:
Time:

Finger Buffet:

Meat/Fish/Vegetarian ☐
Quantity Requested:
Time:
Dessert ☐
Quantity Requested:
Time:

Buffet Platter:

Sandwich/Meat/Fruit/Cheese & Biscuits/Fruit Bowl ☐
Quantity Requested:
Time:

Additional items:

Any additional information that you may wish to add including dietary requirements

Customer Signature:

Date:

By submitting this document you agree and adhere to the attached terms and conditions. Reservations will be held for 5 days pending receipt of this form. Should you require any further assistance please do not hesitate to contact us.

Telephone: 020 8921 5560 Email: professional-development@royalgreenwich.gov.uk
Postal Address: Support Team, PDC, 1 Waterdale Road, London SE2 0XT

Invoice Details

Internal

Finance Code to be charged:

External

Contact
Name:

Telephone:

Company
Name:

Mobile:

Address:

Email:

**Authorised
PDC Signature :**

Date:

Office Use Only:

Deposit paid (external)
Room Reservation: £

T&C/B: £
Catering: £

Resources/Tutor/Other: £
Total Cost: £

Conference: £
Confirmed: Yes/No

APPENDIX 3 CONFERENCE BOOKINGS SUPPORT FORM

We are here to help ensure your conference is a success and in order to do this, we offer the following support services. An initial meeting with Finance and Facilities Manager is available for you to familiarise yourself with the facilities and to discuss your requirements. It is helpful if you can use this form to indicate how you feel we will be able to best support your event and return it along with your completed Booking Form.

Support Requirements

Please tick to indicate your support requirements

Prior to the Conference:

- ☐ Meeting with conference organisers to determine needs – up to 3 meetings
- ☐ Regular email contact with the conference organisers to monitor progress and adapt to changes
- ☐ Listing conference details in the CPD programme
- ☐ Marketing of conference to schools and/or other parties for whom we hold details
- ☐ Including the conference to the online booking system and managing bookings
- ☐ Sending confirmation letters to applicants
- ☐ Creating name badges
- ☐ Creating a register for registration and evidence of attendance
- ☐ Photocopying presentations
- ☐ Creating attendee and Speaker/Facilitator packs

On the day of the Conference:

- ☐ Welcoming and directing delegates
- ☐ Ensuring register is signed, name badge allocated and packs handed out (if required)
- ☐ Table clothes and chair covers (some items will incur additional costs)

After the Conference:

- ☐ Producing and distributing Certificates of Attendance
- ☐ Collating evaluation forms, summarising comments and feeding back to conference organisers
- ☐ Distribution of post-course materials to attendees
- ☐ Raising invoices

Support requirement charges

Up to 100 participants £500.00

100 – 240 participants £750.00



Children's Services
Inclusion, Learning & Achievement

Professional Development Centre
Waterdale Road
London SE2 0XT

Telephone: 020 8921 5560
Email: services-to-schools@royalgreenwich.gov.uk
Web: <http://servicestoschools.royalgreenwich.gov.uk>