



PROFESSIONAL DEVELOPMENT CENTRE

Room Booking and Conference Requests

Terms & Conditions for Hire

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Welcome

We are delighted to invite you to enjoy the facilities at the Royal Greenwich Professional Development Centre (PDC) at Eltham, for your school or organisations' events.

Our centre offers a fantastic venue with high quality support and facilities at a competitive price. All the rooms are clean and comfortable and can be arranged to meet your specific needs, whether it be for training purposes, community, or social events. All rooms are equipped with ICT, whiteboards, Wi-Fi, water coolers, and audio facilities. All areas are wheelchair accessible.

Catering, provided by the Eltham Centre on-site deli, can be purchased for events. Hirers are not permitted to provide their own catering; however, attendees are permitted to consume their own packed lunch at the venue. Please note that all rubbish must be cleared away and that there are no facilities for attendees to heat food.

Whether it's a school inset day, a social event, a conference, or a meeting, we can provide the ideal environment at an affordable price.

Further information about the centre and a link to the booking form, should you wish to complete a request, can be found in this document and via the [Direct Services to Schools website](#).

If you have any questions, or would like to discuss specific requirements, please contact a member of the team at professional-development@royalgreenwich.gov.uk or on 0208 921 5560.



The Professional Development Centre (PDC)

Please note that The Eltham Centre is a smoke-free building. Smoking, including E-Cigarettes, is not permitted anywhere on the premises.

Contact details

Telephone: 0208 921 5560
Email: professional-development@royalgreenwich.gov.uk
Address: 1st Floor, The Eltham Centre, 2 Archery Road, London SE9 1HA
Website: <https://servicestoschools.royalgreenwich.gov.uk/>
<https://servicestoschools.royalgreenwich.gov.uk/pdc-at-eltham>
what3words: The Eltham Centre main entrance: <https://w3w.co/invite.acted.posts>

Opening times

Monday - Friday 8.30am to 5.00pm

Please [contact us](#) if you wish to book outside standard hours, including weekends.

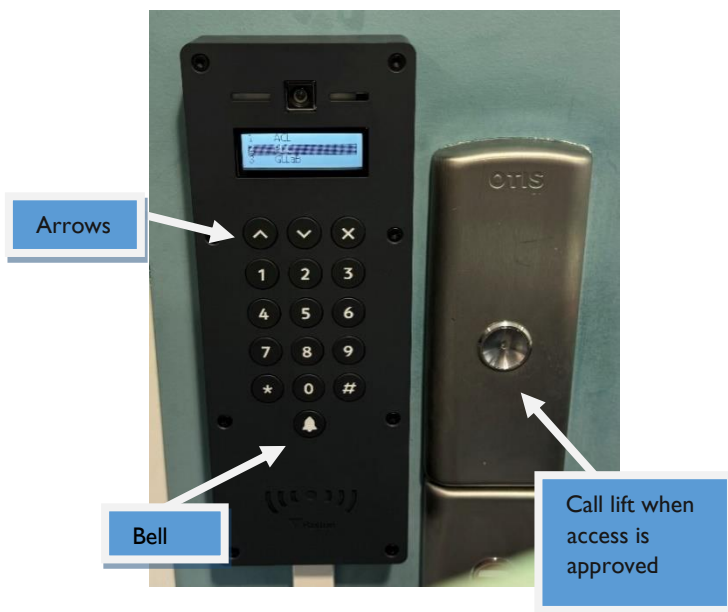
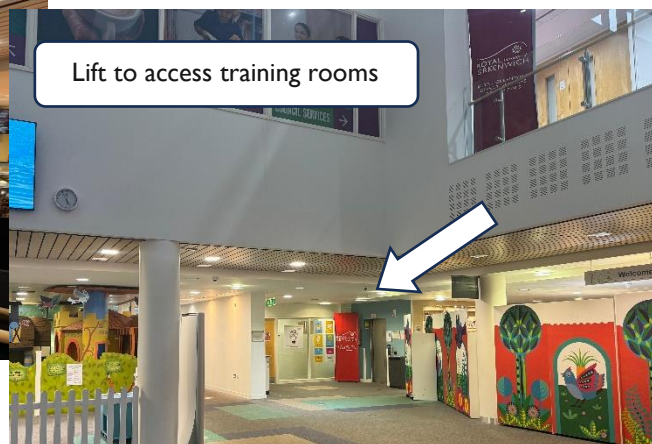
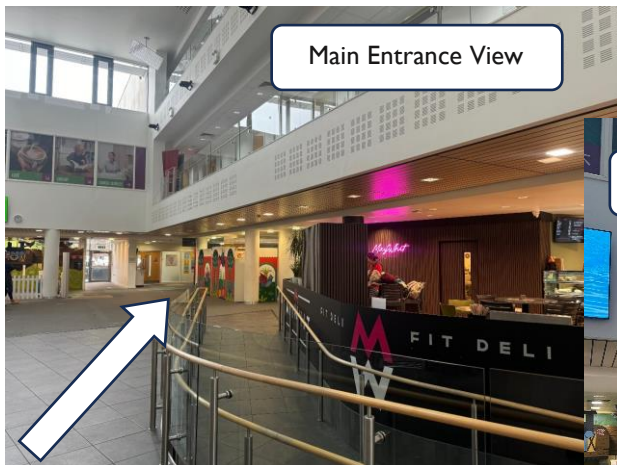
If any attendees require access to site outside standard hours, please contact us to discuss requirements.



Upon arrival

All visitors to the training rooms are required to use an intercom at the far end of the Eltham Centre's main entrance level to gain access, via the lift.

From the Eltham Centre main entrance, make your way through the foyer, past the deli and library on your right.



Please use the arrows to select the required team, then press the bell icon (Alternatively press 2 and then the bell).

Once access has been approved, press lift call button.

Select floor 1 for PDC training rooms.

Please do not let others tailgate you.

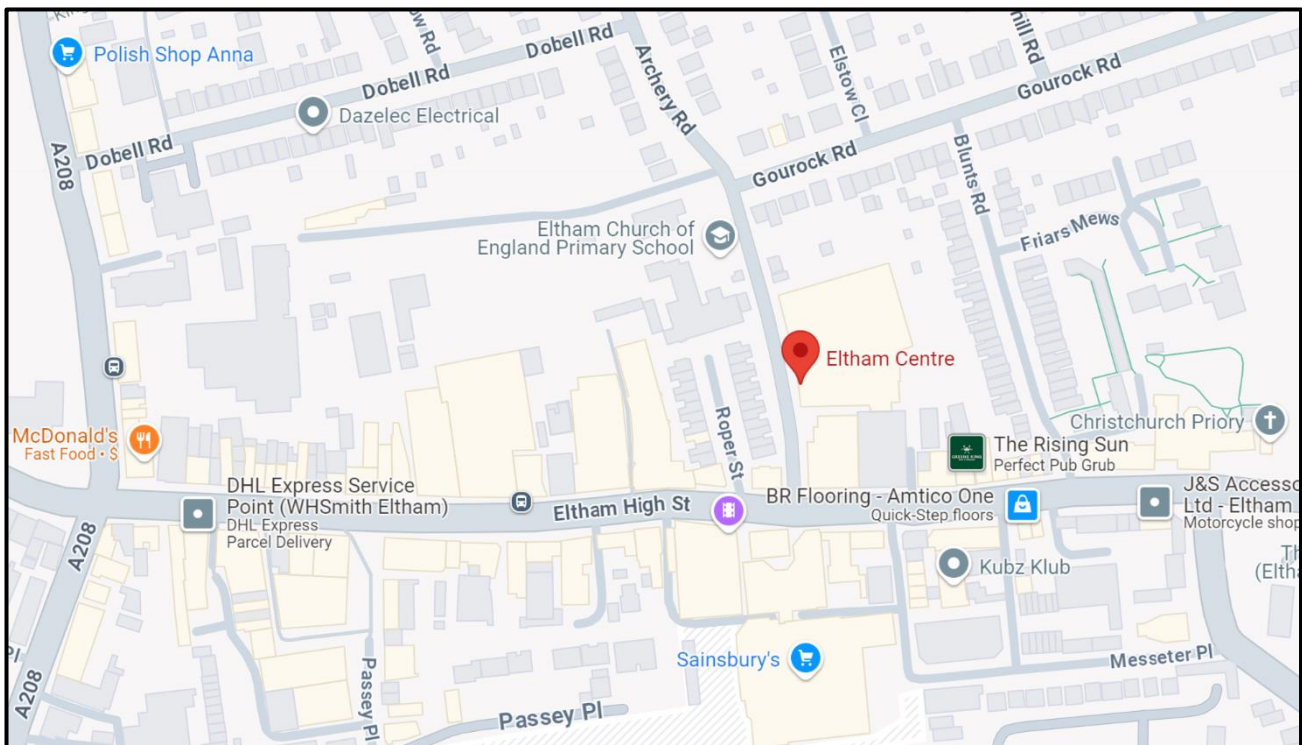
When exiting the lift at floor 1 events will be displayed on a screen, indicating which training room to proceed to.

Visitors are asked to proceed straight to the training room and sign the register in the room.



Travel Information

Professional Development Centre,
1st Floor, The Eltham Centre
2 Archery Road
London SE9 1HA



Car



The PDC has no allocated car park. We encourage visitors to use public transport; however, should you wish to travel by car, the Eltham Centre has [pay and display parking bays with 5 disabled bays](#). Further pay and display car parks are in the surrounding area.

Electric Vehicles



Please note there are no electric charging points at the PDC. The nearest charging point can be found via <https://www.zap-map.com/live/?intcmp=52717>

Bus



The nearest bus stops are located on Eltham High Street.

You can plan your route via TFL - <https://tfl.gov.uk/maps/bus> or plan your journey via [Plan a journey - Transport for London \(tfl.gov.uk\)](#)

Rail



The nearest train station is Eltham <https://tfl.gov.uk/maps/track>

Bicycle



There are bike stands at the front and back of the Eltham Centre for storage of bicycles and scooters.



Accessibility

All rooms and facilities are fully accessible to wheelchair users.

Should any visitors have any specific requirements, such as access to a quiet area, a site tour before attendance, or specific evacuation requirements, please contact us to discuss needs.

Should visitors with specific needs wish to visit the site prior to the event taking place, to familiarise themselves with the building, the centre should be contacted to arrange a suitable time.

Catering facilities

In partnership with the onsite deli, the PDC can provide a range of fresh, hot, and cold food and refreshments. Our standard menu can be found [here](#). Hirers are not permitted to provide their own refreshments.

If your attendees 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.

Please note we cannot guarantee catering for dietary requirements if not informed at least 2 weeks prior to your event.



Environment

The Royal Borough of Greenwich agreed an ambitious target to reach net zero carbon emissions by 2030.

The PDC supports this objective by:

- > Having recycling bins available throughout the PDC
- > Continuously looking for ways to reduce food waste from the deli. As part of this we ask that numbers are realistic when booking catering for events
- > Removing plastic packaging where possible
- > Providing water stations in all training rooms, allowing refill of bottles and reducing single use plastic. Paper cups rather than plastic cups also available
- > Encouraging staff to cycle, walk, or use public transport to travel to work



Tutor/Host Guidelines

Tutors/hosts are responsible for ensuring the below:

- > Sign into the register and locate tutor pack in training room
- > Familiarise self with content of pack
- > Ensure familiar with fire evacuation procedure and exit points. Be responsible for attendee register and accounting for attendees should an evacuation take place during event
- > Ensure people attending training are aware of the fire evacuation procedures, including the location of the fire exits. Please note a weekly fire alarm test is undertaken on a Thursday between 8 and 9am
- > Do not adjust IT in training room, seek support from PDC staff onsite if required
- > Ensure all event attendees sign in and out of the register
- > At the end of the session, handover the register to PDC staff onsite. Do not remove from site
- > Leave the premises and surrounding area in a clean and tidy condition with any contents that have been temporarily removed from their usual positions properly replaced
- > Ensure the total number of people in any room hired at any one time, does not exceed the permitted capacity as specified by the centre
- > Ensure that vehicles are parked in a safe manner, in such a way so as not to obstruct access by emergency vehicles
- > Ensure that where a booking has been confirmed based on a risk assessment being completed, that the agreed risk assessment processes are followed
- > In the event of a medical incident, report to a member of staff. Please note any accidents that takes place at the PDC must be reported



Room prices and capacity

All training rooms are equipped with ICT, audio facilities, Wi-Fi connectivity, water coolers and air conditioning units.

Maximum capacities of training rooms can be found below, and options for room layouts can be found on page 12.

Rooms can be booked for the following timings:

- **Session**
 - > AM session: 08:30 – 12:30
 - > PM session: 13:00 – 17:00
- **Full Day**
 - > Monday – Friday: 08:30 – 17:00
 - > Saturday & Sunday: 09:30 – 16:00
- **Twilight**
 - > Monday – Friday: 16:00 – 18:00
- **Bespoke** – please [contact us](#) for further information

ROOM NUMBER	FULL CAPACITY *	PRICE PER SESSION (AM or PM)		PRICE PER DAY		TWILIGHT HOURS
		Mon – Fri	Sat only	Mon – Fri	Sat only	
1	27	£150	£222	£300	£444	£138
2	32	£156	£228	£312	£456	£142
3	36	£156	£228	£312	£456	£142
4	32	£156	£228	£312	£456	£142
3 + 4	72 (100 chairs only)	£245	£311	£490	£622	£235

Cost per hour connectivity after 17:00 is charged at £60 per hour

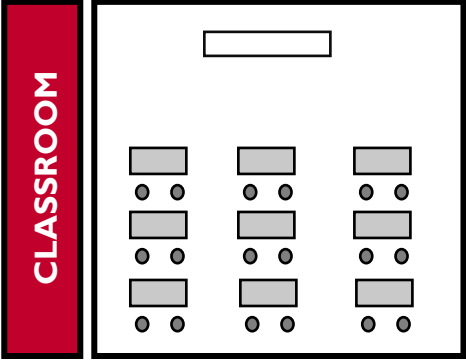
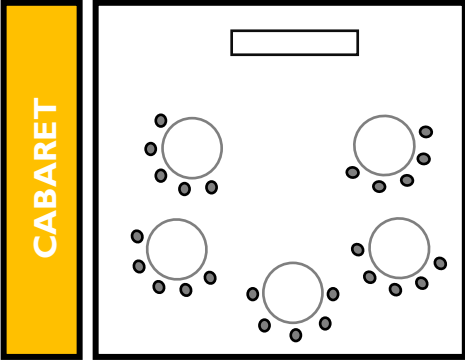
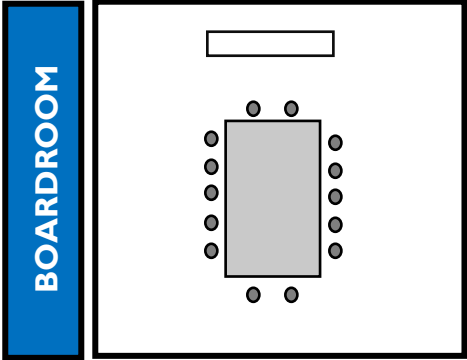
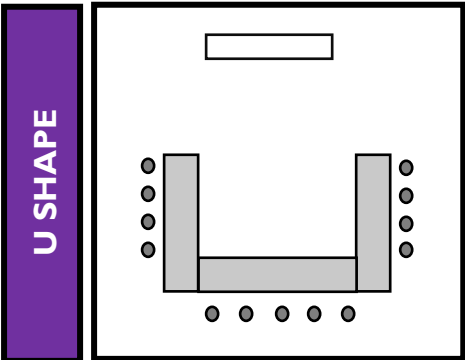
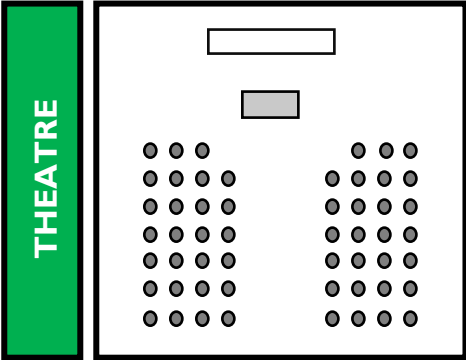
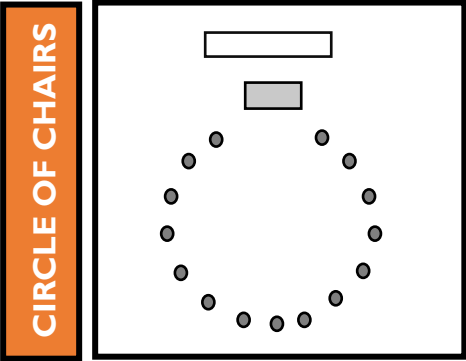
* Capacity can be increased across all rooms if using theatre style layout (chairs only)



Room setup

Standard room setup options are detailed below. Please contact us to discuss any additional requirements.

It should be confirmed in your request whether you require tables and chairs or just chairs for your room setup.



Payment

Internal bookings

Please provide the internal budget code and ensure the correct format is used. For example, ABC1234/12345.

The full hire fee may be charged up to 1 month prior to the event. Bookings within 1 month of the event will be charged upon receipt of the booking form.

External bookings

A 50% deposit will be payable on receipt of the completed booking form. Payment for the remaining hire must be received one month prior to the date of the event.

Please take note of the cancellation policy.



Terms and Conditions

Thank you for choosing Royal Borough of Greenwich Professional Development Centre 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.

Definitions:

The Hirer	Client or organisation booking the room at the premises
The Tutor	Person undertaking training, hosting event, or hosting meeting on behalf of the hirer
Attendee	Any person attending the training/event/meeting
Booking	The booking of the event
Charges	Prices as set out in these terms and conditions, or as agreed separately in writing
Event	Event identified in these terms and conditions
Booking Agreement	Contract detailing information regarding your event
Training Room	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	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 2018 and the Equality Act 2010
Services	Any services set out in these terms and conditions
PDC / The Centre / Premises	Professional Development Centre 1 st floor, The Eltham Centre, 2 Archery Road, London SE9 1HA



Making a booking:

To confirm your reservation please return the booking form within 5 working days of any verbal or provisional booking and no later than 14 days before the event.

Please note: Reservations remain provisional until you receive a confirmation letter.

Any variation to a booking must be agreed and confirmed by both parties in writing.

Conference bookings receive administrative support. Please ensure you select conference booking when completing the booking form, to include details of support required.

Attendee numbers:

When confirming numbers on the booking form, please ensure that they are realistic in relation to your booking.

Attendee numbers provided 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 **14 days** or more prior to the course/event.

Final confirmation of attendees

Please confirm your final number of attendees along with any additional needs they may have no later than **14 days prior** to the event.

Cancellations and 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 - 8 weeks	50%
Over 8 weeks	0%

The centre reserves the right to cancel a booking/or hold if unable to host due to circumstances beyond its control.



Evening and weekend bookings

Bookings for evening and weekend events are accepted subject to prior agreement. A separate charging structure is in place to consider the additional staffing and security costs.

Training/event rooms and facilities

Attendee 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. This must be agreed before your event.

We reserve the right to change allocated rooms and facilities at our discretion.

End of hire

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 tutor 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 notice of **20 working days** for all catering requirements (final numbers to be provided **at least 14 days prior** to the event). Any catering requirements requested 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, glassware, 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

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 when disturbing user groups or local residents
- Blocking corridors or doorways
- Anti-social behaviour
- Disregarding safety measures

Some behaviour may offend others without intention to do so. If any users are informed that their behaviour or language is causing offense, this must be addressed immediately.

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 tutor, 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 candles or naked flames
- Using incense
- Tampering with machinery or electrical equipment



Health & Safety

The centre has a no smoking policy in line with current legislation.

Fire exits and extinguishers are to be always kept clear and visible. Copies of the Fire Evacuation procedure are held in all training rooms. Event hosts should ensure that they familiarise themselves with this and their responsibilities.

The tutor/host:

- > must ensure that the total number of people in any room hired at any one time, does not exceed the permitted capacity as specified by the centre
- > is responsible for holding a register of all attendees in case of emergency evacuation
- > must ensure they are familiar with fire evacuation procedure and exit points
- > is responsible for attendee register and accounting for attendees should an evacuation take place during event
- > is responsible for ensuring attendees are aware of the fire evacuation procedures, including the location of the fire exits. (Please note a weekly fire alarm test is undertaken on a Thursday between 8 and 9am)
- > 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
- > must ensure where a booking has been confirmed based on a risk assessment being completed, that the agreed risk assessment processes are followed
- > must report any medical incident or accident to a member of PDC staff

Centre management, or nominated person, shall have the right to enter all rooms at any time when concerning health and safety, fire checks and to clarify the use of the room.

Please note that 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 because of your actions or omissions, and you will indemnify us against all liabilities arising in connection with such infringement.

The centre accepts no responsibility for any vehicles parked on site or surrounding areas. There are bike stands, 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.

No liability is accepted for any errors or omissions in our documents.

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.

Charges

Charges are reviewed on an annual basis. Any amendment in price will be advised in writing.

Invoicing and payment

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



Booking form

The following bookings can be made via the [PDC Booking form](#):

- > Room only
- > Room & Refreshments
- > Conferences

For all bookings, please complete the Royal Greenwich Professional Development Centre at Eltham booking form, which can be accessed via the following link or QR code.

<https://forms.office.com/e/fK4vC3c897>



If you wish to visit the site to view facilities and rooms prior to your event, please [contact us](#) to arrange a suitable time.

Conference bookings include administrative support. You will be invited to attend a meeting to discuss requirements to ensure your event runs efficiently.

Please ensure all forms are fully completed including finance codes/invoicing details and IT/equipment requirements for the event.

Booking confirmations

Provisional bookings will be held for 5 working days pending receipt of a completed booking form. We will always confirm the receipt of booking forms.

All bookings will receive a booking agreement document from us when confirmed.

Please note that a risk assessment may be required to book your event at the PDC. We will advise if required. These must be completed and approved prior to booking confirmation and the event.



Version control

Version number	Date	Comments
1.1	September 2023	Update and transfer to new booking format
1.2	August 2024	Change to detail new location
1.3	January 2025	Update menu link