

Stand Orders

Terms and Conditions

In these Conditions IEC Experience Ltd is referred to as 'the Company'. Any person, firm or any other body contracting to purchase services or goods will be referred to as 'the Client'.

1. These Conditions are the only terms and conditions upon which the Company will do business with a Client and shall override any other terms and conditions contained in any order of acceptance of our estimate, unless a specific contract is made in writing wherein it is expressly stated that these conditions shall not be applicable or shall be treated as variable.
2. Initial orders for Stand Catering must be placed on official Company Order Forms. An authorised employee of the Client upon delivery must sign orders.
3. All initial orders must be placed through the companies Stand Catering office and must be accompanied by **full payment to cover the cost of the order**; both should arrive at least 7 days before the show opens. Acceptance of orders received after this period will be at the Company's discretion and should the delivery not be possible, the Client will be informed at the earliest opportunity.
4. Payment is accepted by: Visa/MasterCard, bank transfer.
5. All orders placed for standard tariff items may be cancelled up to 48 hours before delivery. Seven days' notice is required for non-standard tariff items ordered at the Client's request.
6. The Company will endeavour to supply the goods as described, but reserves, at its discretion, the right to substitute products with items of equal suitability.
7. Variations from listed standard menu items are available at the discretion of the Companies Stand Catering Manager.
8. The Company shall endeavour to adhere to the requested delivery time wherever possible, however occasionally, business commitments may be such that the Client's orders may be **delivered 30 minutes either side of the agreed delivery time**.
9. The Company requires the Client's authorised signature with corresponding printed name confirming receipt for all items delivered. Any discrepancies must be identified at the time of delivery.
10. It is the Client's responsibility to ensure that authorised personnel be available on their stand to accept receipt of orders at the specified delivery time.
11. It is the Client's responsibility to return all hired items of equipment to the Company and obtain a signature of safe receipt from the company. The Company will charge for any damaged or non-returned equipment.
12. The Company cannot be responsible in any way for equipment other than company equipment hired by the Client. The Company cannot be responsible for any injuries caused as a result of misuse of equipment.
13. Company personnel are only contracted to undertake such duties as instructed by the Company.
14. **Where hospitality or Stand Catering is undertaken at Ricoh Arena Coventry, the client or the Client's guests for consumption on the premises may bring no other food, wine, beer or spirits into Ricoh Arena Coventry.**
15. The company reserves the right to cancel any orders in the event of the Client materially failing to perform any of their obligations within these Terms and Conditions.
16. Any complaint regarding Stand Catering or its staff or their performance should in the first instance be made to the Company, at the time of the event taking place.
17. The Company shall not be liable to the Client by reason of any delay in performing or any failure to perform any of the companies obligations in relation to an order if such delay or failure is due to any cause beyond the company's reasonable control (including (without limitation) regulations, bye laws, prohibitions of any kind on the part of any governmental or local authority, strikes, or other industrial or trade disputes, acts of god, national or local disasters, flood, fire, accident, sabotage, insurrection, civil disturbance, war, acts of terrorism or the threat of war or terrorism or any event causing the whole or part of Ricoh Arena Coventry to be closed to the public) in such circumstances the charges payable by the Client may be subject to abatement by a fair and reasonable
18. The Company shall have no liability to the Client for any consequential loss to the Client arising out of or in connection with the provision of an order pursuant to the contract formed by these terms and conditions (except in respect of death or personal injury resulting from negligence) and the total liability of the Company for any other loss of the Client shall not exceed the price payable by the client for the order.
19. The Company does not accept liability for lose or damage to any object. Equipment, furniture, stock or other property of any sort brought onto the premises by the Client or hired by the Company on the Clients behalf howsoever such loss or damage may occur unless as a direct result of the companies negligence. All such property will remain under the care and control of the Client and is entirely at the Client's own risk.
20. Any written variation of any of the above conditions shall not invalidate the remainder.
21. The contract will be governed and construed in accordance with the law of England.

Replacement Values:

8 port Security Router	£300.00 + hire fee
8 port switcher	£100.00 + hire fee
Coffee Urn	£150.00 + hire fee
Water Boilers	£150.00 + hire fee
Water Cooler Machine	£200.00 + hire fee

VAT REG NO: GB 135 0288 32

Ricoh Arena Conference & Banqueting is managed by IEC Experience Limited.

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