Enquiry/ Booking Process and Benefits of the Calder service

Over 98% of venues we use agree to Calder's Government terms and conditions, of which cancellation charges are more favorable

To see your current and past bookings and have MI at your fingertips please Click on, sign into https://tvs.myeventsportal.co.uk/

We can provide bedrooms for your delegates if their stay over is related to the meeting/event we have booked or we can book

to you and eliminates the need to make pre payments/deposits.

accommodation only for 9+ people.

Calder's can provide all your Event Management requirements for your Event. There are also the enhanced components of Digital, **Vertical and Hybrid Meetings** Please feel free to suggest Venues; if they are not already on our portfolio of over 70,000 venues we can add them for you within Calder's can organise site visits for you to inspect the Venue prior to booking. Enquiries can be made either by email, The Consultant will require you're LSE@calders.org.uk If you call Calder you will be answered booking principles, i.e. Electronic portal; by an operator who will ask you which Telephone number and email to https://tvs.myeventsportal.co.uk/clientform/lse contact you direct and forward your company you are calling from e.g. From a landline: 0844 375 3288 (LSE) in order to transfer you to your proposals/confirmations From a mobile; **0113 204 3600** dedicated Conference Team Our Service Centre is open Consultant. Mon- Fri 08.00 - 18.00 For emergency support we provide a free out of hour's service; Call the number above and you will be prompted. Once the profile information has been Once the full requirements have been obtained, Calder will contact you within The search will commence with venues 4 hours to clarify/ ask you further obtained Calder will commence the and Calder will approach; questions to ensure our understanding venue sourcing from our portfolio of Free Government Space of your requirements and agree your 70,000 venues. **Third Sector Venues** 2. required response time. **Commercial Venues** Once Calder have sourced the best Calder will then make sure we have all options to suit your requirements we The Booker will then review the options booking principle required in order to will send you a formal proposal of x 3 and advise the dedicated Consultant of confirm, if any are missing we will their selected choice. venues for consideration within the request at this point. Calder will then confirm the booking response time which has been agreed. within 24 hours once Calder has the **LSE OFFICAL Purchase Order** Once the booking is confirmed the Any amendments or cancellations that incur a Booker can then either liaise direct with monetary change should be made directly Once all booking principles are the venue or maintain contact through with Calder's which will be actioned either the received. The Confirmation will be same day or the following day. Calder's. sent to the Booker and the Venue. Any concerns relating to Calder service Any Post event feedback can be Calders maintain should be escalated in the first instance to a given to the Consultant by means of communication with the venue Calder Customer relationship Category Manager - Paul Ewing(CAT@Calders.org.uk) to ensure everything is ready an arranged call. prior to escalation to the Operations for your event.

Document dated 9.01.24 from Calder