

'To provide excellent meeting facilities, great food and accommodation in a dynamic world-leading University environment.'

This charter sets out the following:

1. Contact details
2. Services provided
3. What you can expect from the Department
4. Your rights and responsibilities
5. How to provide feedback

1. Contact details

Events Office, Fitzwilliam College, Storey's Way, Cambridge CB3 0DG

T: +44 (0)1223 332040

E: events.office@fitz.cam.ac.uk

The office is staffed Monday-Friday 08:00–16:00.

Catering Office, Fitzwilliam College, Storey's Way, Cambridge CB3 0DG

T: +44 (0)1223 332052

E: catering@fitz.cam.ac.uk

The office is staffed Monday-Sunday 08:00–18:00.

Answerphone services are available in both offices. If you need to contact a member of staff outside of these hours you can contact the **Porters' Lodge +44 (0)1223 332000**.

2. Services provided

The Department is responsible for the following:

- Providing quality food for all College events
- Providing quality food for all external events
- Booking meeting rooms and bedrooms for College events
- Booking meeting rooms and bedrooms for external events
- Providing and distributing event information to College departments in order for those departments to facilitate the event.

3. What you can expect from the Department

We will:

- Treat all of our clients (whether College or external) with respect and dignity
- Handle your enquiry in a professional manner
- Remain members of the Meetings Industry Association (MIA) and follow the industry best practice
- Deal with any complaints or concerns that you have in an efficient and productive manner
- Ethically and sustainably source all of our food
- Liaise with students through a Food & Beverage Working Group; meetings will be held once per term
- Provide food and drink for your event at the requested (and agreed) times
- Provide a draft event sheet for you to confirm details of your event
- Provide Buttery lunch and dinner at all times throughout the year save for Easter weekend and Christmas closedown

- Operate the Coffee Shop at all times throughout the year save for Easter weekend and Christmas closedown (times vary during vacation periods)
- Operate the Bar at all times throughout the year save for Easter weekend, summer and Christmas closedowns (times vary during vacation periods)
- Invoice for your event within 10 working days after the event.

4. Your rights and responsibilities

- You will be provided with all of the meeting rooms, bedrooms and catering as per your signed contract
- All meeting rooms will be set up as requested at the time requested as per your signed contract; the rooms will be clean and ready to use
- Any A.V. and/or I.T. requested and agreed will be available and ready to use (including support)
- All bedrooms will be available on the date booked and at the time booked; all bedrooms will be of the type requested (and agreed) and cleaned ready to use
- Any changes to your event (from the signed contract) shall be notified to the Events Office in writing (email is fine) straight away; the Events Office will endeavour to facilitate any changes notified within 10 days, but this cannot be guaranteed
- You (and your delegates) are required to treat the College, its property and staff with respect and dignity; any damage to College property must be notified immediately and will be chargeable
- You shall pay the fee for the event as per the invoice within 28 days of receipt of the invoice.

5. How to provide feedback

- If you would like to give feedback about any aspect of your event or catering then you should, in the first instance, contact the Events Office as soon as possible. If the feedback is made in person (during your event) we will deal with it straight away. If the feedback is made via telephone or email we will contact you (if required) by the end of the next working day
- If you feel that the feedback has not been handled correctly please contact the Head of Events & Catering +44 (0)1223 332006 (head.eventsandcatering@fitz.cam.ac.uk)
- If you feel that the feedback has not been handled correctly by the Head of Events & Catering then you should contact the Domestic Bursar +44 (0)1223 332076 (domestic.bursar@fitz.cam.ac.uk).