

Housekeeping Rules

- Any issues that occur during the day should be reported to a member of our staff so that they can be resolved while the event is taking place.
- Wi-fi is available to all guests.
- Mary Ward House is a smoke-free building.
- Toilets are located on the ground floor, with alternative toilets on the lower ground floor. For the upper levels of the building, there are toilets in each floor (1st, 2nd and 3rd floors). Delegates should be aware that hand towels should be disposed in the bins provided and not flushed.
- In case of a fire report to the person in charge of assembly point at TAVISTOCK SQUARE, to your right at Tavistock Place
- You will find a copy of the FIRE INSTRUCTIONS in each room.
- Keep the fire exits clear at all times.
- Please be aware that we have a fire alarm sound test every Friday at 13.00 pm. This test will last for approximately 20 seconds.
- If there is an accident or medical emergency, please notify reception immediately.
- For any minor injuries please see reception where there is a first aid box. We also have trained first aider staff should you require any assistance.
- For any technical assistance on the day, please ask at reception.
- If you need to photocopy anything, please ask at reception. The cost is £0.20 for black and white printing, and £0.50 for color printing, per page. We can print a maximum of 10 pages (more quantity depends on how busy the venue is on that day).
- If you need to move tables and chairs, ask for a porter's assistance.
- No signs, working papers or posters may be attached to the walls.
- No background music, live music, games, or team building activities are allowed unless previously agreed with management.
- No alcohol may be brought in or consumed without permission. A corkage fee applies per bottle.
- Please return any lost property to reception for safe keeping.
- Deliveries & Collections: If you need to leave any equipment/bags/boxes behind for next day collection, please see reception who will be able to advise of an appropriate place for storage.
- If any items have not been collected within two days of the booking day, these items will be disposed of or given to a local charity, due to limited storage in the venue.
- Please note that any extras added on the event day will be invoiced after the event.