



STRANMILLIS UNIVERSITY COLLEGE  
A College of Queen's University Belfast

# **Internal Hospitality Policy**



## Contents

1. Introduction .....	2
1.1 Meeting Space .....	2
2.1 Refreshments for Meeting and Events .....	3
2.2 Criteria for Provision of Refreshments: .....	3
2.3 Refreshments available for Meetings/Events .....	4
3 Overnight Accommodation .....	4
4 Insurance .....	4
5 Other Requirements .....	4
6 Audio Visual Support .....	4
7 Security .....	5
8 Room Layout .....	5
Appendix A College Accommodation and Facilities .....	6
Appendix B Hospitality Request Form .....	7
Appendix C. List of Committees .....	8
Appendix D. Accommodation Booking Form .....	9

## 1. Introduction

There are occasions when it is necessary to provide catering and other associated facilities to enable College business to progress smoothly. This policy provides guidance regarding the management of these requirements.

The College aims to encourage staff to support the Hospitality Service Department to generate valuable conference business and help develop the College's reputation as a key conference provider

Support for this can be achieved both by staff using the College catering and accommodation facilities for internal meetings and events and by using their networks and contacts in other organisations or partnerships in which they are involved to secure events to be hosted at the College.

Thus for reasons of economy and where reasonably possible, entertaining of staff and guests should take place within College premises using the College Hospitality Services to provide meeting facilities, accommodation and refreshments.

However there may be circumstances where it is appropriate for the entertainment of guests to take place outside of the College. Please refer to the College Entertainment Policy (re Externally Provided Hospitality/Entertainment) for guidance.

The main areas of hospitality provided internally are:

- Meeting Space
- Refreshments for Meeting and Events
- Overnight Accommodation

### 1.1 Meeting Space

Currently there are several points of contact for booking College facilities as set out in Appendix A.

These fall broadly into the following areas:

- a) Academic Teaching Space.
- b) I.T. Training Suites.
- c) General Conference and Meeting Rooms.

All this space is available for use by both internal and external groups. Priority for use of Academic and IT Teaching space during term time is given towards student teaching.

Priority for use of College general conference and meeting rooms is given over to facilitating the needs of external customers.

In relation to items 1.1 a) Academic Teaching Space and b) I.T. Training Suites the relevant contacts as detailed on Appendix A should be emailed 3 working days in advance. Availability for these rooms can be found by referring to the room booking section on the College website.

Regarding c) General Conference and Meeting Rooms, management of this space is the responsibility of the Hospitality Services Department.

Having ascertained availability of all space as detailed in a) – c) (N.B. only when bookings under c) which do not involve any other catering or accommodation requirements), the following information must be provided to that relevant contact:

- Room (s) required
- Purpose of meeting

- Required room layout
- Number of participants including number of external visitors and the organisation they represent (if any) in attendance.
- Date, start time and duration of meeting.

## **2.1 Refreshments for Meeting and Events**

Refreshments may be provided by Hospitality Services for internal meetings and events in the following circumstances:

### **2.2 Criteria for Provision of Refreshments:**

The following conditions must be met for the provision of refreshments to be authorised by the Head of Department:

- Regular departmental and cross functional meetings including those detailed in Appendix C and other similar meetings and events that are expected to last in excess of 2 hours:
- The meeting is required to progress College business, is for a professional purpose and considered beneficial to the College;
- The meeting must have at least 4 participants. Participants should include only those staff and visitors who have a valid reason for being present. Exceptions are appropriate for entertaining important guests of the Principal and Vice Principal:
- It is practicable and safe to provide the required refreshments in the location requested.

The following guidance must be followed if the above criteria are met:

- a) The Booking Form (at Appendix B) should be completed and approved by the relevant Head of Department and forwarded to the Hospitality Services Department normally 8 working days in advance of the required date.
- b) Any cancellations or reductions to numbers or other requirements must be phoned through to relevant staff (see Appendix A) within Hospitality Services at least 48 hours before the event. Changes to events should not be emailed to ensure that they are actioned.
- c) Any cancellations or reduction advised outside the above deadline will not be reflected in resulting charges made to the ordering department's budget.
- d) The cost centre or project name to which the costs will be charged must be clearly identified on the Booking Form.

There may be situations where the numbers involved e.g. less than 4 participants, would render the provision of catering by Hospitality Services uneconomic.

It is possible for staff to bring visitors to the College catering venues and have the costs charged via internal arrangements. However arrangements must have been made in accordance with a) –d) as set out above.

Alternatively in some situations such as a meeting is arranged at the last minute, the host of the meeting may visit College catering venues and reclaim any costs they incur of catering provided via the Travel Expenses Claim Form. The refreshments provided should be in line with those detailed at section 2.3 below.



### **2.3 Refreshments available for Meetings/Events**

Normally an acceptable level of refreshments for such meetings will comprise:

For morning or afternoon meetings: a break of Tea/Coffee and Scones or Biscuits

For all day meetings: a lunch of tea/coffee and assorted sandwiches.

If Heads of Department wish to provide refreshments in excess of the above, the approval of that person's line manager together with the reasons why additional refreshments are required should be provided in the Hospitality Request Form at Appendix B.

### **3 Overnight Accommodation**

Where staff are hosting visitors who require an overnight stay, bed and breakfast availability within the College Halls of Residence **MUST** first be considered by contacting the relevant staff within Hospitality Services.

If space is available:

- a) the Accommodation booking form at Appendix D should be completed and approved by the relevant Head of Department and forwarded to the Hospitality Services Department normally 8 working days in advance of the required date.
- b) Any cancellations or reductions to numbers or other requirements must be phoned through to relevant staff (see Appendix A) within Hospitality Services at least 48 hours before the event. Changes to events should not be emailed to ensure that they are actioned.
- c) Any cancellations or reduction advised outside the above deadline will not be reflected in resulting charges made to the ordering department's budget.
- d) The cost centre or project name to which the costs will be charged must be clearly identified on the Booking Form.

If space is not available the visitor should be booked in to a local hotel and this can be booked following the usual purchasing requirements s detailed in the Procurement Policy.

### **4 Insurance**

Meetings or events hosted on campus by College staff and which involve partnerships and representatives from other organisations are covered by College insurances so long as the purpose of the meeting or event is pursuant to core college business.

### **5 Other Requirements**

As required, arrangements must be made to advise other relevant departments with 10 working days notice as follows:

### **6 Audio Visual Support**

Any audio visual requirements needed to facilitate meetings and events must be requested by completing the forms found under the IT Services section of the College website.



Special arrangements must be made if the host of the meeting or event required technical support to be available outside normal college hours. There will be an additional cost for this support which will be recharged to the host department or external customer.

## **7 Security**

Those responsible for hosting meetings and events on College grounds that involve visitors attending, regardless of the timing of such an event, must advise the Head of Security of the names, arrival times and expected length of visit and the car registration number for each guest. Visitors will be expected to comply with College policy regarding car parking on campus and must be advised to follow the directions of security staff regarding availability and location of car parking.

Special arrangements for parking for visitors with a disability must also be made with the Head of Security.

## **8 Room Layout**

Unless otherwise requested the required room(s) will be arranged in the usual room layout or set out in the format as requested from the responsible department.

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Dr Anne Heaslett

Principal

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Date

Review Date: January 2011

For distribution to: All Staff



### Appendix A College Accommodation and Facilities

Description	Hospitality Ext 524 <a href="mailto:hospitality@stran.ac.uk">hospitality@stran.ac.uk</a>	Learning & Student Services Ext 422 Mon-Wed Ext 261 Wed-Fri <a href="mailto:Learning&amp;StudentServices@stran.ac.uk">Learning&amp;StudentServices@stran.ac.uk</a>	I.T. Services Ext 242 <a href="mailto:itsupport@stran.ac.uk">itsupport@stran.ac.uk</a>
<b>Central Building</b> ALL Other rooms	<b>EXTERNAL bookings ONLY</b>	<b>YES</b>	NO
<b>Central Building</b> CIT Rooms	NO	NO	<b>YES</b>
<b>Central Building</b> Drama Theatre	<b>YES</b>	NO	NO
<b>Main Building</b> ALL Other rooms	<b>EXTERNAL bookings ONLY</b>	<b>YES</b>	NO
<b>Main Building</b> Conference Hall	<b>YES</b>	NO	NO
<b>Main Building</b> Board Room	<b>YES</b>	NO	NO
<b>Main Building</b> Committee Rooms	<b>EXTERNAL bookings ONLY</b>	<b>YES</b>	NO
<b>Orchard Building</b> ALL Other rooms	<b>EXTERNAL bookings ONLY</b>	<b>YES</b>	NO
Refectory Building	<b>YES</b>	NO	NO

#### Hospitality Services Contact Names:

**Mrs C Nesbitt**      281  
**Miss J Gribbin**     377  
**Mrs S Crawford**    524  
**Miss W Stanfield**   251  
**Mrs E Oswald**       251



## Appendix B Hospitality Request Form

### STRANMILLIS UNIVERSITY COLLEGE

Service Required:	
Day:	Date:
Numbers:	Time:
Place/Room:	Please confirm room is booked:
Title of Meeting:	Cost Centre/Project to which the costs will be charged:
Signed:	Date:
Budget Holder Signature:	

N.B. All Hospitality Request Forms must be signed by the Line Manager before being sent to the Hospitality Service Department.

Hospitality Request Forms should reach the Hospitality Services Department 8 working days in advance of the requested event.



## Appendix C. List of Standard Committees

Governing Body

Audit Committee

Executive Committee

Corporate Planning Team & Senior Management Team

College Union Forum

Merger Related Groups

A list of the annual meeting schedules should be provided to Hospitality Services when drawn up. Any changes to the schedule and/or number or participants should be advised as soon as these become apparent.



**Appendix D. Accommodation Booking Form**



To: Hospitality Services

Service Required:		
Name of Resident:	Day/Date of Arrival:	Day/Date of Departure:
Title of Meeting:		Cost Centre/Project to which costs will be charged:
Signed:		Date:
Budget Holder Signature:		