



STRANMILLIS UNIVERSITY COLLEGE  
A College of Queen's University Belfast

# **Internal Hospitality Policy**



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## 1. Introduction

There are occasions when it is necessary to provide catering and other associated facilities to enable College business to progress smoothly. Examples of this would include providing hospitality for external examiners, visiting lecturers, external contributors to research seminars and visiting business contacts with whom the College either has or is seeking to develop a working relationship.

This policy provides guidance regarding the management of these requirements. It is a requirement that all catering and hospitality services are normally provided through the College's Hospitality Services Department. Under exceptional circumstances, where it is not possible or economical to use Hospitality Services, then University College's approved suppliers should be approached in line with the College's Procurement rules. Due to Health and Safety and insurance concerns with the transport storage and preparation of food, members of staff should not themselves fetch, collect or prepare food that is subject to those rules.

Staff must undertake the provision and receipt of hospitality in a way that is appropriate to the College's position; staff must not risk any damage to the College's reputation. Please refer to the University College Financial Regulations for more details about the acceptance and giving of Gifts and Hospitality.

Staff must always consider their personal position, the University College's position and any tax implications. They should always consider how a situation, however well intended, would appear to external scrutiny. Hospitality is a sensitive area and staff are asked to observe the spirit as well as the letter of this policy.

Hospitality must also be dealt with within the framework of the relevant tax regime. All expenditure must be 'wholly and exclusively for the purposes of the trade'. Failure to adhere to this may result in tax demands on the individual and on the University College.

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 aim 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.

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 and covered by this policy are:

- Meeting Space
- Refreshments for Meeting and Events



- Overnight Accommodation

### 1.1 Meeting Space

Currently there are several arrangements in place for booking College meeting facilities.

These fall broadly into the following areas:

- a) Academic Teaching Space – nominated individuals have been given approval to book academic teaching space. Staff wishing to make a booking should contact the relevant individual for their project or department. IT Services can advise when this information is not known.
- b) I.T. Training Suites – bookings are made via IT Services.
- c) General Conference and Meeting Rooms – nominated individuals have been given approval to book general meeting space. Staff wishing to make a booking should contact the relevant individual for their project or department. IT Services can advise when this information is not known.

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 to facilitating the needs of external customers.

If refreshments or overnight accommodation is required in connection with your meeting or event please see sections 2 and 3 below.

## 2 Refreshments for Meeting and Events

Requests for refreshments to be provided by Hospitality Services for internal meetings and events may be made in the circumstances set out below:

### 2.1 Criteria for Provision of Refreshments:

The following conditions must be met for the provision of refreshments to be authorised by the Budget Holder:

- Regular departmental and cross functional meetings including those detailed in Appendix B and other similar meetings and events that are expected to last in excess of 2 hours:
- The meeting is required to progress University 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, Vice Principal and Assistant Vice-Principal:
- It is practicable and safe to provide the required refreshments in the location requested.

It should be noted that refreshments will not be provided during the routine teaching of students including Masters' classes and PDP tutorials.

Refreshments will not be provided during the routine delivery off Life Long Learning (LLL), Continuing Professional Development (CPD) and Degree Enhancement Programmes unless:



- There is a sound commercial reason requiring the provision of refreshments,
- The cost has been included in the related course budget and reflected in the associated charge to participants
- The agreed course fee, including the provision of hospitality, have been approved by the Assistant Vice Principal (LLL) or the Head of Continuing Education (CPD and Degree Enhancement).

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

- a) The Catering/Refreshments Request Form (at Appendix A) should be completed by an approved Requisitioner and approved by the relevant Budget Holder 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 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 requisitioning department's budget.
- d) The cost centre(s) or project(s) name(s) to which the costs will be charged must be clearly identified on the Request 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 the usual internal recharging arrangements. However prior arrangement must have been made in accordance with a) –d) as set out above.

Alternatively in some situations, such as a meeting which is arranged at the last minute or with few participants, the host of the meeting may visit College catering venues and reclaim any costs they incur for catering provided via a Travel Expenses Claim Form. The refreshments provided should be in line with those detailed at section 2.3 below and advance approval must have been obtained from the relevant Budget Holder. The provision of the refreshments must also be in line with the criteria outlined under 2.1 above.

## **2.2 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 Budget Holders wish to provide refreshments in excess of the above, the advance approval of that person's line manager, together with the reasons why additional refreshments are required should be provided in the Catering/Refreshments Request Form at Appendix A.

## **3 Overnight Accommodation**

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

If space is available:



- a) the Overnight Accommodation Booking Form at Appendix C should be completed and approved by the relevant Budget Holder 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 advised by telephone to the relevant 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 requisitioning department's budget.
- d) The Cost Centre or Project Name to which the costs will be charged must be clearly identified on the Overnight Accommodation Booking Form to facilitate recharging.

**Only if space is not available** should the visitor be booked in to an approved local hotel, currently the Crescent Townhouse Hotel, and this can be booked following the usual purchasing requirements detailed in the Procurement Policy. The University College has secured a corporate rate at the Crescent Townhouse Hotel on Botanic Avenue which must be used for visitors who cannot be accommodated on site.

#### **4 Insurance**

Meetings or events hosted on campus by University 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, normally with 10 working days' notice, as follows:

##### **5.1 Audio Visual Equipment and Support**

Any audio visual requirements needed in addition to those already provide in the booked venue, should be requested as outlined on the Room Bookings page of the Internal Staff website. Special arrangements must be made if the host of the meeting or event required technical support to be available outside normal college working hours. There will be an additional cost for this support which will be recharged to the host department or external customer – prior approval of the Budget Holder in relation to these costs must be obtained.

##### **5.2 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 Security Supervisor 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 Security Supervisor.



### 5.3 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.

To make any changes to the room layout the Requisitioner should contact the Head Porter for all buildings, except the Refectory Building. Refectory Building room layout changes should be discussed with Hospitality Services staff.

## 6 Checklist for Booking Hospitality and Overnight Accommodation

Before completing Catering/Refreshments Request Form and Overnight Accommodation Booking Forms:

- Check overnight accommodation availability with Hospitality Services (working 8 days' notice) by email or telephone
- Approved Project or Departmental Requisitioner to complete Catering/Refreshments Request Form (Appendix A) or Overnight Accommodation Request Form (Appendix C)
- Forward Request to relevant Budget Holder for Authorisation
- Budget Holder to approve Request and provide Cost Centre Code(s) or identify Project(s) title(s) **AND** reason for Hospitality e.g. Open Day
- Forward the completed Request or Booking Form to Hospitality Services allowing at least 8 working days in advance of the required date.

Please note Catering/Refreshments or Overnight Accommodation cannot normally be provided unless the relevant Catering/Refreshments Request Form is received by Hospitality Services at least 8 working days in advance of the event.

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Dr Anne Heaslett

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Date: November 2014

Principal

Review Date: November 2017

For distribution to: All Staff



Appendix A

Catering/Refreshments Request Form

STRANMILLIS UNIVERSITY COLLEGE

Service Required including costs	
Services required	Cost
Total Cost: £	
Day:	Date:
Numbers:	Time:
Place/Room:	Please confirm room is booked:
Title of Meeting/ Event:	Cost Centre(s)/Project(s) name to which the costs will be charged:  Cost Centre(s)/Project(s) code to which the costs will be charged:
Requisitioner Name: Requisitioner Signature:	Date of request:
Budget Holder Signature:	Date:

N.B. Catering/Refreshments Request Forms must only be completed by staff that have been approved as department or project requisitioners

All Catering/Refreshments Request Forms must be signed by the relevant Budget Holder before being sent to the Hospitality Service Department.

Catering/Refreshments Request Forms should reach the Hospitality Services Department at least 8 working days in advance of the requested event.



## Appendix B. List of Standard Committees

Governing Body

Audit and Risk Assurance Committee

Finance & General Purposes Committee

Education Committee

HR and Remuneration Committee

Corporate Planning Team

College Union Forum

Academic Leadership Committee

Cross College Stakeholder 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 C. Overnight Accommodation Booking Form

STRANMILLIS UNIVERSITY COLLEGE
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To: Hospitality Services

Service Required:		
Name of Resident:	Day/Date of Arrival:	Day/Date of Departure:
Purpose of Visit:	Cost Centre(s)/Project(s) name to which costs will be charged:	
	Cost Centre (s)/Project(s) code to which costs will be charged:	
Requisitioner Name:	Date:	
Requisitioner Signature:	<i>Overnight Accommodation Booking Forms should reach the Hospitality Services at least 8 working days in advance of the requested event.</i>	
Budget Holder Signature:	Date:	

N.B. Overnight Accommodation Booking Forms must only be completed by staff that have been approved as Department or Project Requisitioners.

All Overnight Accommodation Booking Forms must be signed by the relevant Budget Holder before being sent to the Hospitality Service Department.