

Service Level Agreement – Facilities Hire

Opening Hours

Mondays to Fridays 08.00-17.30

There is no access outside of these opening hours. The times must include set up/set down of your event.

Our Commitment

We will:

- on receipt of the booking form, we will issue a formal quote within 5 working days;
- once the formal quote has been accepted, a booking will be made;
- provide modern and clean facilities;
- provide friendly and professional Front of House staff to ensure smooth running of the event;
- ensure that the facilities are set-up prior to the start of your event;
- provide the necessary audio visual (AV) equipment as agreed on the booking form;
- provide the necessary clinical equipment as agreed on the booking form;
- provide technical support for the operation of our audio visual systems and assist clients with the smooth running of presentations;
- provide clients with our Fire Safety & Evacuation procedures;
- issue invoices within 30 days of a booking taking place.

Your Commitment

We expect our clients to:

- make the initial enquiry via email;
- complete and return a booking form;
- arrange a site visit prior to your event to familiarise yourself with our facilities;
- notify the Centre of any equipment being brought on site, inform us of expected delivery and collection times, and be aware of restricted lift size (please see diagram below);
- take full responsibility for all items brought on site (for e.g. personal belongings, equipment).
The centre cannot take responsibility for loss or damage to your property;
- if your event requires the use of video footage arrange an AV test in advance of your event;
- ensure that events are held to time, strictly adhering to the Centre's opening hours and honouring the access times laid out in the confirmation email;

- be responsible for booking catering directly with Trust Hospitality or external caterers, and for managing the delivery and removal of the catering;
- be responsible for all centre equipment and facilities on the day of hire, and in the event of loss or damage, to notify a member of staff, and to be liable for the cost of replacement or repair;
- agree to the cancellation charges as set out in our pricing policy;
- settle final invoices within 28 days of receipt.

Business Operations Team

Reception Services Administrator
 Medical Education Administrators
 Simulation Technicians
 Assistant Service Manager
 Service Manager

Aisha Braimoh
 Nazmin Laskar & Sharmin Khonij
 Justin Connolly and Colin Parry
 Collette Watson-Blythe
 Isabel de Abreu

Contact information

Guy's and St Thomas' NHS Foundation Trust
Simulation and Interactive Learning (SAIL) Centre
 1st Floor, St Thomas House
 St Thomas' Hospital
 Westminster Bridge Road
 London SE1 7EH
 Tel: +44 20 7188 4802
 Email address: simulation@gstt.nhs.uk
 Web: <http://sailcentres.kcl.ac.uk/>

Simulation Centre- St Thomas House

Lift Dimensions

