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Guaranteed Good Service Your Booking Experience



- Our Conference and Event Services team will deal with your booking in a friendly and efficient manner.
- Your enquiry will be dealt with within 48 hours.
- Upon confirmation we guarantee you will be allocated a dedicated Conference Co-ordinator to assist with the planning of your event.
- A General Booking Agreement will be sent to you on agreement that we can meet all of your needs and expectations. We shall then continue to communicate all of your event details to our service providers to ensure that your event is delivered to the highest possible standard.
- Terms and conditions will act as confirmation of your requirements in an easily understood format.

Your Arrival Experience

Your personal Conference Co-ordinator will greet you upon your arrival to welcome you to your allocated room. This room will be signed accordingly with the name of your event so that your delegates can find the room with ease on their arrival.

Your Conference Co-ordinator will be available on the day to assist with the smooth running of your event and to accommodate any last minute changes.

You will be informed of all fire and health and safety regulations prior to the start of your event.

Presentation of Facilities

The room will be ready at the required time agreed prior to the event and in the format requested.

Any audio visual equipment supplied by Liverpool John Moores University will be clean and fully tested.

Your room will be checked to ensure it is clean and at a suitable temperature.

Food and Beverage Service

Your food and beverages will be served within the time specified by the organiser and agreed prior to the event.

All meals and refreshments will be to your expectations and those of your delegates.

All Food and Beverage staff will be trained to the standard of Liverpool John Moores University to meet your expectations.

After Sales Service

Within five working days of your event you will be contacted by your personal Conference Co-ordinator to ensure that your event was successful in every aspect. This would also be an opportunity for you to provide feedback.

All invoices will be sent within ten working days after your event.

All queries will be dealt with in a friendly, efficient and professional manner.

Vision Statement

To be the preferred academic venue for hire in Liverpool.

Mission Statement

To manage conference and event activity in partnership with the University and its external clients by providing individual support, services and advice which people will want to buy, be happy with and will want to buy again.