



**GHANA TERTIARY
EDUCATION COMMISSION**

Driving a World Class Tertiary Education System for National Development

HOSPITALITY MANAGEMENT SERVICES DEPARTMENT

Guidelines for Booking

June 2025

INTRODUCTION

Policies and procedures provide a roadmap for an organization's daily operations, ensuring compliance with laws and regulations, guiding decision making and streamlining internal processes. To make the best use of resources at the facility, please ensure adherence to the following rules and regulations:

1.0 Use of Facility

The facility is designed to accommodate a variety of events, including educational seminars, conferences, workshops, annual general meetings and other social events.

It is required that all bookings indicate the following:

- a. Name /Organization
- b. Contact Person
- c. Telephone Number
- d. Alternate Telephone Number
- e. Address
- f. Description of event
- g. Proposed Date
- h. Number of attendees

2.0 Booking

- i. Booking may be scheduled by accessing the GTEC website, email or in-person at the Client Services Office of the Facility giving up to at least a month's advance notice.
- ii. Completion of a Registration Form shall confirm that the client has read, understood and accepts the rules and regulations and consents to agreement to pay the relevant charges.
- iii. Client must be at least eighteen (18) years of age to be eligible to book the facility.
- iv. The use of the facilities (Halls/Pergola) is limited to a maximum duration of six (6) hours. However, additional thirty (30) minutes would be allowed for exit, beyond which any extra time will attract a fee of GHC500 per hour which is subject to periodic review. Therefore, events must terminate as scheduled to allow for incident free exit of participants.
- v. Management reserves the right to decline request for extended hours.
- vi. Management reserves the right to verify the status of a prospective client before confirmation of booking.
- vii. Management reserves the right to cancel a scheduled event due to false disclosure.
- viii. Seven (7) days' notice must be given regarding events that require special arrangements (e.g special devices).
- ix. The use of the facilities' special equipment (live streaming, video production, picture taking, video conferencing etc) will attract additional fee.
- x. Once booking is confirmed and payment effected, it cannot be transferred to another group or individual for an event.

- xi. Facilities shall not be used for activities that encourage or promote violence or engage in criminal behaviour.
- xii. Prior authorization must be obtained before affixing any form of decorations, wall hangings, presentation materials etc.
- xiii. Food and beverages are not allowed in the halls.
- xiv. All refreshments shall be served at the Pergola at additional cost.
- xv. Management reserves the right to deny future use of facilities to individuals, groups or organizations whose previous conduct has resulted in damage or disregard of guidelines and regulations, conditions or rules of conduct in this policy.

3.0 **Halls available for use**

Conference facility consists of four (4) halls as indicated in the table below:

S/N	HALL	CAPACITY
1.	Paul Effah Hall	600
2.	Ahmed Jinapor Hall	120
3.	Nikoi Kotey Hall	70
4.	Kwame Dattey Hall	20
5.	JASMINE PACKAGE <ul style="list-style-type: none"> • Room set-up • AC • Sound system • File, note pad/pen • Flip chart/marker • Water - two (2) bottles • Snack • Lunch • Soft drink • Mint 	Ghc350 per head
6.	VIP ROOM Bottled water (max of five (5) people)	Ghc1000.00

4.0 Payment

- i. Mode of payment shall include cash, cheque, bank transfers or momo.
- ii. Booking shall be deemed confirmed after 50% down payment.
- iii. Final payment shall be made three (3) days before the event.
- iv. In addition, 10% of the total cost shall be paid as refundable deposit for the cost of repair for any damage caused after assessment of facilities within seven (7) days.
- v. Discounts would be considered on a case-by-case basis.

5.0 Cancellation and Refund

- i. Cancellation shall be made two (2) weeks prior to an event via email, text, phone call or WhatsApp without a penalty. A new date shall be scheduled subject to availability or a 100% refund if deposit has been made.
- ii. Failure to notify Management of cancellation of a scheduled event where part deposit has been made will not attract any refund. However, where full deposit has been made, 20% of the deposit would be refunded.

6.0 Security / Safety Protocols

- i. Security Officers shall be detailed to assist and direct participants on the day of event.
- ii. Participants shall comply with directives from the security. However, participants are advised to take responsibility for personal effects and valuables.
- iii. Smoking is strictly prohibited in the facility.
- iv. Emergency exit signages and restricted areas must be adhered to.

7.0 Lost and found items

Such items must be deposited at the Clients Services Office for identification and collection.

8.0 Miscellaneous

Circumstances and operations not covered in this manual shall be considered on a case-by-case basis and deemed necessary and appropriate by Management.

I, the undersigned, fully agree to comply with the rules and regulations regarding the use of the Ghana Tertiary Education Commission Conference Facility.

Client Signature: **Date:**.....

GTEC: **Date:**