



**GHANA TERTIARY
EDUCATION COMMISSION**

Driving a World Class Tertiary Education System for National Development

HOSPITALITY MANAGEMENT SERVICES DEPARTMENT

Guidelines for Use of Facilities

September 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 our facilities, your cooperation in following these guidelines would be appreciated.

HIGHLIGHTS

- ✓ Every facility used must be left clean and in the same condition as it was before the event.
- ✓ The air-conditioners will be switched on 30minutes before the event starts.
- ✓ Start and end sessions within the scheduled time that was officially booked.
- ✓ For clarification on any issue, please contact the Client Services Office.
- ✓ Clients are advised to carefully manage their event to avoid incurring penalties.
- ✓ Clients are encouraged to strictly observe these guidelines and ensure they are clearly communicated to all event attendees.

1.0 Use of Facilities

The facilities are 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 through email (hospitality@gtec.edu.gh), GTEC Booking App (GTEC website) or in-person at the Client Services Office of the Conference 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 agrees to abide by the guidelines.
- iii. Client must be at least eighteen (18) years of age to be eligible to book the facility.
- iv. Management reserves the right to verify the status of a prospective client before booking is confirmed.
- v. Management reserves the right to cancel a scheduled event due to false disclosure.

- vi. The use of the facilities (Halls/Pergola) is limited to a maximum of six (6) hours per event. An additional thirty (30) minutes will be provided exclusively for clearing the venue and facilitating the orderly departure of all guests and materials. This 30-minute period is a grace window and must not be used to extend or continue any event-related activities.
- vii. Use of the facility beyond the stipulated six-hour limit including a 30-minute grace period will incur an overtime surcharge of GH₵1,500 per hour. Please note that this surcharge is calculated based on any additional time used, even a single minute beyond the grace period will be charged as full hour.
- viii. Event organizers are solely responsible for ensuring that all guests, vendors, service providers, and materials completely vacate the premises within the permitted timeframe. Failure to comply will result in automatic enforcement of the surcharge of GH₵1,500.
- ix. An evening event shall start at 6.00pm and end at 9:30pm. Please note that Section (vi) and (vii) equally applies to evening events.
- x. Management reserves the right to decline request for extended hours.
- xi. Time for other events may be considered on case-by-case basis. Management must be informed well in advance regarding any special arrangements (e.g special devices, set-up, rehearsal etc) before the start of the event.
- xii. The use of the facility's special equipment for (e.g live streaming, video production, video conferencing etc) will attract extra cost.
- xiii. Prior permission must be sought before fixing any form of decoration, wall hangings, backdrop etc. before the start of the event.
- xiv. The use of electronic gadgets and appliances (hot combs, hair dryer, garment steamer etc), shall attract an extra cost of GH₵100.00 per appliance.
- xv. Food and beverages are not allowed in the Auditorium.
- xvi. Participants must limit movement to only booked space (i.e. if the booked space is the Ground floor of the Auditorium). Otherwise, the client would be surcharged for the use of extra space by its participants.
- xvii. Access to the MCR is restricted to a maximum of four (4) individuals, who must be supervised by the GTEC Technical Officer.
- xviii. The client is encouraged to visit for a pre-assessment of the facility before the event day to ascertain its condition before use.
- xix. Management reserves the right to deny future use of the Auditorium to individuals, groups or organizations whose previous conduct has resulted in damage or disregard of these guidelines.

3.0 Payment

- i. Mode of payment shall be cash or direct deposit.
- ii. Booking will be confirmed once the client pays at least 50% deposit within three (3) days of receiving the invoice.
- iii. Outstanding balance shall be paid not later than seven (7) days prior to the event.
- iv. In addition, a refundable deposit between 10% or 15% shall be paid as refundable deposit for the cost of repair for any damage caused after assessment of facilities within seven (7) days. If repair or replacement costs exceed the refundable deposit, the client will be issued a supplementary invoice for the outstanding amount.

4.0 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 of the facility or a 100% refund if deposit has been made.
- ii. Failure to inform Management of the cancellation of a scheduled event where only a partial deposit has been paid, the client will not be eligible for any refund. However, where full payment has been made, 40% of the deposit would be refunded.

5.0 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.

6.0 Lost and found items

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

7.0 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:**.....