

Welcome to

THE GARDEN ROOM

PRIVATE DINING & EVENTS SPACE

BOOKING GUIDE

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About The Garden Room at Courtyard

A beautifully refurbished private **dining, meetings and events venue** located within Courtyard at Newcastle University.

Perfect for:

Meetings & Training

- Breakfast meetings
- Workshops
- Training sessions
- Business lunches

Events & Dining

- Private dining
- Networking events
- Team celebrations
- Special occasions

Accommodating up to 48 guests for dining and **featuring flexible room layouts** and integrated presentation facilities, The Garden Room combines **excellent hospitality** with a **welcoming restaurant-style atmosphere**.

FACILITIES

- Up to 48 guests for private dining
- Up to 24 delegates boardroom/classroom style
- Up to 32 delegates cabaret style
- Up to 40 delegates theatre style
- Up to 60 guests standing
- Projector screen
- Wi-Fi
- Flexible layouts

ROOM CAPACITY GUIDE

Layout Style	Capacity
Private Dining	Up to 48 guests
Boardroom	Up to 24 delegates
Classroom	Up to 24 delegates
Cabaret	Up to 32 delegates
Theatre	Up to 40 delegates
Standing Reception	Up to 60 guests
Extended Standing Reception	Up to 80 guests with approved overflow into adjoining Courtyard restaurant space

Please note: Capacities are dependent upon room layout, AV requirements, catering requirements and event format.



THE GARDEN ROOM

ROOM HIRE & CATERING

Enjoy **complimentary use of The Garden Room** when your catering order meets the **minimum booking value**. This value can be used towards **food and refreshments** from Newcastle University Hospitality Services.

If the minimum booking value is not reached, **only the difference will be charged** as a venue fee.

Booking Duration	Minimum Booking Value*
Up to 2 Hours	£200
Up to 4 Hours	£350
Exclusive Day Hire (8am–3pm)	£600

*ALL PRICES EXCLUDE VAT WHERE APPLICABLE.

What's Included:

✿ Exclusive room use ✿ Standard room setup ✿ Projection screen ✿ Wi-Fi

Additional Costs May Apply:

~Out-of-hours events ~Bespoke room layouts ~Multiple room resets
~Additional staffing ~Porterage ~AV equipment and support

To complement your experience in The Garden Room, all food and refreshments are exclusively provided by Newcastle University Hospitality Services.

THE GARDEN ROOM



TERMS & CONDITIONS



1. Opening Hours

- The Garden Room is available during Courtyard operating hours:
Monday–Friday 8.00am–3.00pm
 - Bookings outside these hours may be accommodated subject to availability.
 - Additional staffing and operational charges may apply.
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2. Minimum Booking Value

- The Garden Room operates on a minimum booking value basis.
 - The minimum booking value can be used towards food and refreshments provided by Newcastle University Hospitality.
 - Should the total spend fall below the applicable minimum booking value, the difference will be charged as a venue fee.
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3. What Counts Towards Minimum Booking Value

The following contribute towards the minimum booking value:

- Food
- Tea and coffee
- Hospitality packages
- Soft drinks & alcoholic beverages

The following do not contribute towards the minimum booking value:

- Staffing charges
- Room setup charges
- Furniture relocation
- Porter services
- Additional Cleaning charges
- AV hire
- AV support
- Out-of-hours staffing
- Third-party supplier costs



TERMS & CONDITIONS



4. Catering Requirements

- All catering must be supplied by Newcastle University Hospitality Services.
- External food and beverages are not permitted unless agreed in writing by Newcastle University Hospitality Management.

This includes (but not limited to):

~Cakes ~Buffets ~Alcohol ~Takeaway food ~Food delivery services

All catering bookings remain subject to Newcastle University Event Catering Terms & Conditions.



5. Room Layouts

Standard room configurations include:

~Private Dining ~Boardroom ~Classroom ~Cabaret ~Theatre

Layout capacities may vary depending on catering requirements and AV needs.



6. Setup & Furniture Changes

A standard room setup is included within the booking.

Additional charges may apply for:

- | | |
|---------------------------------------|--|
| ~Bespoke room layouts | ~Significant furniture reconfiguration |
| ~Multiple room resets during an event | ~Last-minute layout changes |
| ~Porter assistance | ~Additional labour requirements |

Any applicable charges will be advised in advance.



TERMS & CONDITIONS



7. Turnaround Time

To ensure events are delivered to the required standard, Newcastle University Hospitality Services reserves the right to maintain suitable turnaround periods between bookings.

The booked period relates to guest access only. Event organisers and attendees must vacate the room promptly at the agreed finish time.



8. Audio Visual Equipment

The following are included:

~Projection screen

~Wi-Fi*

~Standard power supply

*Please note names will need to be provided for all external guests requiring Wi-Fi access.

Additional AV equipment and technical support must be arranged separately by the organiser. Associated costs remain the responsibility of the organiser.



9. Out of Hours Events

Events outside standard operating hours may incur charges for staffing.

These costs will be quoted separately.



10. Adjacent Courtyard Space

For selected standing receptions and networking events, guest numbers may be increased through the use of approved overflow space within the adjoining Courtyard restaurant.

Availability of adjoining restaurant space cannot be guaranteed and remains subject to:

~Restaurant trading activity

~Operational requirements

~Management approval



TERMS & CONDITIONS



11. Booking Confirmation

Bookings remain provisional until:

- Availability is confirmed
 - Catering is agreed
 - Additional services are confirmed
 - Formal booking confirmation is issued
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12. Cancellations

A minimum of 7 working days' notice is required for cancellation of room bookings. Please refer to the Newcastle University Hospitality Event Catering Terms & Conditions for catering cancellation charges: <https://www.ncl.ac.uk/catering/event-catering/>. Where less than 7 working days' notice is given, the full venue fee may be charged.



13. Damage & Venue Responsibility

The organiser remains responsible for:

- Conduct of attendees
- Appropriate use of facilities
- Any damage caused during the event

Additional cleaning, repair or replacement charges may be applied where necessary.



14. Place Cards, Table Names, Seating Plans & Menus

If you would like place cards, table names, a seating plan or printed menus for your event, please provide these at least five working days prior to the event.

Newcastle University Hospitality can provide templates for place cards and table names that complement The Garden Room's décor, along with matching display holders for use on the day. Please ensure they are printed on card.

To help with event setup, any seating plan provided should clearly show guest names and table allocations.

Please note all menu content must be approved by the Hospitality Team prior to printing to ensure the accuracy of menu descriptions, allergen information and dietary declarations.

BOOKINGS TEAM GUIDANCE

Overview

The Garden Room has been **developed as a premium dining, meetings and events space**, rather than a **traditional room hire venue**.

The minimum booking value reflects the **purpose of the venue**, which is to provide a **hospitality-led** experience and **generate food and beverage revenue**.

The Garden Room is intended to operate similarly to:

- 🌿 Hotels
- 🌿 Private dining venues
- 🌿 Restaurants
- 🌿 Event venues
- 🌿 Conference centres

The minimum spend model **encourages customers to utilise hospitality services** while ensuring flexibility for a wide range of events.

Key Customer Message

"The minimum booking value can be used towards food and refreshments from Newcastle University Hospitality. If the minimum value is not reached, only the difference will be charged as a venue fee."

Example Explanation

"The Garden Room operates in a similar way to many hotels, restaurants and private event spaces, with a minimum booking value rather than a traditional room hire charge. The minimum booking value can be used towards food and refreshments provided by Newcastle University Hospitality Services, helping customers get the most from their event.."

Benefits Of The Model

Customer Benefits

- 🌿 Better overall value
- 🌿 Simple pricing
- 🌿 Catering and venue packaged together
- 🌿 Premium private space

Business Benefits

- 🌿 Simplifies booking administration
- 🌿 Encourages hospitality spend
- 🌿 Generates a minimum value for every booking
- 🌿 Promotes The Garden Room as a premium events venue

THE GARDEN ROOM

BOOKINGS TEAM GUIDANCE

How It Works

The minimum booking value represents the minimum value of the booking.

Customers can spend this value on food and refreshments supplied by Newcastle University Hospitality Services. This includes Event Catering and Courtyard Food & Beverages.

If their hospitality order is below the minimum booking value, the remaining balance will be charged as a venue fee.

Key Customer Message

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Example Explanation

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Financial Benefits Of The Model

The model guarantees a minimum return on every booking:

Booking Duration	Minimum Revenue Generated
Up to 2 Hours	£200
Up to 4 Hours	£350
Exclusive Day Hire (8am–3pm)	£600

Any unspent portion of the minimum booking value is recovered as a venue fee, ensuring the room delivers consistent revenue regardless of catering spend.

BOOKINGS TEAM GUIDANCE

What if a customer asks why they should order catering?

"The minimum booking value applies regardless of whether catering is ordered. By choosing catering through Newcastle University Hospitality Services, customers get the greatest value from their booking while enjoying food and refreshments tailored to their event."

Can customers book the room without catering?

Yes.

The minimum booking value still applies. If no catering is ordered, the minimum booking value will be charged as a venue fee.

Why not charge room hire separately?

A traditional room hire model often results in customers:

- ✿ Hiring the room
- ✿ Spending little or nothing on catering
- ✿ Generating lower overall revenue

Under the minimum booking value model:

- ✿ Customers are encouraged to purchase catering
- ✿ Hospitality revenue increases
- ✿ The room still generates income even if catering is not ordered

Can Vouchers and Hospitality Forms can be used for payment?

Yes.

Vouchers and Hospitality Forms can be used towards food and beverages purchased in Courtyard. The Hospitality Form & Vouchers will be sent to the Admin office as per current process.

The Voucher/Hospitality spend will contribute towards the minimum booking value. Exclusive use of The Garden Room remains subject to the applicable minimum booking value being met. Where the minimum booking value is not achieved, the remaining balance will be charged as a venue fee so a cost centre must be provided for this.

EXTERNAL BOOKING CHARGES

Booking Duration	Minimum Booking Value*
Up to 2 Hours	£240
Up to 4 Hours	£420
Exclusive Day Hire (8am–3pm)	£720

*ALL PRICES INCLUDE VAT WHERE APPLICABLE.