



GWAITHAUR
GOLDWORKS



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HIRE POLICY 2026

Am ragor o wybodaeth, cysylltwch â'r Tîm Busnes ac Arloesi ar
Ffôn: 01495 369704 neu E-bost: goldworks@blaenau-gwent.gov.uk

For further information, please contact the Business and Innovation
Team on Tel: 01495 369704 or Email: goldworks@blaenau-gwent.gov.uk





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








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1.0 Facilities

- Our facilities cater to a wide range of needs, including co-working, meetings, conferences, courses, day offices, exhibitions, and events.
- We offer a variety of rooms and spaces, including day offices, meeting rooms, and co-working areas. Each room is equipped with modern amenities to ensure a productive and comfortable environment. Please refer to our price list for detailed charges.

MEETING ROOM SET-UPS						
Layouts	Suite 1	Suite 3	Suite 4	Suite 5	Suite 6	Training Room
 Boardroom	14	12	14	14	14	10
 Cabaret	0	16	14	14	16	16
 U-Shape	0	12	14	14	14	12
 Banquet	0	32	24	24	32	16
 Cabaret	0	24	18	18	24	12
 Classroom	0	18	12	12	16	8
 Theatre	0	35	20	20	30	16
 Circle of Chairs	0	20	12	12	16	14
 Clear Space	0	30	20	20	30	16

2.0 Equipment

- All meeting rooms include standard AV equipment as part of the room hire. This includes a screen/TV, HDMI connectivity, and presentation facilities.
- Additional equipment such as extra screens, mobile whiteboards, or specialist items may be available upon request and may incur an additional charge.
- On-site technical support is available to assist with equipment setup and troubleshooting. Please ensure all equipment is handled with care. Any damages will be charged accordingly.

3.0 Catering

Catering Policy:

- Goldworks does not provide in-house catering services. However, we can assist you in arranging catering through local providers.

Local Catering Providers:

- We have a list of recommended local catering providers, all with a minimum Food Hygiene Rating of 3 or above. This list is available upon request.

Arrangements and Responsibilities:

- All arrangements for catering must be made directly by the person or business booking the meeting. Goldworks is not responsible for any issues related to external catering services.
- Goldworks can accept delivery of catering on behalf of the hirer and manage disposal of catering waste. This service is subject to an additional fee to cover receipt, short-term storage, and clean-up.

4.0 Bookings

External Bookings:

- All external bookings should be made through our Goldworks website www.goldworks.wales.
- Invoicing may be arranged directly with a staff member in advance, but online booking remains our preferred method.

Internal Bookings:

- For internal bookings, a Goldworks booking form must be completed and emailed to goldworks@blaenau-gwent.gov.uk. No bookings will be accepted without a completed booking form and a provided cost code.

Booking Hours:

- All rooms can be hired Monday – Friday between 9am and 5pm. Half-day hire is available.
- Early opening and evening bookings are available on request and will incur extra charges. Please contact us for more details.

Approval for Out-of-Hours Events:

- Any meeting or event outside normal opening hours must be approved by the Facilities Management Officer or Enterprise Facilitator in Residence.

Vacating Rooms:

- Rooms must be vacated by 5pm promptly. We must be informed of any late finishes, whether pre-booked or unscheduled. Please note that there will normally be a charge for late finishes.

5.0 Payment for Service/Facilities

External Bookings:

- Payments for external bookings must be made through our booking platform prior to the meeting. Accepted payment methods include credit and debit cards.
- If needed, alternative payment arrangements (such as invoicing) can be made in advance with a staff member, though platform payment remains our preferred method.

Internal Bookings:

- Payments for internal bookings will be processed via journal transfer. A cost code must be provided on the completed booking form. Bookings cannot be secured without a valid cost code.

Payment Confirmation:

- Once payment is received, a confirmation email will be sent to the provided email address. Please ensure all payment details are correct.

Additional Charges:

- Goldworks reserves the right to adjust the charges if the scale of the event changes. This includes instances where the booking runs over the agreed time or additional space is required. Any additional charges will be communicated to the hirer promptly.

Refunds:

- Refunds for cancellations made within the specified notice period will be processed within 7 business days. No refunds will be provided for cancellations made less than 7 days before the booking date.

Late Payment:

- Late payments may incur additional fees. Please ensure timely payment to avoid any extra charges.

6.0 Discounts

Eligibility:

- Discounts on room hire are available exclusively for members of Goldworks.
- We also offer promotional discount codes at our discretion, which may be distributed during events, campaigns, or special offers.

Member Discount Rates:

- Members of Goldworks are eligible for discounts ranging from 5-20% on all room hire charges, depending on membership.

How to Apply:

- To apply the discount, members must provide their membership details at the time of booking. The discount will be automatically applied to the final invoice.

Terms and Conditions:

- The discount is applicable only to room hire charges and cannot be combined with any other offers or promotions.
- Goldworks reserves the right to modify or discontinue the discount policy at any time without prior notice.

7.0 Cancellations

Cancellation by Hirer:

- Any changes or cancellations must be communicated to us no later than 7 days before the scheduled booking date. Failure to do so will result in the full cost of the booking being charged.

- Cancellations can be made by contacting us by phone at 01495 369704 or via email at goldworks@blaenau-gwent.gov.uk.

Cancellation by Goldworks:

- Goldworks reserves the right to cancel bookings at any time due to unforeseen circumstances. In such cases, we will notify the hirer as soon as possible.
- Goldworks will not be liable for any costs or damages incurred by the hirer due to the cancellation. However, we will offer alternative dates or a full refund for the booking.

Refunds:

- If a cancellation is made by the hirer within the specified notice period, a full refund will be issued.
- No refunds will be provided for cancellations made less than 7 days before the booking date.

Contact for Cancellations:

- For any cancellations or changes, please contact our support team at 01495 369704 or email us at goldworks@blaenau-gwent.gov.uk.

8.0 Decoration/Publicity/Promotional Materials

- Decoration, publicity, and promotional materials must not be taped, pinned, nailed to walls, or secured by temporary adhesives (e.g., Blu-tack or similar). Please use alternative methods such as easels or stands.

9.0 Damages

- Any damage to furniture or equipment at Goldworks will be charged to the hirer. Charges will be based on the cost of repair or replacement.