



# Converge Venues – Client Terms & Conditions

Last updated: 15 December 2025

These Terms & Conditions (“Terms”) apply to all clients (“you”, “Client”) using the free venue finding service provided by Converge Venues (“we”, “us”, “our”).

By submitting an enquiry or using our services, you agree to be bound by these Terms.

## 1. Our Role

Converge Venues provides a complimentary venue sourcing and introduction service, connecting clients with venues, hotels, and event suppliers (“Suppliers”) for meetings, conferences, events, and incentive travel (“Event Services”).

Converge Venues acts solely as an introducer and does not act as a principal or contracting party unless expressly agreed in writing. Any contract for Event Services is entered into directly between you and the Supplier.

## 2. Free Venue Finding Service

The service is provided free of charge.

Clients must provide accurate and complete event information.

Converge Venues will use reasonable skill and care to identify suitable options but does not guarantee availability, pricing, or suitability.

## 3. Venue Information

All venue details, pricing, availability, and terms are provided by third-party Suppliers and may change at any time.

Converge Venues relies on information supplied by Suppliers and accepts no responsibility for inaccuracies or omissions.

Clients are responsible for reviewing and agreeing Supplier terms before confirming a booking.

## 4. Bookings and Payments

All bookings and payments are made directly with the Supplier and are subject to the Supplier’s terms and conditions.

Converge Venues is not responsible for invoicing, payment disputes, cancellations, refunds, or Supplier performance.

## 5. Changes and Cancellations

All changes or cancellations must be agreed directly with the Supplier.

Any cancellation charges, attrition clauses, minimum spend requirements, or force majeure provisions are governed by the Supplier's terms.

Converge Venues shall not be liable for any resulting costs or losses.

## 6. Commission

Converge Venues may receive commission from Suppliers following a confirmed booking.

This does not affect the contractual relationship between the Client and the Supplier and does not increase the quoted price unless expressly stated.

## 7. Liability

Converge Venues shall not be liable for:

- Acts or omissions of Suppliers
- Failure or non-performance of Event Services
- Indirect or consequential loss, including loss of profits or business

Nothing in these Terms limits liability for death or personal injury caused by negligence or for fraud.

## 8. Data Protection

Personal data will be processed in accordance with UK data protection legislation.

By using the service, you consent to relevant data being shared with Suppliers for the purpose of fulfilling your enquiry.

Further details are available in our Privacy Policy.

## 9. Intellectual Property

All content, branding, and materials remain the property of Converge Venues and may not be used without written consent.

## 10. Termination

Converge Venues may withdraw or suspend the free venue finding service at any time.

Termination does not affect rights or obligations accrued prior to termination.

## 11. Governing Law

These Terms are governed by the laws of England and Wales, and the courts of England and Wales shall have exclusive jurisdiction.