





Frequently Asked Questions (FAQs)

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## Booking methods and General Information

### What is a sponsored booking?

A sponsored booking is an event booked at our venue by a third-party organisation with the sponsorship of a sitting [Member](#) of the House of the Lords. The sponsoring Member will be required to complete and sign a copy of our venue's Booking Form (BF) document, which serves as a key part of the booking process for your event.

### What is a non-sponsored booking?

A non-sponsored booking is an event in which a third-party organisation book directly with our venue, without seeking the sponsorship of a sitting Member of the House of Lords for their event. A third-party would need to submit a digital [Event Enquiry Form](#) (EFF) before having their booking approved by our venue. The Event Enquiry Form (EEF) serves as a 'fit and proper' check and upon approval our team will then handle the enquiry.

This method of booking means that the Booking Form (BF) aspect of the booking process is by-passed, as you have chosen against having a sitting Member of the House to host your event.

### What are the differences between a sponsored event and a non-sponsored event?

The costs of hosting a sponsored event or a non-sponsored event are the same. One option is not necessarily more cost-effective than the other.

An event organiser has two options when booking an event at the House of Lords. They may book a sponsored event in which a sitting [Member](#) of the House of Lords is responsible for hosting your event or a non-sponsored event in which one books directly with our venue.

A Member-sponsored event is the more traditional choice when hosting an event at the House of Lords.

### How can I make a booking at the House of Lords?

You can make event enquiries by contacting our dedicated Sales and Events Team. Please refer to the contact [page](#) on our website for a full list of contact information. The contact page also includes contact details for our Finance Administrator, the Print Service Team and our Events Management Team.

For **non-sponsored events** organisers are requested to complete the [Event Enquiry Form](#).

Our dedicated team handle all event enquiries for our venue, including venue information, availability of dates, menu information and much more.

#### General contact information

##### Address:

Room SO/01,  
Sales and Events Office  
House of Lords,  
Palace of Westminster,  
Westminster,  
London  
SW1A 0AA

Phone: +44 (0)20 7219 3356

Email: [holsalesandevents@parliament.uk](mailto:holsalesandevents@parliament.uk)

The phone line is open Monday to Friday between 09:00 and 16:30 GMT. The office is closed on weekends, bank holiday days and select Parliamentary recess periods.

### Can we host an event on the weekend/bank holidays?

Saturdays only. We are closed for business on Sundays. No events can be hosted on bank holiday days.

## Working with your Event Coordinator

### When do I need to submit my Booking Form?

The booking form must be returned within **5 working days** of booking the function date.

### When do I need to submit my Contract?

The contract will be issued after the completed and signed Booking Form has been received. The contract must be returned within **5 working days** of issue.

### When do I need to submit my Function Requirement Form to the Sales and Events office?

The Event Requirement Form must be returned 6 weeks before your function date. Event organisers have until 5 working days (not including the day of your event) before their function to submit a final catering number as well as final dietary information.

### Can my guests choose from the menu on the day of the function?

No. Under no circumstances is this permitted.

Our front-of-house teams and kitchens need to have the set menu choice and dietary requirements at least **6 weeks before** your function takes place. The deadline for requesting changes to your catering number or inform us of additional dietary information, is **5 working days before** your function, not including the day of your event.

### What does 'final catering number' mean?

Final catering number refers to the number that will feature on your Final Invoice. The deadline for changing your catering number is **5 working days** before your event (not including the day of your event). Once the deadline has passed, the catering number becomes your 'final' catering number and you will be obliged to pay for that catering number, **even if your guests numbers decrease**.

### When should I have speeches at my function?

Event organisers will need to work with a Duty Manager to help coordinate the proposed running order.

We strongly advise after the call to be seated is given, generally a welcome speech is given and to delay your speeches until the end of your meal.

Receptions: A small period of time should be given to allow guests to arrive and settle. After which, a welcoming speech should be given and from this point onwards main speeches can be staggered throughout the duration of the function.

### Can I get a reply to my email during parliamentary recess periods?

Event organisers are reminded that the Sales and Events Office will be closed during some of the parliamentary recess periods that take place throughout the year. In most cases emails will be monitored during such periods but with fewer staff, event organisers should expect delays in replies to their emails. Please take note of these recess periods when the House of Lords Sales and Events Office will be closed: Easter (1 week), Whitsun (1 week), Summer (5 weeks), Christmas (2 weeks)

### Can I hold an event without catering?

All of our event rooms have a minimum catering spend, that must be met, for use of the room to be secured.

However, one can host a committee meeting, with the sponsorship of a peer. Please see contact details below.

Committee Rooms Office [holroombookings@parliament.uk](mailto:holroombookings@parliament.uk) | +44 (0)20 7219 6049

### I want to change the date of my event?

This is possible, however, cancellation charges may apply. Please see our [terms and conditions](#) for further details on cancellation charges.

### How do parliamentary recess periods affect my functions?

Event organisers are reminded that the Sales and Events Office will be closed during some of the parliamentary recess periods that take place throughout the year. In most cases emails will be monitored during such periods but with fewer staff, event organisers should expect delays in replies to their emails.

## Billing and Invoicing

### Is a deposit required prior to my event date?

Event organisers are reminded a deposit (the facility fee/room hire) is required when the completed and signed Summary Agreement Form (contract) is received. The deposit invoice is issued only when the contract is received.

Please do not attempt to make payment until the invoice has been issued.

**When do I need to pay the pre-payment ?**

Six weeks before your event. The pre-payment invoice (minimum catering spend) will be issued six weeks before your event date.

**When can I expect the final invoice?**

Event organisers can expect to receive the final invoice within 5 working days after the function has taken place.

**Can we supply a purchase order number?**

Yes, purchase order numbers must be disclosed on the completed and signed Summary Agreement Form (contract).

**Can we move our contracted event date and are there fees involved?**

A request to reschedule that I received by the events team less than 8 weeks before the Event is due to take place, or a request made at any time to reschedule an Event which has previously been rescheduled, will be treated as a cancellation with cancellation fees applicable.

If agreed by the Events team to reschedule the Event, it must be held no more than 90 days from the date of the Event specified in the original booking, if no suitable date can be found within that 90 day period, the Event will be treated as a cancellation with cancellation fees applicable.

Please refer to our standard conditions for further details. Refer to Clause 18 - Cancellation and rescheduling

**Venue Rates, Costs and Basic Room Information****What are the basic costs for having an event at the House of Lords?**

All of our event rooms are subject to a room hire fee (facility fee), a minimum catering spend (determined by the event room and event slot) and a service charge (12.5% of all food and beverage items included in your event). Separate conditions and rates apply to the River Room and Committee Room G. Please refer to the respective teams who handle the enquiries for these rooms.

Committee Room G (Attendants Office)

[holattendants@parliament.uk](mailto:holattendants@parliament.uk)

+44(0) 20 7219 6049

River Room

[riverroom@parliament.uk](mailto:riverroom@parliament.uk)

+44(0) 20 7219 6058

**What is a facility fee?**

The facility fee (also commonly referred to as 'room hire') is a part of the fees/costs that must be paid to secure the hire of the room. Please refer to our website for a full breakdown of room hire rates.

**What is service charge?**

The service charge is a 12.5% charge applied to all food and drink items served at our venue. The service charge is not included in the minimum catering spend. The service charge will only appear in the Final Invoice of your event (issued after your event has taken place).

**Which function rooms are available for hire at the House of Lords?**

We cater for the following rooms:

[Cholmondeley Room and Terrace](#)

[Peers' Dining Room \(Thursday only\)](#)

[Peers' Dining Room and Peers' Guest Room Bar \(Friday and Saturday only\)](#)

[Attlee and Reid Room](#)

[Home Room and Terrace](#)

**How do I book the River Room?**

For terms and conditions of how you can book the River Room, please contact

River Room [riverroom@parliament.uk](mailto:riverroom@parliament.uk) | +44 (0) 20 7219 3324, please note we do not book events for the River Room we only provide catering.

**How do I book the Committee Room G?**

For terms and conditions of how you can book the Committee Room G, please contact Committee Room G [holroombookings@parliament.uk](mailto:holroombookings@parliament.uk) | +44 (0) 20 7219 6049, please note we only provide catering.

**Which type of events can I host?**

We are able to host breakfast receptions, seated breakfasts, lunch canapé receptions, bowl food lunch receptions, seated lunches, afternoon tea receptions (buffet-style), seated afternoon tea, evening canapé receptions, bowl food evening receptions, dinners.

**Can we display promotional items at our function?**

Third-party organisations can display promotional items at events in the event space they have hired. The display of promotional items are not permitted outside of the hired event room(s).

**Event Discount Information****Events sponsored by Members for external organisations which are not UK Registered Charities**

Monday to Saturday full facility fee is chargeable. No discounts on food and beverage for these events. Invoice addresses to and paid for fully by the Organisation (who must also sign the contract with the House of Lords).

**Events sponsored by Members for UK Registered Charities**

Monday to Friday 25% discount on facility fee, no discounts applied on food and beverage for these events. Invoice addresses to and paid for fully by the Organisation (who must also sign the contract with the House of Lords), please note the discount is only applied on final invoice.

Please follow the link below for eligibility <https://www.gov.uk/find-charity-information>

**Events sponsored by Members for All-Party Parliamentary Groups – APPG**

Monday to Friday 75% discount on facility fee, discount only applicable on final invoice.

Please follow the link below for eligibility <https://www.publications.parliament.uk/pa/cm/cmallparty/170215/contents.htm>

**Catering Rules and Information****Are drinks charged on consumption?**

Any drink that has been poured or opened will be charged for and any drink that has not been opened will not be charged for. Typically event organisers opt for an open bar in which costs are charged to a main account. In the interests of keeping check of what is served at the bar, event organisers can impose a bottle limit. If and when the limit is met our Duty Manager(s) will consult with the event organiser.

**Can I have a cash bar for my function?**

A cash bar allows guests to purchase their own drinks. Event organisers can opt for a cash bar provided enough forewarning is given to the Sales and Events Office, please include this information on the Event Requirement Form.

**Can I provide my own catering or get catering from a third-party?**

No. Under no circumstances is this permitted.

If you would like to bring a celebratory cake (such as retirements, birthdays and weddings) on our premises, please contact the Sales and Events Office for more information.

**What is our kosher catering policy?**

Kosher catering is currently provided by 1070 Kitchen. Please contact them directly to organise catering and notify the Sales and Events Office.

1070 Kitchen [natalie@1070kitchen.co.uk](mailto:natalie@1070kitchen.co.uk) | 020 7624 2013

**Can I supply my own drinks for my function?**

Event organisers may supply their own drinks for a function, but corkage rates will apply. See the breakdown below:

Beer £2.00 per bottle

Soft drinks £2.00 per bottle, all sizes

White and red wine £12.00 per bottle, 75cl

Champagne/sparkling wine £15.00 per bottle, 75cl | Magnums £25.00 per bottle

Spirits £25.00 per bottle

\* a 12.5% service charge will be applied on corkage.

Event organisers are reminded that they will need to courier their drinks to parliament via CEVA (parliamentary courier service). Arrangements will need to be made with CEVA in advance of your function.

Address: CEVA Logistics 40-48 Chase Road, Park Royal, London NW10 6PX (Drop Point 32)

Telephone: + 44 (0)17 2729 7001

Email: [osccarrivals@cevalogistics.com](mailto:osccarrivals@cevalogistics.com)



## Rules for Recorded or Live Music

### Can I play music at my event?

Event organisers may seek approval to play music for their function from Black Rod's Office. Please be reminded music cannot be too amplified or excessive as it may cause disturbance to the running of the House of Lords.

Black Rod's Office - Joanne Hendrick [hendrickj@parliament.uk](mailto:hendrickj@parliament.uk) | +44 (0)20 7219 3099

## Filming and Photography Rules

### Can I film or take photographs at my event?

Photographs are permitted as long as they are for private use. Event organisers will need to complete an [application](#) for a photography permit to be issued for their function.

### Can I publicise photographs and film taken at my function?

No. Public dissemination of photographs and film taken at your function is not permitted. If you require further information, please contact Black Rod's Office, see details below.

Black Rod's Office - Joanne Hendrick [hendrickj@parliament.uk](mailto:hendrickj@parliament.uk) | +44 (0)20 7219 3099

## Venue Admission Rules and Procedure

### What is needed to gain access to a function?

1. Invitations (approved by your Sales and Events Coordinator). Any non-parliamentary pass holder (guests, organisers, helpers, photographers), connected to an event are required to have printed invitations (paper or card). Parliamentary pass holders are the exception, but invitations may want to be sent to them as a common courtesy. The invitation must be approved by the House of Lords Sales & Events Office. The invitation template to be used can be found on our website. [www.parliament.uk/venue](http://www.parliament.uk/venue)

2. Photo Identification. Any non-parliamentary pass holder (guests, organisers, helpers, photographers), connected to a function are required to have photo identification to access a function. Those without photo identification may risk being denied entry. Should an individual not own any photo identification, details must be sent to the parliament

Security Hub of said individual and other forms of identification will likely be asked for such as a registered bank card.

**Parliamentary pass holders do not require** additional photo identification as it is already included on their pass.

3. Security do not require a guest list, however, they must be informed if you have Ambassadors, VIP guests with security.

### What time should I instruct my guests to arrive?

Guests should aim to arrive at the correct entrance no later than 30 minutes before the start of their function.

Event organisers are reminded that all guests are subject to airport-style security at both public entrances.

### Is there any disabled access for my guests?

Yes all guests should come to the entrance as instructed on the invitation. Organisers are encouraged to inform their event coordinator in advance of the event of any guests attending with access needs (for example guide dogs)

### What time am I permitted access to the event room on the day of my event?

Please see below the times, organisers, are permitted access to their hired function room(s):

Breakfast from 8:00

Lunch 11:00

Afternoon tea from 15:00

Evening canapé receptions, from 17:30

Dinner, from 17:30

## Guest Invitation Information and Identification

### Can I print my own invitations?

You may print your own invitations but it must be approved by the House of Lords Sales and Events Office before it goes to print. Please make sure the invitation proof has the correct entrance, date, time and function room(s) before sending for approval. You must use the invitation template found on our [website](#).

Alternatively we can print invitations for you at cost, please see our website or email us for more details.

[holprintservices@parliament.uk](mailto:holprintservices@parliament.uk)

## Personalised In-house Print Products and Services

### How do I get printed materials for my function?

If you want to order either printed or blank, place cards, menu cards and invitation cards, please email House of Lords Print Services.

See contact details below.

House of Lords Print Services  
[holprintservices@parliament.uk](mailto:holprintservices@parliament.uk)

### Do I need to have place cards printed?

Whilst this is not compulsory, we recommend as this assist on identifying your guests, especially the ones with dietary requirements. Please note, event organisers are expected to place the name cards on the tables themselves prior to their event starting.

## Audio-Visual (AV)

### Will audio visual equipment impact the capacity of the room?

The maximum capacity of our event room(s) ([Capacity Links Here](#)) will in most cases be affected by the addition of audio visual equipment. Of course this basic setup will take up floor space and therefore capacity may be affected. If you are unsure of any audio visual setup please contact the House of Lords Sales and Events Office for guidance.

Plasma screens have a slim profile and are free-standing so they offer more flexibility in terms of where they can be situated in our event rooms. The dais (Cholmondeley Room and Terrace only) or any staging will also affect the room layout and therefore may affect the capacity of the room.

[holsalesandevents@parliament.uk](mailto:holsalesandevents@parliament.uk) | +44 (0)20 7219 3356

### What are the rules on 'livestreaming' and hybrid meetings in the House of Lords venue?

The House has strict rules on hosting live broadcasts or hybrid meetings, which includes the House of Lords venue (private banqueting events). Our venue do not permit the use of livestreams or hybrid meetings for private events due to the rules of the House of Lords Administration.

## Dress Code

### Is there a dress code in parliament?

There is no official dress code in parliament but we would encourage guests not to wear jeans, hoodies, shorts or trainers. Event organisers are free to determine their own dress code and guests should follow the dress code they set.

## House of Lords Gift Shop

### I want to order gifts for my event from the House of Lords Gift Shop?

Provided the House of Lords Gift Shop have enough forewarning about the quantity and choice of gifts you wish to provide at your event, the gift shop deliver the gifts to your function room. To coordinate this please speak directly to the House of Lords Gift Shop and supply them with your event number.

House of Lords Gift Shop

Website: [www.shop.parliament.uk](http://www.shop.parliament.uk)

Email: [holgiftshop@parliament.uk](mailto:holgiftshop@parliament.uk)

Telephone: +44 (0)20 7219 0396

## Public Entrance Information

### What should visitors expect at our public entrances?

Visitors to the Parliamentary Estate can expect airport-style screening of their person, personal belongings, and other possessions (for example, event materials). The extent at which you and your items will be searched may vary. For example, on the day of Prime Minister Questions (PMQs), a 'full-body' search will be carried out on all visitors to Parliament.

### Which public entrance(s) do event organisers and guests use?

The entrance(s) one uses to get into the Palace of Westminster can depend on the event room you have hired.

Black Rod's Garden Entrance (House of Lords) is used in conjunction with the following event room(s); Home Room and



Terrace, Attlee and Reid Room, Cholmondeley Room and Terrace, River Room, Committee Room G. Cromwell Green Entrance (House of Commons) is used for all Peers' Dining Room and Peers' Guest Room Bar events.

However, please note, if your event has been organised in conjunction with a guided tour of parliament then those guests attending the guided tour must enter at Cromwell Green Entrance, prior to the tour starting (unless other arrangements have been organised with the Guided Tour Office and House of Lords Sales and Events Office).

Please make sure that the correct entrance is noted on the invitations sent to guests of events and your Sales and Events Coordinator is notified of any changes to entrances for your event.

### **What are the opening and closing times of the entrances?**

Black Rod's Garden Entrance 08:00 - 20:00

Cromwell Green Entrance 08:00 - 20:00

### **What are the dimensions of the security scanners at the public entrances?**

Black Rod's Garden Entrance

Entrance feed:

540mm in width (21.2 inches)

355mm in height (13.9 inches)

Exit feed:

540mm in width (21.2 inches)

355mm in height (13.9 inches)

Cromwell Green Entrance

Entrance feed:

565mm in width (22.2 inches)

380mm in height (14.9 inches)

Exit feed:

565mm in width (22.2 inches)

380mm in height (14.9 inches)

## **Event Materials and CEVA**

### **Who are CEVA?**

CEVA are the Parliament-approved courier service that are security-cleared to deliver event materials to the Parliamentary Estate (which includes our venue).

We would strongly encourage all event organisers to use the CEVA Logistics courier service [include hyperlink – right hand content with content details] (security-cleared on the Parliamentary Estate) to deliver their event materials in advance of their event at our venue (delivered to Drop Point 32 in the Palace of Westminster). For personal items or other that cannot be sent in advance of the event, please take note of the dimensions of the public entrance scanners below.

Event organisers are reminded that event materials should be delivered to their event via CEVA (off-site parliamentary courier service). Please liaise directly with CEVA to understand time frames and the logistics of both the delivery and collection to and from parliament. The drop point (and collection point) for event materials is drop point 32.

Address: CEVA Logistics 40-48 Chase Road, Park Royal, London NW10 6PX (Drop Point 32)

Telephone: + 44 (0)17 2729 7001

Email: [osccarrivals@cevalogistics.com](mailto:osccarrivals@cevalogistics.com)

Items taken to the entrance that cannot be screened due to the size or weight risk being refused entry onto the Parliamentary Estate. The CEVA Logistics courier service is available to event organisers to help avoid this problem.

### **Can I bring event materials through the entrance(s) on the day of my function?**

Event organisers may bring event materials with them on the day of their function but such items should be lightweight, easy to carry and require no assistance from either the Sales and Events Office or security at the entrance(s) to carry to your function. Event organisers are reminded that large, bulky items, that cannot be electronically screened at the entrance risk being rejected from our venue. If in any doubt we strongly advise that you use CEVA (parliamentary courier service) to deliver your event materials for your function. Event organisers are also reminded that the security at the public entrances cannot leave their



post and so are unable to assist with delivering event materials to a function room. This is also applicable to Sales & Event administration staff and so under any circumstances event organisers should not expect help or assistance in getting event materials through at the entrance(s) and to their event room.

### **How do I go about doing sending event materials to Parliament in advance of my event?**

CEVA, our parliamentary courier service will deliver your materials in advance of your function. Event organisers will need to liaise directly with CEVA (please see details below) to organise delivery details. Event materials are screened off-site at an off-site security centre and are then delivered by vehicle to a drop-off point in parliament. CEVA expect to receive event materials at least 3 working days before your function. Please note, all event materials for functions at the House of Lords are to be delivered to drop point 32.

### **I want to deliver my own event materials?**

**By vehicle.** We strongly advise event organisers to use CEVA Logistics to deliver their event materials, event materials can be delivered by a non-CEVA vehicle, provided the vehicle is security screened and cleared at CEVA's off-site centre. Address: CEVA Logistics 40-48 Chase Road, Park Royal, London NW10 6PX (Drop Point 32)  
Telephone: + 44 (0)17 2729 7001  
Email: [osccarrivals@cevalogistics.com](mailto:osccarrivals@cevalogistics.com)

**By person.** We strongly advise event organisers to use CEVA Logistics to deliver their event materials, event materials that are lightweight, easy to carry and without any assistance from either House of Lords security or Sales and Events event staff then such materials may be brought in at appropriate public entrance. Event organisers are reminded, that it is their responsibility to take such items safely to the function room. Event organisers are also reminded that large, bulky items, that cannot be electronically screened at the entrance risk being rejected. If in any doubt we strongly advise that you use CEVA (our parliamentary courier service) to deliver your event materials to parliament.

### **Which drop point will CEVA deliver my event materials to?**

CEVA are instructed to deliver all event materials to drop point 32 (unless we say otherwise).

## **Guided Tour of Parliament**

### **Is it possible to have a tour of parliament in conjunction with my function?**

It is possible for event organisers to have their guests go on a guided tour. However, please note this involves additional costs and depending on the day of the week, the time of day and the business of the house, parts of the building may be restricted or closed. To see what is possible, please liaise with the [Guided Tours Office](#) directly (see contact details below). Once the tour is confirmed with the Guided Tours Office, the Accounts Office will need to be notified of the time of the tour, the number of people who are going on a tour, and crucially where the location of both the collection and drop-off point. The costs involved with a guided tour will feature on the final invoice, issued by the Sales and Events Office. Guided tours may also change the entrance at which your guests will enter from so please check prior to sending out invitations to guests.

Guided Tours Office [eventstours@parliament.uk](mailto:eventstours@parliament.uk) | +44 (0)20 7219 3003

Sales and Events Office [holsalesandevents@parliament.uk](mailto:holsalesandevents@parliament.uk) | +44 (0)20 7219 3356

## **Parking Facilities**

### **Are there parking facilities provided by the House of Lords?**

Limited parking facilities are provided for blue badge or disabled permit holders in Royal Court, inside the House of Lords.

Applicants must complete a parking application form (found on our website) [www.parliament.uk/venue](http://www.parliament.uk/venue) and have it approved by Security Hub in parliament [securityhub@parliament.uk](mailto:securityhub@parliament.uk).

Applicants are also reminded to bring a paper copy of the application form with them to hand to police operations at the vehicle entrance. Alternatively there is a car park across the road from Parliament operated by Q-Park Westminster.

Q-Park Westminster Great College St, Westminster, London SW1P 3RX | T: 0870 442 0104

## **Internet Access**



## **Is there wifi at your venue?**

Free wifi access is provided at our venue for event organisers and their guests. The Duty Manager will provide you with the guest password upon arrival. Click on the network name 'InternetDirect' on the available Wi-Fi list and input the password to get internet access on your device.