



# Service Guarantee

---

Meetings and events at Hastings Hotels are more than gatherings of people; they are an exchanging of ideas, and inspiration set in a venue led by experts in planning, the culinary arts, technology and décor. Fusing tradition with creativity, we at Hastings Hotels design custom events tailored to your requirements to enhance your event and surpass your expectations.

At any Hastings Hotels, you can rest assured you are dealing with a hotel which is totally dedicated to providing you with facilities and services which meet the highest specified standards. From the moment your delegates arrive, they will receive the care and attention of our expert conference team. Our state-of-the-art facilities, flexible meeting spaces, and flawless attention to detail produce a framework that ensures success.

- A conference organiser pack will be distributed on arrival and will contain a welcome letter.
- We recognise the key role that food plays in making your meeting a success. We undertake to provide your delegates with excellent quality meals and waiting service which will be courteous, efficient and unobtrusive.
- We have the very latest technical equipment, and our in-house technical support staff will ensure that your audio-visual needs are met and that events run smoothly. Our Conference Manager will give a full demonstration of equipment and meeting room features prior to commencement of your meeting.
- We ensure that your meeting rooms will be correctly set up according to your specific requirements 30 minutes before your conference is due to start.
- A named Conference Manager will meet you on arrival and check all your details and requirements. The Conference Manager will brief you on fire procedures, location of toilets and any other relevant hotel matters.
- Your conference room will be serviced and refreshed during all meal breaks.
- All heating, lighting, and air conditioning will be in full working order.
- We provide personalised signage to your meeting room.
- The account will be sent out within 7 working days of the conference. It will clearly reflect your written quotation plus any extra charges which you have authorised.
- Queries will be addressed within 5 working days by the Events or Accounts Manager.

---

**[hastingshotels.com](http://hastingshotels.com)**

GRAND CENTRAL  
STORMONT • EVERGLADES  
EUROPA • SLIEVE DONARD  
BALLYGALLY • CULLODEN

