

Frequently Asked Questions

Does my booking request form guarantee my booking?

Your booking form does not guarantee your booking and all bookings are subject to availability. We allocate rooms the afternoon before the hearing, in a first comes first served order. Your booking form will be rejected if filled out incorrectly.

When will I know which consultation room I have been allocated to?

We will only be able to confirm your consultation room number the afternoon before the hearing, once the cause list has been published. We will only contact you if we have been unable to allocate you a room. If you wish to know your room number before the hearing please contact us at RBConsultationRooms@Justice.gov.uk or by telephone on 02079476585.

Can I make a booking request if my hearing is floating in a window?

If your hearing is floating in a window then inform us of the first date of the hearing, and if the date changes then you need to inform us whether you still need your room. Rooms are in high demand and if you do not collect your key from the first date of hire, we may have to release your room to accommodate other bookings.

What will happen if my room size is not available?

We have a limited number of large rooms and during busy periods we may not be able to allocate you with the size that have you requested. If we cannot provide the room, we will allocate the next available size down and contact you to notify you of the change. To save on time please provide us with an alternative room size when you provide us with your booking form.

How do I cancel my booking?

Email RBConsultationRooms@Justice.gov.uk with a copy of the booking form and provide details of the dates you wish to cancel. You will not be charged for cancelling your booking..

Can I book multiple rooms?

You will need to fill out a booking form for each room and inform us via email that you have booked multiple rooms. We will aim to allocate your rooms as close together as possible, subject to availability.

Can I change the size of my room once my booking has started?

You will need to complete an additional booking form for the new room size and email this to RBConsultationRooms@Justice.gov.uk explaining that you wish to change a room size. You will be invoiced for the current room size and a new booking will take place for the new room.

Can I amend my booking dates?

Booking dates can be changed if we are provided a clear list of dates that are needed to be changed.

What should I do if I forget to return or have lost my key?

Failure to return the key will incur the daily charge associated to your room. To avoid unnecessary charges, return your key via the drop box located on the ground floor to the left of counter 1. Email RBConsultationRooms@Justice.gov.uk immediately informing us of the room number, the case number and your firm's name. There will be a £100 key replacement fee.

Where should I return my key?

Place the key in the drop box by counter 1 on the ground floor of the Rolls Building.

Can I keep my room over 'non sitting' days without incurring a charge?

Rooms are charged on a daily rate. If you do not wish to incur a charge for days you will not be using your room you should return your key to the 'drop box' on the Ground Floor and complete a new booking form for the day you wish to re-hire. Please note allocation of the same room cannot be guaranteed.