

# Terms & Conditions

## Payment of deposits

We kindly ask our guests for a £5 non-refundable deposit for Festive menu/party booking and £10 for xmas day, nye and exclusive use xmas parties.

For festive party nights, we kindly ask that full payment be received 14 days prior to the event.

If payments are not received as above then we reserve the right to cancel the event and not refund any deposits paid.

We ask that you accept our terms and conditions including our cancellation charges during the payment process.

## Weddings/Private Hire

For weddings, please see our full separate T&Cs.

For all private hire events (excluding weddings and unless otherwise agreed) we kindly ask for a £5 non-refundable deposit per person for the event to be booked. We kindly ask that full payment be received 14 days prior to the event.

If payments are not received as above then we reserve the right to cancel the event and not refund any deposits paid.

## Gift Vouchers

Gift vouchers for our venue can be purchased online.

The gift vouchers are non refundable and must be used within the allotted expiry date. The Gift vouchers can be transferred to other people.

No change will be given from gift vouchers.

Once purchased delivery of the Gift voucher will be made by email or 2<sup>nd</sup> class post to the details provided by yourself during the purchase process.

## Cancellation policy

Please see Wedding booking T&Cs in addition to this.

If an event is cancelled within 14 days before the event then we will refund any monies paid with the exception of any non-refundable deposit referred to as above.

Please ensure that cancellations are made in writing, email (to the address supplied on our website) or via our online booking system.

For any booking where you fail to cancel within 14 days or fail to show then we reserve the right to retain any monies paid to us in respect of the event.

Please be aware that by completing your reservation, you are accepting our terms and conditions as detailed here.

Increasing the party size prior to arrival will require an additional deposit per person dependent on type of booking as noted above.

## Damages

You accept responsibility for the host venue its furnishings and equipment, and the behaviour of your guests. Any damage caused to these may result in an additional charge to rectify such damage, and additional charges may be raised to cover any loss of business incurred as a result of the damage. We may ask for a security deposit payable before the event to cover any damage or

excessive breakages. This can be paid by cash or pre authorisation on a credit or debit card. Providing there is no damage or excessive breakage then the money will be returned in full the day after your event.

We reserve the right to escort from our premises any guests who, in our opinion, are behaving inappropriately, intoxicated, causing excessive noise, disruption or actual damage.

No bolts, nails, tacks, screws, or any other objects are to be driven into the interior or exterior of the host venue.

The venue will not accept responsibility for any loss or damage to guests' property on our premises. You will ensure that the event is conducted in an orderly fashion without nuisance. The venue is a No Smoking building, although guests are permitted to smoke in a pre-designated area of the patio and grounds.

You will ensure that you and your guests comply with all security, fire and other regulations relating to the venue.

You are responsible for ensuring that all third parties providing services are fully covered by public liability insurance, and can provide all health and safety documentation reasonably required by us. The venue is not responsible for any claim resulting from an act or from an act or default by the contractor, staff or agents or caused by any equipment supplied by them.

We cannot accept any responsibility for injury caused to children or adults whilst visiting the premises either inside or outside.

Cars parked in the venue car park are parked entirely at their owners risk and no liability is accepted by the venue for any loss, or damage caused to them.

We will store any items personal to your event (table decorations, flowers, presents, cards, cake etc.), however these are stored entirely at your own risk and we accept no responsibility for breakages or loss. You are advised to take all items with you at the end of your event.

The venue shall not be held responsible for any loss due to mechanical breakdown, failure in electricity supply, flood, fire, government restriction or Act of God that may cause the premises to be closed or the event to be interrupted.

### General

A booking does not guarantee entrance to the venue. Management has the right to refuse entry.

All debit/credit card payments are securely handled by an industry leading payment processor and are never stored on our website.

We will not share your personal information with third parties for marketing purposes without your consent.

No Shows – If you fail to turn up to your designated booking within 30 mins of the time booked for a deposit event. We will firstly try to make contact with you via your contact details to ascertain if you are still arriving. If you fail to turn up within 1 hour of your designated booking, we reserve the right to re-use the table and consider the booking void whilst retaining any monies paid for the pre-bookable event.