

Terms And Conditions

Meeting, Events & Weddings - Terms and Conditions Agreement.

1. Formation of Contract

1.1. These are the terms and conditions on which we are contracting with you. We consider that these Terms and the booking form constitute the whole agreement between you and us.

Client, you, or your means the person or legal entity responsible for commissioning and payment of the Event, as specified in the Agreement.

1.2. We will hold your chosen date for 14 days without any obligation, and you will then be required to confirm your booking in writing with a deposit as outlined in your event details which is non-refundable and non-transferable. If no such confirmation and deposit is received, we reserve the right to release the date and accept an alternative booking.

1.3. Any alterations to the contracted Attendee numbers must be advised to the venue in writing. If you decrease the attendee numbers, cancellation terms (as defined below) will apply to the reduction.

1.4 We reserve the right to move your event from the function room originally assigned to you if we have reasonable operational or commercial reasons (including if your final numbers differ from the original booking). Any alternative room will be suitable for your event.

1.5 All rates quoted are inclusive of VAT at the prevailing rate on the date the contract is signed.

2. Payment Terms

2.1 The Difference Hospitality Group' payment terms are as follows:

- 20% on confirmation of the booking (non-refundable).
- 50% of remaining balance 3 months in advance
- Full remaining balance 14 days in advance of your arrival date with us.
- We reserve the rate charge interest on any outstanding sums at the rate of 3% above Barclays Bank base rate from the due date until the date of payment.

2.2 Payments can be made via BACS transfer or via our contactless payment system.

2.3 If you have established sufficient credit facilities with us, you agree to pay an initial deposit as detailed above.

Payment of the remaining balance will be due within thirty (30) days of the final invoice.

_____ Initials _____ Enter your initials here.

3. Cancellation Terms

For all events, please see below breakdown of cancellation terms:

Date of Cancellation	Non-Refundable
More than 52 weeks prior to the start date	20% Deposit
Between 26 weeks and 8 weeks prior to the arrival date	50% of the total charges
Between 8 weeks and 2 weeks prior to the arrival date	75% of the total charges
Less than 2 weeks prior to the arrival date	100% of the total charges

4. Insurance

4.1 We recommend that you arrange wedding or event insurance to protect you in case of situations such as event cancellation, theft or property damage. Any gifts, equipment or goods brought into the venue by you or your guests are not covered by our insurance policy.

_____ Initials _____ Enter your initials here.

5. Food & Beverage

5.1 All menus, together with final attendee numbers, should be agreed in writing with the venue no later than 5 working days prior to the event arrival date.

5.2 If additional food, drink or other services (not included within the contract) is required on the day of the event, you will be required to provide a credit card against which pre-authorisation of an agreed maximum sum can be taken. An invoice will be provided at the end of the event and the payment will be processed.

5.3 No third parties will be permitted to provide food or beverages of any nature at the venue, whether intended for sale, without our prior consent and without payment of corkage or other surcharge.

5.4 We will not be responsible for the quality of food if not served at the agreed scheduled time.

5.5 Buffets will be left out for a maximum of 90 minutes.

5.6 Please be advised All of our dishes may contain one or more of the following 14 Allergens: Wheat; Gluten; Peanuts; Nuts; Sesame Seeds; Celery, Soya; Milk; Eggs; Mustard; Lupin; Mollusc; Crustaceans; Fish; Sulphur dioxide. The dishes may also contain food additives and/or other substances that might not be suitable for pregnant women or people with specific dietary needs. If any of your party have any intolerances to these allergens or have any other dietary needs specific to your chosen dishes, please inform your Event Co-ordinator in writing no later than 14 days prior to your event. The Venue deems it the responsibility of the client/event organiser as the responsible person communicating this information to the Venue. We require the full names of individuals with all dietary allergen requirements and the accurate detail of intolerances. Please be aware that whilst we try our best to ensure all food is suitable for you and your guests, our dishes are prepared in areas in which allergenic ingredients are present and so we cannot guarantee that all dishes are 100% free of these ingredients due to the preparation process.

 Initials Enter your initials here.

6. Outside catering

6.1 Catering providers are to be an approved supplier to the venue. If clients are considering a caterer not on our preferred supplier list, we will require: Copy of the Public Liability & Employer Liability insurance document – and to indicate a min of 10M cover, to comply with our own insurance.

A copy of the most recent EHO inspection document with rating.

A copy of the current HACCP document indicating as a minimum all delivery and transportation, cooking, refrigeration, storage, production, hot and cold holding procedures, temperature requirements.

Allergen's matrix either full or for the dishes that will be served at the event and signed by the Caterer. This can be completed on site before the event starts (on the day of the event). A template is available on the FSA (Food Standards Agency) website to download.

A copy of the Food safety qualification for the individual who is leading the food production/service on site at the Venue (on the day of the event).

Not until ALL the above information has been provided, checked and is satisfactory, will an outside caterer be given authority to provide food to any Venue.

6.2 The company does not take any responsibility of the services provided by the outside caterer.

6.3 The outside caterer is fully responsible to clean the kitchen after use, if the kitchen is not cleaned to a satisfactory level (leaving it in the same condition it was found), reasonable cleaning charges will apply and be due for payment within 30 days of invoice.

6.4 The client and catering staff must remove all rubbish, waste and containers that have been brought for the event from the function room and kitchen otherwise, extra charges will apply and be due for payment within 30 days of invoice.

_____ Initials _____ Enter your initials here.

7. Conduct of Event

7.1 The event must start and finish at the times previously agreed with us.

7.2 You shall pay us for any Food & Beverage and other services not expressly set out in the Event Agreement or the Schedule of Events (if applicable) but made available on request by or on behalf of you during the Event. On or before the Arrival Date, you will confirm to us in writing the names of those persons who you have authorised to sanction additional spend at the Event over and above the contracted amounts. All our records for additional spend (meeting room rental, audio/visual equipment, flipcharts, Food & Beverage functions, and other incidentals) will be presented to one of your authorised signatures to be checked and signed daily.

7.3 Any materials, mechanical or electrical equipment brought by you or at your request must be brought to the attention of the venue in writing. You will need the venue's consent before they can be brought in, and they must comply with the current relevant regulations. In the unlikely event of a problem, you will be liable for damage or injury arising from the use of the equipment unless it has been caused by the negligence or bad faith of the venue's employees. Any outside companies providing entertainment must provide the venue with a copy of liability insurance and PAT testing certificate.

7.4 Arrangements for delivery of packages should be made through your designated event manager. Receiving, handling, and shipping charges may apply. No packages will be accepted by us that require us to pay shipping costs.

Deliveries will only be accepted within 48 hours prior to your Arrival Date and must be collected 24 hours after your departure date, unless otherwise agreed by us in advance. All deliveries must be correctly labelled as per our guidelines. To the fullest extent permitted by applicable law, we shall not be responsible for any damage to or loss of your packages.

7.5 To the fullest extent permitted by law, you assume full responsibility for the conduct of all persons in attendance at your Event and liability for loss and/or any damage done to any part of our venue premises during the time

of your event caused by your employees and temporary workers, agents, contractors, sub-contractors, as well as by attendees of the Event.

7.6 For the safety of persons and property, no fireworks, drones, or incendiary devices may be used indoors at the Venue. You also agree that your Event will not create any unreasonable disturbance to other guests or meetings, such as excessive noise, smoke or fog machines, dry ice, confetti cannons smoking pipes, candles, incense, or any activity that generates offensive smells. We reserve the right to end your Event functions immediately if you do not comply with our reasonable request to reduce or eliminate any such disturbance, in which case you will remain responsible for payment of all contracted charges related to your Event, should this not be abide to any bonds paid will not be returned.

7.7 Car parking is provided; however, cars and items left in parked cars are at the owner's risks. Cars are not permitted to block the entrance of the venue and will be removed if doing so.

7.8 Passageways to emergency exits must always be kept clear. This regulation is rigorously enforced in the interests of the safety of the guests and staff.

7.9 The venue requires knowledge and information of any third-party companies/contracts provided for services at the event and does not accept any liability for these companies or the service they provide.

7.10 For a religious marriage ceremony to be valid according to the laws of this country, with very few exceptions, it must take place in a building which has been registered for marriages and has always been preceded by the necessary civil or ecclesiastical preliminaries. These premises are NOT approved for civil marriage and partnership ceremonies. Your civil ceremony MUST have taken place before any religious ceremony or blessing can commence. Please contact your Register office for further information

7.11 Designs, displays and posters can only be affixed to walls with our express permission, Guests/ delegates must not interfere with any electrical equipment or wiring,

7.12 If for any reason the client has a complaint, the venue should be notified immediately to the on-site contact on the day.

_____ Initials _____ Enter your initials here.

8. Our liability to you

8.1 In the unlikely event that we have to cancel your booking, we will reimburse to you all advance payments that you have made to us but we shall not have any other liability to you or any third party.

9. Events Outside Our Control

9.1 We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under these Terms that is caused by an event outside our control, including without limitation strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, extremes of weather, flood, earthquake, subsidence, epidemic, pandemic or other natural disaster, or failure of public or private telecommunications networks.

_____ Initials _____ Enter your initials here.

Client Signature

I agree to the proposal, I have read the Terms & Conditions and can confirm I am happy to proceed

_____ Signature _____ Sign here.