



Chartridge Venues Terms and Conditions Weddings, Celebrations and Functions 2018 – 2020

Please read carefully the following terms and conditions which apply to your booking before signing.

Confirmation

The Agreement must be returned by the Client and received by the Venue within ten working days of the date of issue. If the Venue has not received the Agreement within this period the Venue reserves the right to release the provisional booking and re-let the facilities.

Deposits and Terms of Payment

At the time of booking anticipated numbers attending must be conveyed to the Venue. A non-refundable, non-transferable deposit of £500 - £1,000, venue dependent, is required to secure the booking, payable by cash, bank transfer, debit card or cheque*.

50% of the estimated charges must be settled 4 months prior and the remaining balance 30 days prior to the date of the event either by cash, bank transfer, debit card or cheque.

All additional costs incurred on the day to be settled on departure.

Cheques should be made payable to Chartridge Conference Company.

Final Confirmation of Guests

Final numbers are required no later than 14 days before the event and should not be less than the minimum numbers agreed on the event contract. We do not give any refunds on cancellations or amendments once the 30 day prior payment has been made.

The amount payable by the customer shall be calculated on this final number or on the numbers attending the function, whichever is the greater. No deduction can be made after the event should the number fall below the agreed number of guests on the function date.

Cancellations or Amendments

In the unfortunate event of a cancellation, the Venue must be notified in writing and a cancellation reference number will be issued.

The company, Chartridge Venues, will retain the deposit. If the date cannot be re-let the client will be liable to a cancellation fee chargeable up to a maximum of 100% of the total estimated account.

We always recommend that you take out adequate insurance to cover yourselves against any eventuality.

The Venue reserves the right to cancel the booking and return any monies paid should they feel the reputation of the Venue is in question or if any payment dates have been missed.

Cancellation Fees

Deposit of £500 - £1,000 non-refundable

Between 18 – 12 months	0%
Between 12 – 6 months	25% of anticipated revenue
Between 6 – 4 months	50% of anticipated revenue
4 months or less	75% of anticipated revenue

Definitive cancellation charges due can only be confirmed to you after the intended date of your event when we shall reduce the charges by any alternative business we have been able to secure on your behalf.

Should the client make significant changes to the programme or expected number of guests, the Venue reserves the right to amend rates and/or facilities offered.

Any guests who do not arrive, or who depart early will be charged 100% of the guest rate or rates quoted for nights of non-attendance, unless the Venue is able to re-let the accommodation. If the Venue is unsuccessful at re-selling any aspect of the contracted facilities the full cancellation policy will apply.



Facilities

The facilities available to the function will be agreed at the time of booking. We retain the right to use other parts of the building for other business.

Chartridge Venues reserves the right to carry out any essential building works.

Chartridge Venues will treat each event separately and where other events are taking place on the site at the same time we will ensure neither one disrupts the other.

General

Except for Wedding/Birthday/Celebration Cakes only food and beverage purchased from the Venue may be consumed on the premises.

If food or beverages are brought into the Venue for consumption a charge will be made equal to the Venue's selling price for that equivalent product.

Chartridge Venues is not responsible for food or items e.g. cake, presents, etc brought onto the premises or storage of same.

Any buffet food will be removed 1.5 hours after serving as per health and safety regulations.

The Venue reserves the right to withdraw any menu item or wine and offer an alternative.

The event must start and finish at the times specified on the contract. Changes in times must be pre-agreed with the Venue.

If the Venue is required to book facilities and/or services on behalf of its clients it will do so in good faith but cannot be held liable should the standard of those services prove deficient nor for the acts of or omissions of such third parties.

All prices include VAT and are correct at time of going to press but may be subject to changes due to increases in inflation and supplier pricing or Government taxes etc.

Damage

A £500 refundable deposit will be required 1 month before the event date, payable by cash, bank transfer, debit card or cheque*. Should no damage occur the deposit will be fully refunded within 14 days after the event.

The client is responsible for all allocated rooms during the period of the event. Any damage to the rooms or their contents incurred because of the client, their guests or representatives, acts, omissions, or default will result in a charge to remedy such damage.

We reserve the right to escort any guest from the premises that, in the opinion of the management, are causing excessive disruption or damage.

Health & Safety Requirements

The client is responsible for ensuring all external contractors eg discos/bands are fully covered by a Public Liability Insurance Certificate (no less than £5m cover). Any electrical equipment supplied by the client or their chosen external contractors must be PAT tested (Portable Appliance Tested) and verified with up to date documentation.

Proof of all health & safety documentation is required by the management of the Venue and we reserve the right to refuse participation if this is not received prior to the event.

Accommodation

Unnamed or uncontracted bedroom allocations for weddings and events are released 4 weeks prior to the event start date.

****Chartridge Venues will not accept personal credit card payments as new rules mean that bank charges for processing a credit card payment can no longer be passed on.***