

## Terms & Conditions

### VAT

Please note that all prices on the hospitality menu pack are exclusive of vat at the current rate.

### Cancellation Charges:

For all functions a percentage of the estimated cost of the confirmed reservation will be charged to the client in the event of a cancellation, using the following scales:

- ☐ 30 days or less notice 100% charge will apply.
- ☐ 60-30 days notice 50% charge will apply.
- ☐ 60-90 days notice 25% will apply.
- ☐ 90 days or more no charge will apply.

Numbers can be increased; however we reserve the right to supply an alternative product if the original product is no longer suitable or available.

### Payment Terms:

All external bookings must be pre-paid prior to events.

A non-refundable deposit of 50% of the value of the original booking is required.

Final payment is due two weeks prior to the event.

Any final adjustments can be billed after the event.

Only companies with agreed credit facilities can be billed after their events, payment terms and strictly 30 days.

All internal clients must provide a cost code at the time of booking.

### Last minute bookings:

For teas, coffees and other light refreshments we require a minimum of 24 hours notice. Failure to provide may result in us being unable to deliver your requested order.

### Loss of Equipment/Security:

The equipment is the responsibility of the user up to and until our staff come to collect it. Please make sure when you are booking your event with us you inform us of a suitable time when our staff can collect your used order.

Unless specific arrangements are made, we accept no responsibility or liability for any loss or damage to the property of the client, delegates or third parties.

### Refreshment in Rooms:

Please be aware that it is against trust policy to provide your own food and drink in Trust function areas.

### Service of Alcohol:

Please also be aware that it is against trust policy to provide alcohol before 5.00pm in any of our rooms. This is applicable to Monday to Friday only. Written permission will be needed from the Chief Executives office for any special occasions.

We require two working weeks' notice for any liquor licences required for venues not covered by existing licences.

### Fly posting Of Functions:

Please note that fly posting of your event is not allowed on the premises. We can supply directional signage for you. Please ask at time of booking.

### Bottled Water:

When our waiting staff come to collect, if the water bottles that we have provided are missing we have to charge £5.00 per bottle. Please ensure all bottles we provide are there to be collected at the time you specified when making your booking.