



Terms and Conditions

Weston Hall thanks you for booking your event with us. We draw your attention to the following terms and conditions. We want to ensure the successful running of your event, these terms and conditions are part of our aim to achieve this, should you encounter any concerns or questions regarding them please do not hesitate to call one of our team.

For every event on a scale such as this, it is important that both parties are aware at the earliest stage of the terms & Conditions relating to the booking policy and the rights of both parties. Please read through this document prior to signing this contract for your event to be held at Weston Hall. We look forward to being of service at your event.

1. PAYMENT TERMS

- 1.1 Full payment is due on booking of the event. All accounts are due and payable within 10 working days of the invoice being raised.
- 1.2 Weston Hall will not consider an event as booked until the payment is received from the client and a copy of the terms and conditions has been signed by the client.
- 1.3 Weston Hall reserves the right to charge interest on overdue accounts.
- 1.4 Weston Hall requires details of a credit card or debit card as a guarantee for any additional costs incurred on the day, payable upon departure on presentation of a final invoice.
- 1.5 Payments may be transferred to an alternative date at the discretion of the management at Weston Hall.
- 1.6 Where payments are not received by the dates specified in 1.1, Weston Hall reserves the right to cancel or postpone the event at the discretion of its representatives.
- 1.7 Weston Hall reserves the right to cancel or postpone the event in the case of a force majeure and will not be held liable for a refund or compensation in this instance.

2. THE VENUE

- 2.1 Where a civil ceremony takes place at the venue, the client remains responsible for the booking of an appropriate registrar.
- 2.2 The client shall be responsible for any damage caused by the client or attendees at their event to the property of Weston Hall and the client is required to indemnify Weston Hall for the full cost of any loss, damage, expenses or other claims arising from such damage.
- 2.3 Weston Hall reserves the right to remove from the venue any person who is acting unreasonably and in the opinion of Weston Hall threatens the safety of staff, themselves or others. Should we find anyone acting in this manner, Weston Hall reserves the right to close the bar and venue immediately regardless of the time or stage of the event and withdraw all service. Guests are then required to vacate the premises within 20 minutes.
- 2.4 The venue cannot be held responsible for any damage, theft or loss of property suffered by attendees at an event held at Weston Hall. Persons attending an event do so at their own risk and Weston Hall shall not accept liability for death or personal injury.
- 2.5 Weston Hall may alter bar tariffs without prior notice.
- 2.6 Weston Hall may at any time without notifying the client make any changes to the service which are necessary to comply with safety or other statutory requirements which do not, in the opinion of Weston Hall and its representatives affect the nature or quality of service.
- 2.7 No food or beverage may be brought from outside onto the premises unless permission is given in writing by the management of Weston Hall.
- 2.8 Weston Hall reserves the right to determine the noise level at an event and the client is obliged to adjust to this level.

2.9 Weston Hall cannot be held responsible for the accommodation becoming fully booked after a booking has been made.

2.10 Times agreed in the event schedule cannot be changed without written permission from the management of Weston Hall.

2.11 All catering must be provided by Weston Hall with the exception of a Traditional Wedding Cake unless permission is given in writing by the management of Weston Hall.

3. GUESTS AND FINAL NUMBERS

3.1 The client must notify Weston Hall of the final guest numbers 6 weeks prior to the event.

3.2 Where final guest numbers on the day fall below the number notified by the client to Weston Hall 6 weeks prior, the client will be invoiced for the numbers previously stated.

3.3 Where Weston Hall are not notified of final guest numbers 6 weeks prior to the event, we will invoice according to the last summary of costs issued by Weston Hall.

3.4 Weston Hall must be notified by the client of any vegetarian or special requirement meals 6 weeks prior to the event. If these are not notified we cannot guarantee their availability on the day of the event. Any additional meals, which have not been pre-ordered will be charged at the current menu price on the clients final account.

3.5 Weston Hall will do its utmost to accommodate special dietary requirements including those for guests with allergies. These must be specified to Weston Hall 6 weeks prior to the event. In the case of allergies we cannot guarantee that these meals will be entirely free of specified allergens.

3.6 The client shall at its own expense supply Weston Hall with all necessary documents or materials and all necessary data relating to the service provided by Weston Hall in accordance with the event specification.

3.7 Weston Hall must be notified of the clients table plans for the event 14 days prior to the event.

3.8 The client shall be held responsible for the accuracy of all input material and data.

4. CANCELLATION POLICY

4.1 Cancellation of the event by the client must be communicated in writing by the client.

4.2 In the event of cancellation of an event by the client for whatever reason Weston Hall will make a cancellation charge for the total anticipated loss of business on the following basis: over 52 weeks @ no charge. 52 weeks @ 25% of the total booking value. 27-51 weeks @ 50% of the total booking value. 13-26 weeks @ 75% of the total booking value. 12 weeks or less @ 100% of the total booking value.

4.3 Your initial deposit is non-refundable. However, your insurance may cover this in some circumstances. See one of our team about event insurance.

5. THIRD PARTY SUPPLIERS

5.1 Weston Hall requires to be notified by the client of all third party suppliers for entertainment or services for an event and reserves the right to refuse access to any supplier it deems unsuitable for the venue.

5.2 Please note that Weston Hall will not automatically provide meals for third party suppliers, e.g. photographers or band members. These must be pre-ordered 14 days prior to the event and will be charged for in the final invoice.

5.3 We are sure that you will appreciate that Weston Hall will not undertake work on behalf of a third party supplier, e.g. the fitting and removing of chair covers. We require that the third party supplier be on hand to execute all elements of their contract. Suppliers must collect and remove their equipment within 30 minutes of guest departure.

5.4 We strongly recommend that return transport is pre-booked or arranged for guests not staying in the bedrooms at Weston Hall. If guests have not vacated within 30 minutes of your scheduled finishing time, a charge of £100.00 per hour or part will be added to your final invoice.

5.5 Although bands are permitted at Weston Hall, there are noise constraints.

6. GENERAL

6.1 Weston Hall may correct any typographical errors or omissions in any promotional material, quotation or other document without any liability to the client.

6.2 Any written information made available to the customer of Weston Hall shall be deemed incorporated herein and in the event of a dispute these terms & conditions shall prevail.

6.3 The laws of England shall govern this contract and any dispute referred to the English Courts.

6.4 VAT will be charged at the prevailing rate

6.5 The terms constitute the entire agreement between the parties and may not be varied unless agreed by Weston Hall in writing. All other terms expressed or implied by statute or otherwise are excluded to the fullest extent permitted by law.

6.6 No failure or delay by either party in exercising any of its rights under contract shall be deemed to be a waiver of that right.

7. WHAT IF WESTON HALL HAS TO MAKE CHANGES OR CANCEL?

In the exceptional circumstances where the Weston Hall has to cancel or significantly change the arrangements for your event for any reason, suitable alternative facilities will be provided or if this is not possible a **full refund** will be given. The venue will not accept any claim for compensation, expenses, costs or losses incurred by the client as a result of the change or cancellation.

8. WHAT IF I HAVE A COMPLAINT?

In the unlikely event that you or any of your attendees has any reason to complain, you must immediately inform the venue. Any verbal notification must be put in writing and be received by the venue within 7 days of your event. No liability can be accepted if you fail to notify the problem according to this procedure. Any disputed invoiced item must be raised in writing with the venue within 7 days of the date invoice. Disputed items will be dealt with separately from the remainder of the monies due which must still be paid when due.

The customer agrees to be bound by all reasonable instructions of duly authorised representatives of Weston Hall in respect of condition of the event and shall further ensure that those attending shall similarly comply.

In order to ensure complete insurance coverage of your event, Weston Hall requires you to take out an insurance policy. Please send a copy of the relevant insurance prior to your event.

Name:

Signature:
(I have read and understood the above terms)

Date:

Date of booking:

First line of Address:

City:

County:

Postcode:

Contact Telephone Number: