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## TERMS & CONDITIONS

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### ON CONFIRMATION AND AVAILABILITY OF BOOKING...

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#### PRICES

All rates quoted include VAT.

Menus and prices are subject to change annually. The prices quoted in these menus are only valid for the current year. Prices will be fixed once a quote has been agreed and deposit paid.

The Hurt Arms cannot be held responsible when wines or Champagnes noted on the wine list become discontinued. A comparable wine will be offered.

All prices are as quoted and no other discount, promotion or reward scheme will be applied in respect of this booking.

Bedroom rates are subject to change annually. We will inform you of the rates applicable to your booking in the November the year before your booking date.

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#### AVAILABILITY

All rooms, facilities and rates offered by The Hurt Arms are subject to availability at the time of booking.

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#### NUMBERS

Provisional minimum numbers will be required from the client at the time of booking.

The allocation of bedrooms for your guests will be coordinated solely with you as the client. We will require card details as a security deposit for any bedroom reservation.

Guests will be expected to pay in full on departure.

At least 8 weeks prior to arrival, the client will provide The Hurt Arms with up to date guest numbers, final guest numbers.

All day guests attending the daytime celebrations must be catered for and we require that you cater for a minimum of 80% of your evening guest total for evening catering, excluding our pizzas which must be 100% of guests.

You must provide us with your completed bedroom booking sheet four weeks before the wedding.

Once a deposit has been paid The Hurt Arms will send wedding confirmation and contract. The client must inform The Hurt Arms of any issues with regards to the contract within 14 Days.

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## MINIMUM SPEND

### **The Hurt Arms reserves the following minimum spends**

Any Saturdays during the months of April, May, June, July, August & September - £6,000.00

Any Saturdays during the months of January, February, March, October, November & December & Fridays in April, May, June, July, August & September - £5,000.00

Monday – Thursdays during the months of April, May, June, July, August & September & Fridays in January, February, March, October, November & December - £4,000.00

Monday-Thursday during the months of January, February, March, October, November & December - £3,000.00

The above minimum spends do not apply to bespoke wedding packages and current offers. Please refer to your reservations contract for bespoke minimum spends.

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## PAYMENT PLAN AND CANCELLATION

### **Payment Schedule as follows:**

A non-refundable deposit of £1,000 is required to confirm the booking, which can be paid in two instalments of £500 with a four-week interval.

Card details will be required in order to secure bedroom reservations for your wedding date. These will be saved onto our secure hotel reservation system as a security deposit. No payment will be taken from the card unless any of the below circumstances occur.

- *A bedroom is reserved for your wedding and is cancelled without providing 24 hours notice.*
- *If a wedding guest leaves without paying for a bedroom.*
- *Any damages to the venue*
- *Soiling charges*
- *Damaged linen*

Failure to return a signed copy of the reservations contract within 14 days of the date stated on the contract may result in cancellation of booking.

50% of the overall wedding cost must be paid 6 months prior to the date of the function

Final numbers and payment are expected 4 weeks prior to the date of the function **(no refunds possible after this point)**

Final catering numbers must be given no later than eight weeks in advance of the function date.

Failure to make any set payments or within seven days of being requested to do so may result in cancellation of booking.

If you have not already had an estimate provided for your wedding requirements at the time of booking, you may request one at any time.

If between the time of booking and the date of cancellation no estimate has been requested your cancellation fee will be based on the minimum spend required for your wedding date.

### **Payment**

Payment by cash, cheque, credit and debit cards as recognised by The Hurt Arms are acceptable. We do not accept American Express.

A £1.50 charge will apply to any refunds. This will be deducted from amount being refunded.

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A non-refundable booking fee is required to confirm your function. Should you have to cancel your booking due to unforeseen circumstances the booking fee will not be refunded and a further cancellation charge will be applied. This will be based on the overall wedding cost from the most recent wedding quote. If no quote has been created it will be based on the minimum spend for the booking date.

Period of Cancellation Charges of rates quoted,

12 months or longer 10%

Between 2 and 4 months 75%

Between 6 and 12 months 25%

Between 2 months or less 100%

Between 4 and 6 months 50%

The cancellation fee will need to be paid in order for your wedding booking to be released. We ask that this paid within four weeks after notice of cancellation has been provided by both parties who have signed the reservations contract. Failure to pay the cancellation fee within four weeks could result in your cancellation fee being increased. If due to unforeseen circumstances you wish to change the date of your function we will charge an administration fee to complete all the relevant paperwork and secure a new date. The charges are as follows.

12 months or longer £95

Between 6 and 12 months £225

6 to 3 months £455

3 months or less £1500

If our prices have increased since your initial booking, the updated prices will apply to the new booking date. The administration fee must be paid before we can transfer your booking to your new date. We ask that the fee is paid within 4 weeks after notice of postponement. Your previous date will not be removed from our system until the administration fee has been paid. Failure to pay the administration fee within four weeks could result in your fee being increased.

**We strongly advise functions to consider third party Event Insurance.**

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## ARRIVAL AND DEPARTURE

You will have access to the Tollgate Suite from 10am on the day of your function unless agreed otherwise in advance with a member of the events team.

Evening only functions will have an agreed set up and arrival time that will be set by a member of the events team.

No external suppliers will be have access to the Tollgate Suite until 10am on the date of the function unless agreed otherwise in advance with a member of the events team.

Last order will be called at the Tollgate bar at 12:15am and the bar will close at 12:30am. We ask that all guests have vacated the function room by 1am.

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## CONTROLS

The Venue allows no outside music at any time and all windows, doors & bi folding doors must be closed whilst music/entertainment is taking place. Music may be played at a minimum level of background music whilst doors are open and Barbeques, Hog roasts etc. are taking place outside on the terrace. The venue reserves the right to judge acceptable levels of noise or behaviour of the Client, their guests or representatives and the Client must take all steps necessary for corrective action as requested by the Venue. In the event of failure to comply with management requests, the Venue may terminate the function without being liable for any refund or compensation.

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It is our policy not to discriminate on the grounds of race, colour, nationality, creed, sex, marital status, age, ethnic origin or disability. The Client, its employees, guests and all sub-contractors engaged by or on behalf of the Client are expected to adhere to this policy and the Venue may, without incurring any liability, remove from the Venue any person offending against this policy.

The Venue and the Functions it hosts are subject to statutory controls, including those relating to fire, licensing, entertainment, smoking, health, hygiene and safety. Clients and their guests and representatives must strictly observe these.

It is illegal to sell alcohol to people under the age of 18. We will require your guests to provide proof of their age. Acceptable forms of proof of age are as follows: Driving Licence, Passport.

Please remember that there is no automatic right to service of alcohol and anyone found buying or supplying alcohol for persons under 18 can be prosecuted and they may be asked to leave the premises.

Prior consent by The Hurt Arms must be received for any entertainment or services contracted by the Client or for any display to be fixed. All displays must comply with statutory codes and regulations. All discos, Bands and Musicians must have a current Portable Appliance Test Certificate.

All outside contractors must be covered by their own Public Liability Insurance and PAT testing certificate, proof of this must be given to The Hurt Arms 2 weeks prior to the function. They must also sign a copy of our contractor agreement form.

The Hurt Arms may in its absolute discretion refuse access to any contractor.

The Hurt Arms reserves the right to object to the employment of any unsuitable outside agent by the Client.

Any damages made to property of the venue must be paid within 14 days.

whilst we do allow real candles and naked flames we must point out that this can be dangerous and we do strongly advise using battery operated candles. However, we can allow real candles providing that you accept full responsibility and any damaged table linen due to candles such as wax or burns may incur a charge. Although real candles are allowed, we will extinguish and candles within a candelabra before your evening guests arrive as these are not deemed as safe for your evening reception

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## EXTERNAL PURCHASES

No wines, spirits, beers or food may be brought into the venue by the Client, guests or representatives for consumption or sale on the premises without the consent of The Hurt Arms.

If consent is given a charge may be made for this.

Alcoholic favours are not permitted under any circumstances.

Consumption of your own alcohol on these premises is strictly prohibited and is against our responsible drinking policy.

The Hurt Arms does not offer corkage.

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## PERSONAL ITEMS

Any unused cake, decorations & items from the day will be saved overnight to be taken the morning after the wedding. If these items are not taken in the morning sadly we are unable to keep any cake and flowers in storage any longer than overnight.

Any personal belongings or items from the function left behind will be held in storage for 14 days and then if not claimed will be passed onto a charity.

We will not be responsible for the disposal of helium canisters. These must be removed from the premises after use.

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