

***Please note: We strongly advise you to take out suitable wedding insurance, to cover your wedding booking cost with us should you need to cancel for reasons outside of our control e.g. illness, family bereavement, extreme weather conditions, etc.***

### **The Contract**

1. Your contract is with us, The House, The Venue Crow Lane CO16 9AP
2. We appreciate that on occasions someone else (such as a parent) may wish to make payments due to us on your behalf. We are happy to accept such payments, but please note that unless we agree otherwise with you in writing you are legally responsible for any payments due to us.
3. In these terms, “venue” means the venue at The House, Crow Lane CO16 9AP where your wedding is agreed to be held, “wedding” also means (where applicable) a civil partnership, “wedding package” means the services relating to your wedding which we agree to provide to you; and “working day” means a day other than a Saturday, Sunday or public holiday in England when banks in London are open for business.

### **Making your booking**

4. We agree to you making a provisional booking with us, but this is not legally binding on either you or us until a invoice is issued, and the deposit paid by you, hereby confirming any provisional booking, making this a confirmed booking on the following terms.
5. If, after receiving our quotation for your wedding package, and completing and paying the deposit , to secure your dates, should you want to make a amendment to booking with us, or you wish to cancel, you have 7 days cooling off period from the payment of your deposit, we shall agree to your request and cancellation, and of course return your deposit, less any administration and or bank charges, not exceeding £100.00.

### **Your wedding package**

6. The general content of your wedding package shall be as set out in your booking email quotation and updated on your presentation document, or as otherwise subsequently agreed with us in writing. We may finalise certain details of your wedding package (for example, the exact numbers of guests to be catered for, and the menu for meals) with you in the period leading up to your wedding, in accordance with these terms.

7. As part of your wedding package, you may have exclusive use of the house and grounds within The House Crow Lane CO16 9AP, depending on the package booked.

### **Price**

9. Subject to paragraphs 10 to 12 inclusive, the price of your wedding package shall be as set out in your quotation.

10. If not all components of the price in the quotation are stated to be fixed (for example, because they depend on the number of guests to be catered for), the final price will be determined either in accordance with the quotation (for example, the charge "per head" for meals) or as otherwise agreed with us (for example, if there are any "extra" services not set out in the quotation which we subsequently agree at our discretion to provide to you).

11. If your wedding date is scheduled more than 1 year after the date of our confirmation of booking, we reserve the right to increase the price of your wedding package by up to 5% for each complete period of 12 months between these two dates.

### **Payment of balance**

13. We will invoice you for the total price of your wedding package (less any deposit paid) approximately 85 days before the scheduled date of your wedding. You must pay our invoice in full by the due date. Late payments will be charged an administration fee.

## **Your responsibilities**

14. It is your responsibility to book the Registrar for your wedding. If you have not booked the Registrar before making your booking application with us, we advise you to do so as soon as possible after you have received our confirmation of booking.

15. Should numbers have increased you must confirm final numbers no later than 28 days prior to your event, And or any extras that you may request, so we are able to raise a additional invoice for these extras, and ensure that these extras are available on the day, with any extras invoiced, being paid in full prior to the event.

16. You must provide us with a copy of suitable wedding insurance documents relating to your wedding.

17. All suppliers must be agreed in advance of the Event and provide sight of suitable public liability insurance is required. We reserve the right to refuse suppliers we deem unsuitable for the venue or its environment. Fireworks and Chinese Lanterns are limited and only allowed with written agreement of The House The Venue, due to the nature of the location. In addition, only natural types of confetti may be used at the venue (bubbles, rice, rose petals), paper confetti is expressly forbidden.

18. You must comply with and use your reasonable endeavours to ensure that your guests comply with, all our reasonable instructions intended to ensure the safety of property and/or people at the venue.

19. You must provide your guests with such information we may reasonably request regarding arrangements to be followed at the venue (for example, in relation to car parking or the storage of valuables).

20. Any damage caused to the Venue, its equipment, contents or fittings will be invoiced directly to the couple immediately after the event.

21. We reserve the right to stop any activity which we reasonably believe is likely to cause damage to the interior or exterior of the venue or to risk the safety of people at the venue, and we will not tolerate any abusive behaviour by guests to any other guests or member of staff. We reserve the right to remove any persons acting inappropriately from the event. And or any person bring Alcohol on to the premise to leave without compensation.

22. If you include any images of the venue on your wedding invitations, you must ensure that you have the permission of the appropriate copyright holder.

23. Details of third party suppliers we provide to you are intended to help you in arranging other services to be provided in connection with your wedding. If you do engage these or any other third party suppliers, we accept no responsibility for their performance of services and you should take up any complaints with them directly. You are also responsible for paying their charges directly. We reserve the right not to allow into the venue any third party suppliers who do not meet our requirements intended to ensure the safety and welfare of property and people at the venue.

### **Cancellation by you**

24. If you want to cancel a confirmed booking, you must do so in writing and the provisions in paragraph 25 shall apply.

25. We will use reasonable endeavours to “re-sell” the date to another couple. However, you must pay us any losses and costs we suffer because of the cancellation which were reasonably foreseeable to both you and us when the contract was entered into, whether or not we are able to resell the date. Depending on when you cancel, the cancellation charges you must pay shall be determined by reference to the table below. We will tell you the exact cancellation charges once we know whether or not we have been able to resell the date, and you must pay the charges within 20 working days of our invoice. Where the final price has yet to be finalised (for example, because you have not yet confirmed catering numbers), we shall base the cancellation charges on any minimum numbers set out in our quotation.

Length of time before your scheduled wedding day Cancellation Charge

- More than 9 months Amount of your deposit.
- Between 4 and 9 months up to 75 % of the total price is payable.
- Less than 4 months 100% of the total wedding package price

26. COVID 19 Variation to 25. Any bookings taken for Events to be held during 2020 that cannot be held due to The government decreed lockdown, and or government regulations, you will be offered alternative dates at our discretion, following the lifting of the lockdown.

27. We reserve the right to cancel your booking without liability to you and without any obligation to refund your deposit if:

(a) you do not pay us the balance of your wedding package price by the date due for such payment; or

(b) we have reasonable grounds to believe that you may not pay us the balance of your wedding package price by the due date and we have requested you to explain the position and you have not done so satisfactorily; or

(c) we discover, before you have paid the balance of your wedding package price, that you have deliberately concealed information, or deliberately given us incorrect information, about your intended wedding in circumstances where (if you had not done so) it would have been reasonably foreseeable that we would not have accepted your booking; or

(d) we have reasonable grounds to believe that your behaviour or that of your guests at the wedding is likely to result in damage to the venue or to our property and/or injury to people.