

## **Christmas Events Terms & Conditions**

### **1. BOOKING & PAYMENT**

- All bookings are subject to availability.
- A non-refundable deposit is required at the time of booking to secure your place. The amount may vary by event and will be confirmed at the time of enquiry.
- Full payment must be made by the specified deadline (usually 4-6 weeks prior to the event). Bookings not paid in full by this date may be cancelled without refund.
- Bookings are not confirmed until a deposit has been received and a confirmation email has been issued.

### **2. CANCELLATIONS & AMENDMENTS**

- All deposits are non-refundable and non-transferable.
- Cancellations made after the final balance has been paid are non-refundable.
- Name or guest changes can usually be made up to 7 days before the event, subject to approval.
- In the unlikely event that we need to cancel or change an event, we will offer an alternative date or a full refund.

### **3. DIETARY REQUIREMENTS**

- We are happy to accommodate special dietary requirements and allergies where possible.
- Please inform us of any dietary needs at the time of booking or at least 14 days prior to the event.

### **4. SEATING ARRANGEMENTS**

- Seating plans are at the discretion of the venue and may involve sharing tables with other guests, especially for group events.
- Requests for specific seating arrangements will be considered but cannot be guaranteed.

### **5. ENTERTAINMENT & TIMINGS**

- Entertainment and running orders are subject to change without prior notice.

- Guests are advised to arrive on time to ensure they receive the full experience.

## 6. DRESS CODE

- Some events have a specific dress code (e.g., festive, formal, themed). This will be stated clearly on the event listing or your booking confirmation.

## 7. BEHAVIOUR & CONDUCT

- We operate a strict no-drug policy. Any guest found in possession of, using, or under the influence of illegal substances will be asked to leave immediately and may be reported to authorities.
- We reserve the right to refuse entry or service to anyone who appears intoxicated, is behaving in a disruptive, disrespectful, or unsafe manner, or is in breach of our venue policies.
- No refunds will be issued in these circumstances.

## 8. CHILDREN'S EVENTS

- Children must be supervised by a responsible adult at all times.
- Parents or guardians are fully responsible for supervising children using the soft play area and bouncy castle. Staff are not responsible for monitoring children during these activities.
- Age or height restrictions may apply to ensure safety.
- Age restrictions may apply depending on the event type.

## 9. WEATHER & FORCE MAJEURE

- Events will go ahead in most weather conditions unless it becomes unsafe to do so.
- We are not liable for cancellations or changes due to circumstances beyond our control (e.g., extreme weather, strikes, public health restrictions).

## 10. PHOTOGRAPHY & PROMOTION

- Photographs and videos may be taken during events for promotional use. If you do not wish to be included, please inform a member of staff on the day.