

# The Orangery Suite and Gardens

Weddings Functions & Corporate Events

- [theorangerysuite.co.uk](http://theorangerysuite.co.uk) -

24-Rev2



## TERMS & CONDITIONS FOR HIRE OF THE ORANGERY SUITE AND GARDENS

### 1. Your event booking:

- All offers and bookings are subject to availability.
- The “Client” is the person who confirms the booking & is responsible for the main account; those making the booking (the Client) must be over 18 years of age and must have the authorization of the company or business responsible for making all payments, including settling the final account.
- The “Premises” incorporates all venue rooms including the car park, marquee & gardens within the Orangery Suite.
- VAT at the current rate on the date of invoicing will be added to the booking price unless otherwise specified.
- Event bookings can be held provisionally for up to 14 days. Within this period the agreed deposit if required to secure the booking, will be payable, the receipt date of the deposit establishes our acceptance of the contract.
  - *You have a 14 days cooling off period from the day the deposit is received by us, to cancel the contract. You do not have to give a reason. You must inform us in writing if you wish to cancel. We will endeavour to refund your deposit payment not later than 14 days after your cancellation*
  - *Following the 14 days cooling off period deposits are non-refundable and our cancellation policy section 4. of this document will be in effect*
- On receipt of our confirmation of the booking, it is the Client’s responsibility to check all details, please notify us immediately if anything is incorrect.
- A completed booking preference form, signed by the Client is required to be submitted in advance of any event. Unless otherwise agreed

### 2. The Venue and Your Day

- We offer Clients exclusive use of either all or part of the premises for events, as agreed prior to the event. “Exclusive use of the premises” means the venue rooms booked. This does not include the use of any onsite equipment or supply hire unless otherwise specified, with an associated hire charge applied. Use of equipment such as a microphone, TV monitor hire must be specifically requested and agreed upon, either at the time of booking or in your preference form.
- Exclusivity for Events means: No other guests or events would be supported in the venue rooms booked by you on, or during your own event unless otherwise agreed.

The agreed period booked relates to your event booking as detailed on tariffs or by agreement. Any extra time or early venue opening must be requested and specified by email communication and confirmed by you on your event booking form. (This may incur an extra charge).

- Bank holidays and high season dates may incur a higher price that may not be specified on our general tariffs. You will be made aware of this before booking.

### **Schedule & Timings**

- Hiring the Orangery Suite and Gardens refers to venue hire for your event. We do not offer room turnaround and do not have staff available to help you or suppliers set up during your day. The venue hire duration is confirmed in your preference booking form, or by agreement in writing or email. The Orangery Suite is not responsible for the schedule of your day and for ensuring your day runs smoothly. There will be no available staff to serve or refill drinks outside of the bar if booked.

### **3. Booking, Deposits & Final Payment**

- A non-refundable deposit as specified on the tariff/email communications is required within 14 days of confirmation of the dates agreed unless by prior agreement. The balance is due no later than one calendar month prior to the event unless by prior agreement. Staged payments over the intervening period can be billed on request.
- Any costs/hire charges for additional equipment or services requested, will be payable as agreed on your final balance invoice. Exceptionally, we may agree that some items will be billed to the account post booking. e.g., last-minute glass hire.
- Our preferred method of payment is bank transfer. Credit Card payments are also acceptable.
- All agreed costs will be billed to the client who is dealing with payment, with any extra costs incurred during the event added to the final bill. The Orangery Suite & Gardens Ltd reserves the right to invoice any items inadvertently omitted from the final account.
- Any bar tab must be settled on the day of the event, or, if prior arrangements have been agreed, within 7 days of the event.
- The Venue hire fee is agreed upon and fixed within the Event Booking Form at the time of booking and must be honoured by both parties unless otherwise altered by agreement or changed by another clause within these T&Cs e.g., cancellation for non-payment.
- We reserve the right to alter pricing and our terms & conditions for any additional services offered in support of an event, but these changes would be communicated and agreed upon before the event to ensure the client is able to adjust their order if they choose. Any additional services and associated costs (such as staffed bar opening charge) will be provided in early communication in advance of the event, and only altered if additional unplanned services are utilised by the client during the event.
- Non-payment by the due dates will be treated as a cancellation unless by prior agreement. Any missed payments will initially be communicated to the client and an additional 'grace period' of 7 days may be agreed in the first instance. In the event of repeated missed payments, a final warning will be issued after which a further missed payment will be treated as a cancellation.

### **4. Cancellations**

- If you wish to cancel your booking, please contact us by telephone as soon as possible. All cancellations, postponements and amendments should be confirmed in writing and acknowledged by us.

- The deposit is NON-REFUNDABLE upon cancellation. If an event is cancelled by the Client due to extenuating circumstances, at our discretion, we may agree to retain the deposit to be used against a future booking.
- For your peace of mind, we recommend you take out insurance for your event.
- Cancellation charges below are based on the time of cancellation relative to the event date. This is to compensate for work already carried out by us and the cost to us of cancelled services and lost earnings on the day, booked services such as Equipment hire charges, bar income & booked staff.

#### Cancellation charges

- Cancellations within six months of the event date will incur full payment of the venue hire fee.

- We do not expect to have to make any changes to your booking but very occasionally problems do occur, and bookings may have to be changed or cancelled. We would only cancel your booking if the venue was unavailable for reasons beyond our reasonable control; for example, flooding, fire, or damage to the property (this list is not intended to be finite). In such instances, we would not be held responsible for any additional costs incurred by you, or for any consequential losses. In this situation, we would try to offer alternative dates for the event, and assist the client to rearrange their event to the new date at no additional charge. We would offer at least 3 alternative dates for consideration by our clients to maintain the booking as previously agreed. If clients decline to accept an alternative date for their event, and decided they want to cancel instead, we would apply a refund of all moneys paid by them.
- In exceptional circumstances beyond our control where the venue is available, but we are prevented from hosting events due to Government or Local Authority orders, we would apply the 'force Majeure' condition towards booked events. e.g., Where a local incident or countrywide epidemic results in restrictions which affect events booked at The Orangery Suite and Gardens. In this situation we would not be held liable for any consequential losses. We would try to offer alternative dates for the event, and assist the client to rearrange their event to the new date at no additional charge. We would offer at least 3 alternative dates for consideration by our clients to maintain the booking as previously agreed. If the ordered restrictions specify a reduced size for the rearranged event, we may offer a partial refund subject to our currently advertised event costs. However, if clients declined to accept any alternative dates for their event, and decided they want to cancel instead, we would apply cancellation charges as previously stated.
- The Orangery Suite and Gardens reserves the right to cancel your function if payment conditions are not upheld. Receipt of your booking deposit confirms your acceptance of all terms & conditions. We also reserve the right to cancel an event if we deem our premises unusable for reasons beyond our control, in which case our liability to you will be limited to the extent of any monies already paid to The Orangery Suite & Gardens without interest.
- Either party shall have the right to terminate this Contract without penalty within seven days from the deposit paid date, subject to written confirmation of such termination being given by one party to the other within this period. In the event of such termination by the Client, The Orangery Suite & Gardens shall refund to the Client all sums paid by the Client to The Orangery Suite & Gardens by way of deposit or otherwise, less a £50 admin fee. All cancellations will then be confirmed by The Orangery Suite & Gardens.

## **5. Insurance**

- We strongly advise the Client takes out insurance to cover against all eventualities, such as illness, death, unemployment.

## **6. Change of Event Date**

- If a confirmed date is to be moved by the client to another date, fees will apply if new dates are on a higher price tariff, e.g., Friday or Saturday. Requested booking date change is subject to availability and is at the discretion of the management. We reserve the right to charge a reasonable fee to cover administration costs.

## **7. Music**

- All live music/DJs etc are asked to play at a reasonable volume during evening events. All amplified music will stop 10:00 pm sharp. Music volumes will be monitored, and we expect the decibel level not to exceed 84. Any amplified music playing after the agreed time will be disconnected. Pre-recorded music may then be played at a reasonable level until venue close.

## **8. Dogs**

- Dogs are welcome at The Orangery Suite & Gardens if they are friendly and kept on leads. Please remember your dog must not be left unattended at any time. Bag and bin your dog's waste.

## **9. Photography**

- We regularly take photographs and videos for promotional and training purposes, if you do not want your guests to appear in these please inform The Orangery Suite & Gardens in advance.

## **10. Set up & Collection**

- Anyone requiring access to the venue for equipment set up or decoration purposes will generally be given access one hour prior to an event. This would be by agreement with management. We expect suppliers to collect the same day or by 10:00 am the following morning on request. Any collection later than this may incur a storage charge.

## **11. Fireworks**

- Fireworks, sky lanterns and naked flame candles are NOT allowed anywhere on The Orangery Suite & Gardens Premises.

## **12. Guests**

- We welcome guests of all ages including infants and children. For guests with mobility or other issues that may need advance planning or extra help from us to ensure full enjoyment of the day please get in touch to discuss.
- The client is responsible for the behaviour and actions of their guests whilst at The Orangery Suite and Gardens. Inappropriate behaviour may result in the event being stopped early or cancelled. Children must be always supervised by a responsible adult. The management takes no responsibility for preventable injuries endured within the premises.

### **13. Damage**

- The client shall pay for any loss or damage to any part of the premises, or to any fixtures, fittings or equipment which are damaged by the client or their guests. This includes removal of our property from the venue in error by the client or their guests after the event, including games equipment provided for your enjoyment during the event. You will be asked to return or pay for replacements.
- Due to the special nature of our venue, we restrict certain decorations, including aluminium table decoration. Balloons, Flowers, greenery, lanterns, bunting & pom-poms etc. can be fixed around the beams & walls. Florist's string & other strings, cable ties, ribbon etc., are all permissible & work well for this purpose.
- The Orangery Suite & Gardens reserves the right to charge additional fees to the main account if special cleaning is required for floor coverings, walls, marquees etc. due to soiling, unreasonable spillages,

### **14. Alcohol**

- A 'packaged service' of Fizz/Pimm's/Sangria type drinks are available on request and competitively priced. The price does not cover or include serving or refilling of your drinks package.
- We keep the Orangery Suite bar prices comparable to local pub prices, and in return, we would expect exclusivity in providing all alcohol during your event.
- Staffed bar opening is charged at a one-off cost as detailed in your original tariff. Usually, £50.
- Once the bar is open, and throughout the event, you will ensure that your guests only drink alcohol bought from the Orangery Suite bar or a 'packaged service' option pre-purchased by the client.
- We ask you to ensure your guests comply with these rules, and that alcohol is consumed responsibly whilst at our venue. The client is responsible for their guests at all times and for ensuring that your guests comply with our rules. Anyone who gives offence to other guests or staff or poses a risk to the premises due to inebriation will be requested to leave immediately and escorted off-site if necessary. We reserve the right to contact the police if needed.

### **15. Catering**

- We have recommended caterers that we work with on a regular basis, who know our venue & who have previously provided great service. We will allow alternative caterers for a supplementary fee detailed on your tariff. Caterers may have use of our kitchen, but they may wish to visit the site to check we have the equipment needed by them for your event. Please note charges may apply for any additional office & site work involved in dealing with caterers' demands, and for providing additional services/facilities. Caterers must remove equipment from premises by 10:30 pm or the following morning by 10:00 am by special request.
- The Orangery Suite & Gardens take no responsibility in any capacity for quality or service provided by external caterers, including caterers recommended by us. Should you wish, it is up to you the client to check health and safety and that food hygiene standards are accredited by the caterers.

### **16. Suppliers**

- We have recommended suppliers that we work with on a regular basis, who know our venue & who have previously provided great service. We will allow alternative suppliers at no extra charge. Please note charges may apply for any additional office & site work involved in dealing with

suppliers' demands, and for providing additional services/facilities. Excessive site visits from suppliers may incur a staffing fee. This is standard practice. This will be discussed with the client before any charges are made. Suppliers must remove equipment from premises by 10:30 pm OR the following morning by 10:00 am on special request. The Orangery Suite & Gardens take no responsibility in any capacity for quality or service provided by external suppliers and entertainment, including those recommended by us. Should you wish, it is up to you, the client to check health and safety plus any relevant licencing such as public liability insurance agreements are accredited by the supplier.

#### **17. Post Event Clean Up, Rubbish & Recycling**

- The Orangery Suite & Gardens provide waste bins for you and your guests. Your guests should be encouraged to assist by using the various bins and recycling containers which will be dotted around the site for this use. This includes ashtrays.
- Unless otherwise agreed beforehand, the client is responsible for clean-up activities after the event to ensure the entire venue is returned in the same condition as handed over before the event.
- Unless agreed beforehand, all litter, rubbish, food waste & recycling should be cleared and taken away by your catering/other suppliers and/or yourselves, the client. The client or party organiser must bring their own bin liners to enable this. Unreasonable or excessive clear-up needed by The Orangery Suite staff post-event will be charged to the client.

#### **18. Safety**

Due to the natural environment and scope of our venue children must always be supervised by a responsible adult. Whilst we encourage guests to enjoy grounds and garden games included onsite, please note that care must be taken as paths & walkways, bridges & steps, etc. may be uneven or slippery, particularly when wet. There is limited lighting offered in many areas at night, so we encourage guests to stay within the festoon-lit boundaries of the Orangery Suite room, bar and marquee after sunset.

#### **20. Finally – the Client agreement:**

The Client understands that The Orangery Suite & Gardens can accept no liability whatsoever for the Client's or their guests' possessions and personal property, or for any injuries sustained through use of the premise. The client must always accept full responsibility for their guests and any children. In all cases, confirmation by email and payment of the deposit denotes acceptance of the above terms & conditions. The laws of England & Wales will always prevail.