



## TERMS AND CONDITIONS

### 1. PRIVATE HIRE BOOKING DETAILS

1. Your contract is with The Kings Head, the trading company of KTZSV Limited. They will subcontract elements of this contract to other approved providers.
2. All bookings will be regarded as provisional and not binding on either party until a signed copy of these terms and conditions have been received from the client, along with a non-refundable and non-transferable deposit for the required services, and only if accepted by The Kings Head will the booking be confirmed.
3. A signed copy of the terms and conditions together with a non-refundable deposit must be received by The Kings Head by the deposit date stated on the booking contract unless otherwise agreed by the parties in writing. The Kings Head is not under any obligation to continue holding a provisional booking beyond the deposit date. The booking will automatically be released if there is no response from the client by the deposit date.
4. Guaranteed final numbers are required 14 days prior to the event. A minimum chargeable number for catering purposes applies for certain events. The final invoice will be based on whichever is greater of these 2 figures.
5. Licensing requirements mean that meeting/function rooms have a maximum permitted number of occupants. Therefore, if numbers increase after the original booking, we regret that it will be necessary for us to ask the client to restrict their numbers to this limit.
6. The client acknowledges that The Kings Head have in-house caterers and DJs (at an additional cost) therefore any outside catering and entertainment is not permitted under any circumstance.
7. If a client wishes to use an external supplier who is not one of The Kings Head recommended suppliers, details of the supplier must be submitted to the Manager for consideration. The supplier must be approved at least 6 weeks in advance of the event date. The Kings Head have the right to refuse the use of any external supplier.
8. The Kings Head will make every effort for the bar to be fully equipped, however due to the way some bars are designed we are unable to stock large varieties of spirits, wines and draughts. If there are certain brands you wish to be available during your event and they are a variety which The Kings Head sell and stock, and then please ensure you make your requests prior to the event to ensure they are available to your guests.

### 2. ADDITIONAL BOOKING DETAILS

1. Photography and video recording is permitted throughout the premises, both inside and out.
2. We do not accept liability for anything left in the premises over-night, anything of any value should be removed at the end of hire.

### 3. EVENT CANCELLATIONS

1. This section applies where the client:
  - i. Cancels the entire event
  - ii. Cancels partial use of the facilities for the event (e.g. meal)

- iii. Reduces the duration of the event as a result of which the contacted value is reduced.

In the event of a function room being cancelled, the following charges will apply: \*From the date booked to 1 month prior to the event - deposit will be fortified \*One month or less - the entire amount invoiced will be fortified

2. All cancellations must be received in writing from the client and will be deemed to take effect from the date of receipt.
3. The Kings Head reserves the right to cancel the clients booking if there has been a significant change in the terms and conditions of the clients original contract.
4. Unfortunately, it is not possible for The Kings Head to postpone events except in very exceptional circumstances. Any agreement to postpone is entirely at the discretion of The Kings Head. In the event of that The Kings Head agrees to postpone an event the original contact and terms and conditions will remain in force, subject to any agreement in writing. The client will be responsible for payment of any additional fees or charges arising from the postponement of the event.

#### 4. DEPOSITS AND PAYMENTS

1. All pre-booked items must be paid in full in advance of the event, payment dates will be stated in the booking contract.
2. Deposits must be paid at the time of the booking, otherwise the booking may be considered provisional and The Kings Head reserve the right to book another party at potential conflicting times.
3. All Deposits are non-refundable and are to the jurisdiction of The Kings Head.
4. Payment can be made by credit or debit card over the phone or in person and cash payments are to be paid in person. Banks transfers are not accepted.
5. The Kings Head reserved the right to cancel any booking if a deposit is not received within the required time period without any notice.
6. The client is responsible for the payment of all expenses incurred and not paid by for by guests at the event. The client shall nominate a member of their party who shall be authorised to agree or refuse additional requests for beverages or services during their event.
7. A charge will be made for extra services (e.g. Chair covers, entertainment and decorations supplied by The Kings Head) and clients should ensure they are fully aware of any costs when requesting a service.
8. For reasons beyond The Kings Head control (including but not limited to, increases in the standard rate of VAT) prices may occasionally increase above those published. In this event, prior notice will be given to the client.

#### 5. CONDUCT AND CARE

1. Clients are requested to raise any issues of non-delivery or dissatisfaction with The Kings Head at once, to enable staff to respond to concerns at the time. If matters are not resolved by the Duty Manager before the end of the event, any complaints should be addressed to the General Manager within 48 hours of the event, who will investigate and revert to the client within 7 working days.
2. Clients will be charged for the full cost of specialist cleaning or repair and loss of value arising from any damage to the venues furnishings or artefacts caused by improper behaviour or lack of adequate care, by the negligence, wilful act or default of any persons invited by the client or on their behalf.

3. No nail or fixings of any kind shall be driven into, or applied to, any wall, floor, ceiling, fitting or furniture of any kind.
4. Ice sculptures, confetti, confetti helium balloons, silly string, dry ice/smoke machines, foam and bubbles machines are not permitted on The Kings Head premises.
5. With the exception of candles, the client shall not permit to use any naked light within the venue. Candles are permitted on tables only and all candles must be of the non-drip variety and must be placed in heatproof containers with drip trays and must not be positioned near combustible materials. Clients are not permitted to provide their own candles and requirements must be agreed with the Manager in advance.
6. The client acknowledges that they are responsible for the behaviour of all guests; any aggressive behaviour towards members of staff, guests at the event and general public will not be tolerated under any circumstance. Anyone demonstrating such behaviour will be asked to leave the premises immediately.
7. The Kings Head is bound by licensing regulations and our staff will not serve alcohol to guests who are below the legal age, who cannot provide ID to prove they are above the legal age and who are evidently already intoxicated.
8. Any persons purchasing alcohol and giving it to a minor will be refused service and asked to leave.
9. The venue is open to public and a number of contractors may be on site at any time, clients shall ensure that guests are asked to keep valuables with them at all times. In the event that valuables are stolen or damaged whilst on a guest's person then The Kings Head will only accept liability for any loss if it was caused as a result of negligence of The Kings Head, its employees, contractors or representatives.
10. The client and guests shall not bring any food, drinks or spirits into the venue during an event, nor do we offer corkage. Any guests found to be bringing their own food and beverages into the venue will have them confiscated and may be asked to leave.
11. Due to licensing restrictions the client must ensure that all children (under 18) present at an event are properly supervised by their parent or guardian at all times and that their behaviour is appropriate to both the event and location. Children under 18 are not permitted to use the main building or garden after 8.30pm and therefore should remain in the Ikkadu room until ready to leave (with the exception from using the toilet facilities), where they will be escorted out through an appropriate exit. Please note the Ikkadu room is the only room permitted to allow children after 8.30pm.
12. Smoking is only permitted in our designated smoking area.
13. Menu options are subject to minor alterations based on product availability and guest's dietary requirements.
14. We do not tolerate drugs on our premises, anyone suspected of taking drugs or distributing drugs will be removed from the premises and legal action may be taken. We reserve the right to 'bag check' any items brought into our premises or carry out any random searches without any reason.

**AGREEMENT:**

***I have read and understood the terms and conditions of The Kings Head:***

Signature:

Print:

Date:

Date of event: