

The Orchard

(the venue)

Terms and Conditions & Contract of Booking:

1) To make a firm booking we will require your signed copy of this contract within 7 days of the payment of the first deposit of £500.00 providing such date has been agreed with The Orchard. A further £1000 deposit is to be received no later than 12 weeks from booking.

2) All paid deposits are non-refundable upon receipt with exception of the damage deposit as outlined in clause 19.

3) Cancellation policy: In the event of cancellation of any booking or non-arrival by a client, the client shall pay The Orchard a cancellation fee.

1 year prior to the wedding/event	-	50% of anticipated revenue
6 months prior to the wedding/event	-	75% of anticipated revenue
3 months prior to the wedding/event	-	100% of anticipated revenue

4) If you wish to cancel a wedding/event then initially telephone The Orchard & make a verbal cancellation. This must be followed by written confirmation that you wish to cancel your wedding/event. The cancellation policy will be in effect from the date in which we receive the written instruction you wish to cancel.

5) 100% of the final amount is required no later than 3 months prior to your wedding/event date. Please contact us 14 weeks prior to your wedding/event date and we will arrange an appointment for discussion of final arrangements, including your seating plan and estimation of your final bill.

6) Any amendments/variations to your booking past the point of the initial deposit payment will incur a £50 admin charge.

7) One menu should be chosen for the entire party. Vegetarians and those with special dietary needs can be catered for by special arrangement.

8) No food or alcohol is permitted in the ceremony room during the ceremony or for up to one hour before the ceremony.

9) The Orchard cannot be held responsible in the event of injury or fatality of the client or their guests whilst visiting the property, including children who must be under adult supervision at all times.

10) The Orchard cannot accept responsibility for the property of the client or guests anywhere on the premises.

11) Because weddings/events are generally booked in advance, we reserve the right to increase prices. If we have cause to do so we will, however, endeavour to keep any increases to a minimum.

12) The Orchard reserves the right to cancel any bookings, without liability on our part, in the event of damages or destruction or any other cause for reason beyond our control, such as 'Acts of God', damage by fire, power cuts, extreme weather conditions, strikes, shortage of food supplies or labour and will, without liability on our part, make every effort to find a suitable alternative venue or alternative date if the wedding/event can be postponed.

In the instance the client is uncontactable for what is deemed an unreasonable amount of time and the venue have made numerous proven attempts to contact the client, whether it be for outstanding information or payments, the venue reserve the right to terminate the contract on the basis the working relationship has broken

down and the venue will be in a position in which the standard of service cannot be provided due to a lack of communication or co-operation from the client. This notice will be provided in writing to the client and the venue will be in a position to retain all paid deposits and resell the date to another client.

13) If you are holding civil ceremony on our premises and are wishing to video/record the wedding/wedding/event ceremony and reception using camcorders you are required to have a (WVRL). For further information contact www.videolicence.co.uk or telephone 01323 436111.

14) If you are holding a ceremony on our premises you are responsible for the registrar fees. The venue will book the registrars on your behalf in accordance with the details you provide us. The registry office will then contact the client directly to organise any paperwork or fees. Should the wedding/event be cancelled for any reason, it is wholly the client's responsibility to ensure the registry office are made aware and any cancellation charges incurred will be the responsibility of the client.

15) Drug or substance use on site will not be tolerated. The venue reserves the right to bring the wedding/event to an end immediately if drugs are found on the premises or in fact if there is just cause to suspect that drug use is taking place. We will not be liable for any supplier fees the client incurs should the wedding/event be cancelled on the date or during the wedding/event nor will the venue issue any form of refund or return the damage deposit. Should guests be found using drugs or the venue has reasonable cause to suspect drugs are being used and therefore risking the venues reputation and licence, we reserve the right to call the police.

16) Physical or verbal abuse of our staff will not be tolerated, and the venue reserves the right to bring the wedding/event to an end immediately should abuse of staff take place.

17) Minors will not be served nor should they be consuming alcohol on site and should there be reason to suspect adults are purchasing alcohol for minors, the venue reserves the right to cease the serving of alcohol to that particular guest and in some instances, the entire wedding/event party.

18) Please note, all belongings and any gifts, cake and decorations must be cleared away and taken with you when leaving the premises on the night of your event/wedding. The Orchard will not accept responsibility for any loss or damage to anything left behind when you have left the building.

19) The cost and the content of the package is agreed at the time of booking and upon signing the terms & conditions. The venue reserves the right and will, in accordance with industry trends, increased prices and competitor offerings amend, update and increase the offerings included within the packages. This may on occasion result in a package remaining the same sale price but with additional and/or different inclusions and offerings. The client will not automatically receive the additional items and agrees, by signing these terms and conditions that the package and inclusions along with any additional prices as agreed with the venue at the time of paying the initial deposit will remain as per the time of booking and outlined within the booking confirmation. The client would be provided the opportunity to add additional items to the package or to their bespoke event quote at additional charges.

20) No variation to the Terms and Conditions can be applied by the client once the signed copy is returned to the venue.

21) One week prior to your wedding/event date, a cash payment of £500 will be made to the venue in the form of a damage deposit. This deposit will be available to collect post-wedding/event, within one week of your wedding/event date as pre-arranged with the venue. The damage deposit will be returned in full subject to no damages, breakages, requirement for external suppliers to be called (ie a plumber), theft of venue items and furnishings or unreasonable cleaning requirements. The return of the damage deposit is not exhaustive of the above and will be in accordance with the venues discretion. A proportion may be returned in accordance with

any costs to the venue. The venue reserves the right where it is deemed reasonable to retain the entire damage deposit amount in full. The person/persons who signs the terms and conditions will be solely responsible for any damaged or stolen items.

22) In line with General Data Protection Regulations issued by the European Council, we do not pass personal details to any external parties, aside from any preferred suppliers you choose within your package and provide us with permission to contact on your behalf. We may on occasion put you in direct contact with a third party providing a product or service relative to your wedding/event. When your personal details are passed on to our preferred suppliers, this will be following written or verbal instruction from yourselves and will only be passed to those you have instructed us to do so. Your details will not be forwarded to other third-party companies. We do not hold the personal details of any client unnecessarily and all wedding/event files are securely disposed of post wedding/event within the timeframe specified within the GDPR legislation. In the wedding/event of any on-going dispute, the file may be kept past the specified timeframe, purely for business purposes and once resolved, will be disposed of accordingly. We do not use your personal details for marketing purposes unless your consent has been obtained. We endeavour to contact you via the personal details provided, purely for business requirements. You will not receive marketing, spam or unrelated/unnecessary communications from The Orchard. You do however have the right to ask us to not process your personal information for marketing purposes. We will inform you if we intend to use your personal information for such purposes or if we intend to disclose your information to any third party for such purposes.

23) The Orchard website may contain links to websites operated by third parties. Third party websites have their own terms and conditions and privacy policies, and you should read these carefully before you submit any personal information to these websites. We do not accept any responsibility or liability for third party terms and conditions or policies.

24) Photographs may be taken of the venue as set up for your wedding/event by the venue team or our preferred external suppliers and may be used for promotional purposes in the lead up to or after your wedding/event date. This could include but is not exhaustive of social media, printed literature and website content. We may contact your suppliers (where applicable) and request the use of their imagery also. We will reserve the right to use images containing any personal items you bring on site and may on occasion use imagery with our clients or guests included. Should you like to request no images containing guests are used by the venue, please do let us know in writing. We reserve the right to use any feedback you submit for marketing purposes, this is inclusive of but is not exhaustive of emails, texts and online feedback submission forums.

25) CCTV is in operation throughout the venue for the safety of our staff and our guests.

26) The venue will not tolerate offensive, fallacious or discourteous comments about the venue or any of its staffs via any form of verbal or written communication, inclusive but not exhaustive of word of mouth, social media platforms and online review columns. Should the client have a complaint or grievance, it is their responsibility to raise it with the venue directly in writing and the venue will do all they can to accommodate the client if the grievance can be resolved. Should the venue have cause to believe that the client or their acquaintances are actively seeking to tarnish the reputation of the business in the lead up to or after the wedding/event date, the venue will issue legal proceedings on the basis of defamation and will reserve the right to cease the contract with the client with immediate effect, any deposits or payments made by the client will be retained by the venue and will not be refundable.

27) The venue attempts to consider the environmental impact they have on an on-going basis. We use local companies for our food and drink wherever possible and will continue to make changes where possible, in line with business needs to limit any negative impact on the environment.

28) The venue will reserve the right to implement new restrictions, amend policies and at times may advise clients of offerings that may have at one time been accepted, no longer being a suitable offering. Some

restrictions in place at the venue which will be applicable at this stage include, but are not exhaustive of; No fireworks are allowed at the venue in accordance with fire safety advice and to respect our local residents. Confetti may be used on site on the basis this is outside only and must be bio-degradable or real/dried petals, confetti cannons are not permitted, should confetti be used inside, the client may be liable to have monies removed from the damage deposit to cover any additional staffing and cleaning fees. Candles may be used only if agreement has been sought by the wedding/event planner, the flame is entirely covered, and the candle is secured. Live Bands are permitted inside for evening receptions/parties but must be agreed with the General Manager in advance.

29) The venue welcomes most external suppliers to ensure the clients is able to include all elements reflective of their requirements. External suppliers must be agreed with the General Manager prior to the client securing any external supplier services. The supplier must be willing to sign and return any relevant paperwork at the request of the venue, provide any relevant insurances and proof of PAT testing of equipment where applicable. Should the venue not be made aware of an external supplier ahead of the wedding/event date, they do reserve the right to refuse their access and any cancellation fees incurred will be the responsibility of the client. Should a bouncy castle be booked by the client, this too must be in agreement with the General Manager in advance and is strictly on the basis the company is a reputable business and an attendant is stationed with the bouncy castle at all times guests are using it. Should the client book a bouncy castle and not organise the attendant via the company, the venue will remove the bouncy castle.

30) External catering is not permitted at any time other than for any needs which would be discussed and agreed with the event planner in advance. No food, drink or alcohol will be consumed on site unless supplied by the venue. If the venue finds or has reason to suspect food or drink is being consumed but not purchased or prepared on site, charges will be applied to the client in accordance with the anticipated loss of revenue incurred and this amount may be deducted from the client's damage deposit.

31) Lost property will be kept for no longer than 28 days after the wedding/event date. Should the lost property not be collected within this time frame, the venue may dispose of the items or donate to charity and will not be responsible for any charges to replace said items.

Please sign below to confirm you agree to the above terms and conditions of booking:

Signed: _____ Date: _____

Print Full Name(including middle names): _____

Signed: _____ Date: _____

Print Full Name(including middle names): _____

Date of wedding/wedding/event: _____

Client Address: _____

