



Terms and Conditions of Booking

All bookings made by clients for conferences, accommodation, functions or any other facilities at Wickwoods Country Club, Hotel & Spa (hereinafter called 'The Company') are subject to the following terms and conditions.

1. **DEPOSITS:** A deposit is required to confirm any booking. For weddings/private functions the deposit as agreed is required to secure the booking with the estimated balance payable in accordance with the schedule detailed in item 2 or as agreed. The balance of charges is payable upon presentation of an invoice. All deposits are non-refundable, but may be transferable to an alternative date within the year booked subject to agreement.
2. **CANCELLATIONS:** In the event of a cancellation of a booking by the client, for whatever reason, 'The Company' will make a cancellation charge of the total anticipated loss of revenue to 'The Company' in accordance with the following schedules:
 9-3 months prior to event taking place 50% of total value of booking
 3-1 months prior to event taking place 75% of total value of booking
3. **FINAL NUMBERS:** Final numbers must be received by 'The Company' at least twenty-eight days prior to arrival together with full payment. In the event there is a reduction in numbers a surcharge of up to 100% against those numbers reduced may be charged.
4. **ACCOMMODATION:** The Company requires the client to book all accommodation for the night of their function unless otherwise agreed.
5. **PAYMENTS:** All accounts are due and payable upon receipt of invoice prior to the event. 'The Company' reserves the right to charge interest at the rate of 2.5% per week or part thereof compounded. If you have chosen to give your guests a choice for their meal Wickwoods will charge an additional surcharge of £4.00 per person. Wickwoods Country Club may increase the estimated price at any time in the event of any increase in costs payable by Wickwoods Country Club or in room hire charges or other costs.
6. **Limited liability:** The company liability is limited to either that of the total cost of the function or that paid by the booking party prior whichever is the lesser in the event the company is unable to provide the service it is contracted to provide
7. **GENERAL CONDITIONS:**
 - a. 'The Company' reserves the right to change the clients' assigned function room for another of comparable suitability or amend or adjust the décor to upgrade or alter at the Company discretion.
 - b. Wickwoods Country Club will not be liable for failure to comply with any terms or conditions of this contract to the extent such as compliance is prevented hindered or delayed by any cause beyond its control including but not limited to fire storm explosion flood Act of God action of any Government or Governmental Agency shortage of material of goods strike or lockout.
 - c. Wickwoods Country Club may at its sole discretion cancel the function (and return the Client's deposit) if Wickwoods Country Club considers that the function will adversely affect the smooth operation of the venue or disturb its guests.
 - d. If in the opinion of 'The Company' either the client, or any of its servants, invitees, guests or representatives acts in a manner considered to be prejudicial to the good name of 'The Company', 'The Company' shall be at liberty to terminate the contract or event forthwith without being liable for any refund or any compensation to the client.
 - D1. The Company requests all weddings parties take out wedding insurance as protection for all parties concerned.
 - e. 'The Company' requires to know any third party contracts for entertainment or services for a function and reserves the right to prohibit the same. 'The Company' also reserves the right to determine the level of noise at a function and the clients are obliged to adjust to this level. Any agreed sub-contractor booked via the bridal party must be correctly insured and details provided to the company. Any damage to the venue will be the responsibility of the booking party. Photographers/Videographers must agree and sign the brief sheet the company reserves the right to liaise directly with the sub-contractor in line with our agreement
 - f. The customers shall be responsible for any damage or cost caused to the Company's property or service by the customer or his guests and shall pay to 'The Company' on demand the amount to make good or remedy any such damage or actions that have incurred a cost to the company.
 - g. 'The Company' can accept no responsibility for the property of customers or guests at Wickwoods Country Club.
 - h. The customer agrees to be bound by all reasonable instructions of duly authorised representatives of 'The Company' in respect of the conduct of the function and shall further ensure that those attending shall similarly comply. No food or beverage may be brought from outside onto the premises.
 - i. All meetings will terminate by 17:30 hours unless a later time is specifically agreed by 'The Company'.
 - j. All bedrooms must be vacated by 11:00 hours on the day of departure.
 - k. Any written information made available to the client by 'The Company' shall be deemed to be incorporated herein and in the event of a dispute these Terms and Conditions shall prevail.
 - l. No modifications to these Terms and Conditions shall be binding upon 'The Company' unless the same be in writing and duly signed by 'The Company's' representatives.
 - m. Guests are the responsibility for the booking party guests and are not authorised under any circumstances to enter the pool and gym complex. Any damage therein will be liable and shall pay on demand to the club, the amount required to make good or remedy any such damage.
 - n. Guests that create any disturbance will be asked to leave and any cost or damage incurred by the company will be the responsibility of the booking party.
 - o. At a menu tasting this is a representation of quality and not a replication, the company reserves the right to vary, amend or adjust any menu as deemed necessary.
 - p. We advise that buffet food is not removed from the premise due to food storage/hygiene and the company accepts no liability for food consumed away from the premises if removed the guest does so at their own risk.
 - q. All Children/young adults attending a function must be kept under parents/guardians supervision at all times
 - r. All civil ceremonies must be conducted in the Glass House and these are governed by our civil licence which currently stand at 80 guests. Civil Ceremony guidelines are provided however it is the booking party's responsibility liaise directly with the registrar
 - s. No alcohol may be purchased by an adult for an underage guest. Identification may be requested. All alcohol must be purchased on the premises anyone caught with their own will be asked to leave the premises. The company reserves the right to ask any guest not adhering to the Law to leave the premises.
 - t. All functions/wedding are provided a Wedding Checklist & FAQ's covering all control aspects prior to payment of a booking deposit which agrees our terms and conditions of booking. It is the responsibility of the booking party and agreed sub-contractors to strictly adhere to these in line with company policy.
 - u. All booked functions/weddings agree to provide a responsible/sober point of contact to liaise with our team throughout the duration of the wedding/function
 - v. In exceptional circumstances additional security may be required if the company deem it necessary and the direct cost will be the responsibility of the booking party either pre or post event
 - w. The Company is not liable for any damage should it occur to wedding cakes that are moved from the set up position.

Signed:

Date:

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Print Name:

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