

THE RIVER LODGE

100 Racecourse Road, Colwick, Nottingham. NG2 4RF

BOOKING TERMS AND CONDITIONS

- IT IS THE RESPONSIBILITY OF THE HIRER NAMED ON THE BOOKING FORM TO ACQUAINT EACH MEMBER OF THEIR PARTY WITH THE CONDITIONS OF THE HIRE, THE FUNCTION SELECTED AND MENU REQUESTED.**
- A provisional reservation is accepted and held for a period of **FOURTEEN DAYS**. If confirmation and the booking deposit are not received within this period, the reservation will not be regarded as valid and may be cancelled. A deposit payment by the hirer shall be deemed as agreement to the booking form terms & conditions contained herein.
- No reservation is valid unless the booking form is completed and received by the River Lodge, together with a non-refundable deposit of 25% of the total price.
- The balance of monies due for the supply of goods and services is payable **TWO WEEKS** prior to the date reserved. If a booking is made within six weeks of the date reserved, the total fee is required. We reserve the right to cancel the booking if these terms are not adhered to.
- All instructions concerning the supply of food, wine, drinks etc. must be in writing at the time of booking. Instructions will only be accepted up to **SEVEN DAYS PRIOR TO THE DATE RESERVED**. No alterations are accepted after that date.
- Hirers wishing to run a bar account must be specific concerning exclusions, i.e. double measures, certain drinks, etc. Clients running bar and wine accounts must settle their accounts on the day of the function unless prior arrangements have been agreed. **The River Lodge is licensed premises and if customers are lucky enough to look under the age of 21, the bar staff reserve the right to ask for current photographic proof of age prior to serving an alcoholic beverage. Acceptable forms of ID are passport, driving license, validate card, connexions card or a citizen's card.** It is the responsibility of the hirer, to inform us at the time of booking, of the possibility of under 18's in the party. The River Lodge reserve the right to accept/decline any booking.
- Hirers may engage the services of a band provided that the musicians and personnel adhere strictly to any instructions issued by the River Lodge staff regarding all applicable laws, regulations and bye-laws. In no circumstances will the River Lodge be responsible for the settlement of musicians or discotheque fees which are the responsibility of the client. Clients supplying their own entertainment are required to satisfy a Performing Rights Society fee of £50.00 as well as supply of all of their own equipment including amplifiers, speakers, decks and all the relevant cables and leads. All equipment must have a current up to date PAT Test Certificate.
- Where transport or any services by third parties are arranged by the River Lodge on behalf of and at the request of the Hirer, this is done purely as a courtesy. In no circumstances will the River Lodge be responsible for reliability or standard of service booked on the behalf of the Hirer or for circumstances beyond the control of the River Lodge.
- For health and safety reasons, the hirer will not be allowed to provide their own food and drink.
- In the interests of Health and Safety, the River Lodge reserves the right to limit the number of young children allowed in the River Lodge for particular functions. **Children (2yrs to 12yrs) must be accompanied by an adult at all times.** Company rules and conditions will apply in this regard. The Hirer is advised to check with the booking office prior to confirming a booking.
- Animals are not allowed in the River Lodge under any circumstances (guide dogs excepted).
- CANCELLATION BY THE HIRER: ANY DEPOSIT OR BALANCE PAID UNDER THE TERMS OF THIS AGREEMENT ARE NON- REFUNDABLE OR TRANSFERABLE.** The hirer is liable for the balance of the hire fee and the cost of any goods or services reserved on the hirer's behalf should cancellation, for any reason whatsoever, take place during the **four weeks prior** to the date reserved. We may, however, at our discretion, consider a credit or partial credit note for a cancelled booking that is a direct result of a failure on our part to provide all, or part of the services booked.
- Occasionally there will be factors or events which are beyond the reasonable control of the River Lodge. These events can include, but not be limited to, fire, floods, abnormal weather, pandemics, epidemics or similar events, war, strikes, acts of third parties, unforeseen technical problems, or any other act of God, often referred to as **force majeure events**. If such events render it unsafe or impossible to provide the services booked by the hirer, we will not be liable to you as a result. **The River Lodge will not refund any deposit or balance already settled.** We will act fairly and reasonably by providing the hirer a credit or partial credit note for the element of the booking not provided, or, if it is impossible to provide any element of the services booked, an offer of an alternative date on which to re-schedule a like for like booking will be made. Alternative dates will be subject to availability.
- At the time of booking, the Hirer shall state as accurately as possible the number of guests attending. Should the numbers fluctuate by more than 15% we reserve the right to modify costs accordingly.
- Neither the River Lodge nor any of its employees or agents shall be liable for any injury, damage, loss, illness, accident or delay to persons or their possessions howsoever caused, whether sustained in the River Lodge or whilst entering or leaving the building or grounds. Customers use the River Lodge building and grounds, stairs, pathways, etc., at their own risk.
- The hirer is responsible for the conduct and behaviour of all of their guests attending the River Lodge. The use of illegal substances, threatening and abusive language or ill behaviour will result in the offender(s) being escorted from the premises. Any violence will result in the termination of the function and the offending person(s) will be liable to prosecution.
- The Hirer shall make good and/or pay for all losses, damage or breakages to any fixtures, fittings and equipment, belonging to the River Lodge, during the Hire period. A damage deposit may be required to cover this to be used at the discretion of the River Lodge.
- Any imagery taken by the Company representatives may be used in promotional material unless specifically notified otherwise in writing.
- The River Lodge is a strictly Non Smoking Venue and smoking/vaping will not be allowed within the building.
- Bookings for the venue will only be accepted if the nature of the function is considered appropriate by the River Lodge. Any function that we consider may constitute a breach of the law or cause a nuisance will not be allowed.
- The hirer may not assign, transfer or sub hire its rights and/or obligations under these terms and conditions.
- Hirers must obtain prior written approval from the River Lodge to provide their own decorations. Nothing will be allowed to be stuck, nailed, screwed, stapled or fixed in any way to the walls, doors or any furniture. Advice should be sought at the time of booking. Fire exits and extinguishers are to be kept clear and visible at all times.
- The hirer is responsible for ensuring that people attending a function are aware of the fire evacuation procedure, particularly the location of the fire exits.
- The River Lodge is a licensed premises and in terms of the license to serve alcohol will close at 11h:00 hrs unless provision for an extension has been granted. The hirer must make their intentions in this regard clear at the time of booking. The River Lodge will have complete authority in deciding whether the extension is granted. Additional costs may be incurred.
- The River Lodge reserves the right from time to time to amend or add to these booking terms and conditions.