Booking Terms and Conditions



## Confirmation

Following your initial inquiry a booking form will be populated with all your initial requirements – Dates, Times, Numbers, Food and beverage requirements etc.

All provisional bookings will be held for *14 days* then automatically cancelled unless a letter / email of confirmation is received along with the appropriate non-refundable deposit.

A Written Confirmation of the booking and your requirements will then be issued. Please inform us as soon as possible if your booking requirements change or differ from this confirmation.

All prices are subject to change without notice 30 days prior to the event unless previously confirmed in writing VAT at the current rate is included in the price.

## Payments and Food Requirements

Full payment of the function ***must be made 7 Days prior to the date of your booking***. We will also need final numbers for any catering requirements 7 Days before.

Payments can be made by credit or debit card, cash,cheque or Bank Transfer

## Cancellation by Client

In the event of cancellation by the Client less than 12 months in advance, Pendle Heritage Centre reserves the right to claim the following sums, unless a booking is obtained for the same date from a third party on no less favourable terms.

Cancellation in advance between: 1 and 12 months Loss of deposit

Less than 30 days 100%

In addition to the above, any charges payable to any sub-contractors or any other costs incurred on behalf of the client will be charged. In all instances, notification of cancellation *must be made in writing* and will be effective on the date received by Pendle Heritage Centre

## Cancellation by Pendle Heritage Centre

Pendle Heritage Centre reserves the right to cancel any booking in the event of:

A, the Client not fulfilling the requested prepaying schedule.

B, the management having reasonable grounds to believe that the holding of such function would prejudice the reputation, good name or standing of Pendle Heritage Centrel.

Pendle Heritage Centre is not liable for any occurrence outside its control which prevents the performance of obligations towards the booking. In such an event, Pendle Heritage Centre shall use reasonable endeavours to offer the client alternative facilities and services, if such can be found and are acceptable to the client (such acceptance not to be unreasonably withheld).

In the event that this is not possible, however, Pendle Heritage Centre’s obligation to the client extends up to, and is limited to, the full refund of any deposits held.

## Outside Contractors

Outside contractors employed by the client must comply with appropriate legislation and be in contact with Pendle Heritage Centre prior to the event. They must provide evidence of their insurance (minimum of Third Party Liability) and relevant PAT testing of equipment.

Pendle Heritage Centre cannot accept responsibility for work carried out by outside contractors.

## Consumption of Food and Drink

Consumption of food and drink other than supplied by Pendle Heritage Centre / Contract Caterers is not permitted without prior agreement.

Pendle Heritage Centre cannot be held responsible for the quality of food supplied by outside caterers.

Please note that due to our Bar and Entertainments license, all evening functions must finish at 12 Midnight at the latest.

## Entertainment

Prior consent of Pendle Heritage Centre must be sought for any entertainment or service contracted for the function by the client. Clients may not use candles, smoke machines, lasers, or dry ice at Pendle Heritage Centre.

Pendle Heritage Centre reserves the right to judge acceptable levels of noise or behaviour of the clients, guests or representatives and the client must take all necessary steps to alleviate the situation.

In the event of failure to comply with management requests, Pendle Heritage Centre reserves the right to terminate the contract and the event without being liable for any refund or compensation.

## Damage

The Client will be responsible for any damage caused to the Centre by themselves, a sub-contractor or their guests and shall pay for such damage or loss of business caused as a result.

## Disclaimer

Whilst every effort is made to safeguard clients’ property, Pendle Heritage Centre does not accept any liability for any loss of damage caused or for vehicles parked in the car parks. Nor can we be responsible for gifts or decorations that have been delivered for a function.

## Insurance

Clients are recommended to take out their own insurance.