



## Terms and Conditions

### Contract

The contract is between High Lodge Leisure Limited and the Client. The contract with High Lodge Leisure Limited is made once you have confirmed the date/s and signed the Terms and Conditions

### Payment and Numbers

What you order/confirm is what High Lodge will deliver. If you require extras on the day they will be charged accordingly and is subject to availability.

Final details have to be with the Event Coordinator at least 2 weeks before the event, these details include: the number of people attending, how many people you want to cater for, timings, menu, room set up and any other details that the Event Coordinator asks for.

We require payment within 10 days of the issued invoice date, if you think there might be a problem with these terms please contact High Lodge to agree a different payment date.

### Cancellations/No Shows

*By you.*

If you have to cancel your booking please contact High Lodge immediately with the reason for cancellation. You will then be required to confirm the cancellation in a letter, fax or email.

Our cancellation policy for completely cancelling an event is 1 full week with out charge. If you cancel the event within a week but more than 72 hours before the booking date we will charge you 50% of the final bill. Cancelling within 72 hours will result in full payment being required. Decreasing numbers of attendees will be charged at 50% if cancelled within one week but more than 72 hours notice. Any no shows on the day or decreases in numbers within 72 hours will be charged at the full rate.

*By us.*

High Lodge may cancel bookings under the following circumstances:

- a) If the booked room or any part of the venue is closed due to circumstances outside of its control (deposits will be refunded in this case).
- b) If it might prejudice the reputation or cause damage to High Lodge Leisure Limited.

### Clients use of the properties for High Lodge Leisure Limited

- c) Clients must comply with all licensing, health and safety and other regulations imposed by any governing authority.
- d) High Lodge will not allow any hazardous or dangerous items, any items must be moved on request of the High Lodge staff
- e) Clients are not to act in an improper or disorderly manner and must leave promptly at the appropriate time and comply with any reasonable request made by any of the High Lodge staff.
- f) High Lodge respectfully request that all children are closely supervised and kept in the function area. We cannot accept liability whatsoever in the event of an accident due to children playing.

### Liability

High Lodge Leisure Limited shall be liable to the client and/or persons attending an event for injury to persons or loss or damage to property only where and to the extent that it has been negligent, but otherwise will be under no liability to them whatsoever. The client will be liable for any loss or damage to any of High Lodge's property including walls, light fittings and equipment, and shall indemnify High Lodge against any loss or liability caused by the client/and or the clients guests. The Client is advised to consider arranging insurance for the event covering public liability and loss or damage at its property and that of persons attending the event.

### General

- g) High Lodge will take every reasonable steps to fulfil the reservation to the best of its ability and in accordance with the details provided. However, it reserves the right to provide alternative services of at least an equivalent standard at no additional costs to the client.

- h) The client shall not be entitled to assign the booking to a third party not utilise the facilities at High Lodge other than for the purpose stated in the quotation letter, without prior written approval from High Lodge
- i) High Lodge reserves the right to pass on to the client any additional cost for disbursements made on behalf of the client in respect of goods services and if required substantiated with a suppliers invoice.
- j) Whilst High Lodge takes all reasonable steps to ensure that the information contained in its brochures, tariffs and advertisements is accurate, it reserves the right to alter, substitute or withdraw any service, facility or amenity without notice if necessary.
- k) Notwithstanding anything contained in these Terms, High Lodge will not be liable for any failure to perform its obligations to the client in whole or part as a result of any of the following circumstances :Industrial Action (including Strikes), Fire at or near to High Lodge, civil unrest, dispute or commotion, act of God, legal action against High Lodge, not resulting from its negligence preventing the supply of services.
- l) No variation of these conditions shall be effective unless in writing and signed on behalf of both High Lodge and the client.
- m) This agreement is subject to the law of the country in which High Lodge stands.

**Please fill in ALL the details below correctly.**

Event Date..... Company Name.....

**Invoice to be sent to:**

Name.....

Full Address.....

.....

Email address.....

Contact Number.....

**Organiser:**

Name..... Contact Number.....

Email Address.....

**I HAVE READ AND UNDERSTOOD THE TERMS AND CONDITIONS**

Signed..... Print Name.....

Date.....

Please sign and return to High Lodge Leisure Limited, Haw Wood, Hinton, Near Darsham, Suffolk, IP17 3QT. Or you can fax it to: 01986 784650