

## TERMS & CONDITIONS

These are the terms and conditions which apply when you wish to hire any part of The Double Red Duke's venue for weddings, events, and other functions.

Your signature on this confirms your booking, your acceptance of these terms and conditions and your agreement to strictly comply with them.

### 1. MENUS

- 1.1 Groups of 8 and above are required to order from one of our feasting menus. The Menus are priced at £55 & £80 and change seasonally, you will receive updated menus in advance of your event if necessary.
- 1.2 For groups of 12 and below, the £55 feasting menu offers a choice on the day, groups of 13 and above are required to pre-order 2 weeks before your event. Groups over 20 are required to choose the £80 menu which is always served sharing style in the middle of the table. Alternatively, you can also choose one of each, starter, main and dessert from the £55 menu for all guests to have the same. All dietary requirements can be catered for and we require these 2 weeks before your event. We are happy to discuss with you elements on the menu and the possibility of changes, this will be at the discretion of the General Manager and Executive Chef.
- 1.3 2 weeks before your event, upon receiving your final menu, we will send over a function sheet detailing the running order, please read through this carefully and notify us of any changes. This will be used to brief all staff working the event and ensure a smooth running on the day for all involved.
- 1.4 The Double Red Duke reserves the right to increase menu prices at their discretion.

### 2. NUMBERS

- 2.1 Final numbers must be sent to us 2 weeks before the event, should this number decrease 48 hours before your event, you will be charged 25% of the food costs for those unable to attend to cover costs incurred by the kitchen.
- 2.2 If your guest numbers increase, we will do our utmost to accommodate this. Should this involve a change in the space you hire and therefore an increase in minimum spend, we will reissue a copy of the terms and conditions to be signed. Please let us know as soon as possible if this is the case, unless exclusively hired, the hotel is always trading and we need time to ensure other guests booked in are accommodated.

### 3. CHARGES

- 3.1 For celebrations, you are welcome to bring decorations such as balloons and flowers to decorate the space, however we do ask no confetti is used. You are required to take all reasonable precautions to ensure that no damage occurs to the Venue, its finishes, fittings, furniture, equipment, contents or any other property at the hotel. In the event of damage or the Venue requires extra cleaning beyond that reasonably expected, The Double Red Duke may have such damage repaired or damaged items replaced or repaired or obtain extra cleaning services and charge you for the cost.

3.2 We do not offer corkage for our events, our extensive wine list can be found on our website and our bar managers are happy to recommend any wines to accompany your meal. For groups celebrating a birthday and who would like to bring a cake you are welcome to do so, if the cake is to replace the dessert option on the feasting menus, there is a cakeage fee of £3.50 per person.

#### 4. DEPOSITS AND MINIMUM SPEND

- 4.1 Card details will need to be given to reserve the space for all bookings, for groups under 20, these will not be charged unless the cancellation policy is enforced as detailed below. Groups with numbers over 20 are required to pay a 25% deposit to secure their booking. The deposit is based on the minimum spend for the area of the hotel you are holding your event in and on your provisional guest numbers. Payments/card details will be taken over securely over the phone and will go towards the minimum spend for your event.
- 4.2 The Terms and conditions are to be signed and card details/deposit must be given to secure your event, if we do not receive within 72 hours of this being sent to you, we reserve the right to release the space.
- 4.3 The event spaces information details the minimum spend for each of the areas in our venue available to hire, please note, the minimum spend includes VAT but not service charge which is an optional charge of 12.5% and will be added to your bill.
- 4.4 For the exclusive hire of our events spaces (excluding the private feasting room), we require full payment of the minimum spend for the space. If there are any additional payments plus the service charge, these will be taken on the day of your event before you vacate the space. Our events team will set up a payment plan with you with dates for payments to be taken if you wish to pay in smaller amounts.

#### 5. CANCELLATION POLICY

If your event is cancelled after the period detailed below, 25% of the minimum spend (or the price of your feasting menu and number of guests if numbers are below 12) will be charged.

- ~ Groups up to 12 - 48-hour cancellation
- ~ Groups of up to 20 - 3 weeks cancellation
- ~ Groups over 20 - 6 weeks cancellation
- ~ For exclusive hire of the venue, 8 weeks cancellation will be liable for the 25% as detailed above, 4 weeks cancellation is liable for 50% of the minimum spend.

#### 6. USE OF VENUE

- 6.1 The Venue shall be used only for the Event detailed on the Function Booking Request. You must satisfy yourself that the Venue is suitable for the purpose of the Event. We will happily accommodate site visits agreed on a pre-arranged date to discuss your event, should the event manager not be available, an alternative manager will be happy to show you around the site and take any questions you may have.
- 6.2 You agree that the decision of the hotel will be final in all matters relating to the use of the Venue.

- 6.3 You shall use and shall only be permitted to use the Venue on the Event Date(s) and during the times specified on the Function sheet. If you require access to the Venue prior to the Event for any preliminary preparation, that time must be included in the booking as the Venue will only be made available for the times stated on the function sheet. Hire costs will be chargeable if an earlier admission time is within trade hours of a premium space.
- 6.4 You shall ensure that your use of the Venue is conducted in an orderly fashion without causing a nuisance and in full compliance with any directions given by a member of The Double Red Duke Team.
- 6.5 Smoking and the use of drugs is not permitted anywhere within the Venue. Designated smoking areas are provided.
- 6.6 You may not display corporate branding at the Venue without express prior agreement
- 6.7 Any accidents occurring during set up, during the Event and during pack up must be reported to a hotel staff member immediately. If there is damage to the property then you may be liable for cleaning/damage charges.
- 6.8 You must ensure that no Guest trespasses on private areas of the hotel. These include the kitchen after hours, bar and restaurant spaces after hours, the shepherd treatment hut, the office and any areas situated behind the wooden doors at the back of the hotel.
- 6.9 You shall ensure that free and uninhibited access is allowed for any other guests of the hotel in spaces not hired for your event.
- 6.10 The Double Red Duke reserves the right, without liability, to exclude or eject, as it thinks fit and reasonable, any persons from the premises whom it shall consider objectionable (including any engaged by you to perform duties at the event).
- 6.11 The Double Red Duke holds a premises licence with regard to the sale of alcohol by its personnel and for other qualifying club activities such as the playing of recorded music, entertainment facilities for dancing and making music and for the performance of live music. You are responsible for obtaining all other licenses and other permissions whatsoever required for any activity taking place in the Venue.
- 6.12 The Double Red Duke is legally licensed to serve alcohol from 10am-11.30pm. Monday to Saturday and 12pm-22.30pm on Sunday. The vacating times for guests attending your event is 23.30pm, Monday to Saturday and 23.00pm on a Sunday.
- 6.13 Where you are contracting any third party to provide goods or services at the Venue then prior approval of The Double Red Duke is required which may be subject to conditions.
- 6.14 You must be able to demonstrate that you or those contracted by you have adequate Public Liability Insurance to cover any claims arising directly from the activities or the use of any of equipment brought into the Venue.
- 6.15 You shall ensure that none of your Guests shall do anything which would invalidate the insurance or licences maintained by The Double Red Duke in relation to the Venue, for example, but not limited to purchasing alcohol for those under the age of 18. Any events where 18 years olds will

be present must be fully disclosed and ID must be provided. We reserve the right to refuse to serve anyone who is unable to produce ID and also limit the sale of alcohol for the group.

- 6.16 No structure, sign or notice or the like shall be erected or displayed in or outside the Venue without the approval of The Double Red Duke.
- 6.17 No petrol, oil, gas or other substance of an inflammable or explosive nature shall be allowed within the Venue or immediately next to it nor any fireworks without prior approval.
- 6.18 You shall ensure that nothing is fixed to the floors, walls, ceilings or any other interior or exterior of the Venue or wider premises by means of nails, screws, drawing pins or any other means.
- 6.19 The Double Red Duke and any person authorised by it shall have the right of free and unimpeded entry at all times and for all purposes to and from the Venue.
- 6.20 You, your Guests and any third party suppliers (and their equipment) shall vacate the Venue at the end of the Event Date(s). Any costs incurred by The Double Red Duke due to any overstay may be chargeable to you. Unfortunately we have limited storage for items bought on site to dress the event so all items need to be brought with you and taken away within your event times. Items left onsite after this will unfortunately be disposed of.

## 7. YOUR PROPERTY AND EQUIPMENT

- 7.1 The Double Red Duke cannot accept responsibility for any of your or your Guests or suppliers property and shall not be liable for any loss or damage to property brought to the Venue or left behind including any car or other vehicle.
- 7.2 Any electrical equipment brought into the Venue, must be approved for use by the hotel and must have been tested for safety and be labelled with the date of the last test. No additional lights or electrical extensions shall be used without the previous consent of The Double Red Duke.
- 7.3 All equipment, fittings, etc, erected or brought into the Venue by you or a third party shall be removed immediately upon completion of the hiring unless prior agreement is made with the hotel. In the event of you failing to clear the Venue to the satisfaction of The Double Red Duke this shall be done by the hotel at your sole expense and the hotel may dispose of such items without liability.

## 8. TERMINATION BY THE DOUBLE RED DUKE

- 8.1 The Double Red Duke may at any time cancel the Booking or refuse you and your Guests the right to use the Venue during the Event Date(s) by giving you written notice (including email) in the event of you or any Guest failing to perform any of the obligations contained within these terms and conditions or if the hotel shall consider that the Event is or is likely to be offensive, immoral or contrary to any law or regulation.
- 8.2 In the event The Double Red Duke cancels the Booking or refuses the right to use pursuant to Condition 8.1 above, the Hotel shall be under no obligation or liability whatsoever to you or any

Guest, and neither you nor any Guest shall make any claim whatsoever against The Double Red Duke in relation to the Booking.

- 8.3 The Double Red Duke reserves the right to close the Venue and to cancel or interrupt any Booking without notice and without any liability legal or otherwise to you or any person affected by such a cancellation (such as any Guest) in the event of war, riot, state of emergency, act of God, fire, flood, civil commotion or where any member of the public is at risk or thought to be at risk, strike (whether official or not), accident, failure of electricity or gas or any other service to the Venue or any delay in necessary and essential repairs of the Venue, however caused, or for any other reason whatsoever outside the control of the hotel whereby The Double Red Duke is unable to perform its obligations.

## 9. DATA PROTECTION

The Double Red Duke process information about you that you provide when making a Booking in accordance with our privacy policy and cookie policy. By providing this information you consent (on your behalf and on behalf of each member of your group) to such processing and you warrant that all information provided by you is accurate. The Double Red Duke cannot accept responsibility for any of your or your Guests or suppliers property and shall not be liable for any loss or damage to property brought to the Venue or left behind including any car or other vehicle.