TRETHORNE LEISURE PARK
CONDITIONS OF BUSINESS – EVENTS, FUNCTIONS & CONFERENCES

These Terms & Conditions apply to all events, functions and conferences booked at Trethorne Leisure Park ("Trethorne"). Together with the agreed quotation and booking confirmation, they form the agreement between Trethorne and the person or organisation making the booking ("the Client").

1. CONFIRMATION & DEPOSITS

All provisional bookings must be confirmed in writing within 14 days, together with a 25% deposit of the agreed booking value. For bookings made within 6 weeks of the event, the deposit is payable immediately.

Bookings are only confirmed once Trethorne has accepted the booking in writing and received the deposit. Unconfirmed bookings may be released.

The deposit is deducted from the final balance and is subject to the cancellation terms below.

2. GUARANTEED NUMBERS FOR CATERING

Final guest numbers must be confirmed at least 14 working days before the event. These become the Guaranteed Minimum Number.

Charges will be based on the guaranteed number or actual attendance, whichever is greater, subject to applicable law. Any reduction after the deadline will be assessed against Trethorne's reasonable losses and costs saved.

Any additional guests must be agreed in advance. Dietary requirements and allergies must be communicated before the event.

3. CANCELLATION & POSTPONEMENT

All cancellations must be made in writing.

Deposits may be retained to cover Trethorne's reasonable losses resulting from cancellation.

Events cancelled at least 14 days beforehand may be transferred to another available date, subject to agreement and any reasonable additional costs.

For cancellations within 14 days of the event, Trethorne may charge up to 50% of the agreed booking value, provided this reflects its reasonable net loss, including costs saved or income recovered through rebooking. Any deposit retained will count towards this amount.

If Trethorne cancels due to circumstances within its control, payments for services not provided will be refunded. Any additional liability or cancellation arising from circumstances beyond either party's control will be dealt with in accordance with applicable law.

4. SETTLEMENT OF THE ACCOUNT

Unless credit arrangements have been agreed in writing, the outstanding balance must be paid 14 days before the event.

Failure to pay following a written reminder and reasonable opportunity to make payment may result in cancellation and recovery of reasonable losses.

Bar tabs must be agreed in advance. Additional purchases are payable at the point of sale unless otherwise agreed.

5. INSURANCE & LIABILITY

Trethorne will take reasonable care of its premises and guests. Guests are responsible for their personal belongings.

Trethorne will not be liable for loss or damage unless caused by its negligence, breach of contract or other legal responsibility.

Nothing in these terms excludes liability that cannot legally be excluded, including death or personal injury caused by negligence.

6. ROOM CHARGES & ADDITIONAL PURCHASES

Any food, drinks or services not included in the agreed booking package must be paid for at the point of purchase unless otherwise agreed. Additional room hire, equipment or services must be agreed in advance and may incur extra charges.

7. DAMAGE TO PREMISES OR PROPERTY

The Client will be responsible for reasonable repair or replacement costs for damage caused by the Client, their guests or contractors through negligence, deliberate actions or breach of these terms.

Fair wear and tear is excluded. Any charges will be supported by reasonable evidence.

8. SECURITY & CONDUCT

For events with **more than 100 guests**, additional security is mandatory and must be arranged or approved by Trethorne Leisure Park. All associated security costs will be payable by the Function Organiser and confirmed in advance.

Trethorne reserves the right to require additional security for events with fewer than 101 guests where reasonably necessary, depending on the nature of the function. Any associated costs will be communicated and agreed in advance.

Trethorne also reserves the right to refuse entry, remove individuals or stop an event where behaviour presents a serious safety risk or breaches the law.

9. ENTERTAINMENT

Any DJ, band or entertainer arranged through Trethorne but contracted directly by the Client must be paid directly by the Client, outside entertainment requires prior approval and must comply with venue rules, licensing and safety requirements.

10. LICENSING

Subject to the premises licence, Trethorne's stated operating hours are:

- **Alcohol service:** Until 12 midnight.
- **Music:** Until 12.30am.

Requests for licence extensions must be made at least 14 days before the event. Extensions cannot be guaranteed and may incur additional agreed charges.

11. CORKAGE & ALCOHOL

Alcohol may only be brought onto the premises with prior written permission.

The following corkage charges apply per bottle:

- **Table wine:** £10.00
- **Sparkling wine or Champagne:** £12.00

Alcoholic prizes or other unauthorised alcohol may not be consumed in the venue.

12. PRICES & ADDITIONAL CHARGES

All prices will be confirmed at the time of booking.

Any additional charges or changes to agreed services must be approved in advance. Changes arising from mandatory taxes will be notified and handled in accordance with applicable law.

Public Holiday supplements must be agreed before booking confirmation.

13. CATERING & OUTSIDE FOOD

All catering must be provided by Trethorne Leisure Park unless otherwise agreed in writing.

Guests are not permitted to bring their own food or arrange external catering without prior written permission.

Celebration Cakes

Guests may bring celebration cakes for birthdays, weddings and other special occasions, provided that:

- Trethorne is notified in advance.
- Cakes are supplied ready for consumption.
- Ingredient and allergen information is made available to Trethorne.

Trethorne may refuse to handle or serve cakes where reasonable food safety concerns arise. Its statutory food safety responsibilities remain unaffected.

No other outside food is permitted without prior written agreement.

14. CHANGES TO BOOKINGS

Any changes to event dates, guest arrangements, catering or services must be agreed in writing.

Additional reasonable costs will be confirmed before changes are accepted.

Trethorne will not make material changes without agreement unless required for safety, legal compliance or circumstances beyond its reasonable control.

15. GENERAL TERMS

These Conditions are governed by the laws of England and Wales, subject to applicable consumer rights.

The agreed quotation, booking confirmation and these Conditions form the contract between Trethorne and the Client.

The person signing confirms they are authorised to accept these terms on behalf of the named Client.

If any provision is found unenforceable, the remaining provisions will continue to apply where legally permitted.

Nothing in these Conditions affects the Client's statutory rights.

ACCEPTANCE OF TERMS & CONDITIONS
I confirm that I have read, understood and agree to the Conditions of Business outlined above.

Name of Group / Organisation:

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Event Date(s):

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Agreed Booking Value: £

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Deposit Paid: £

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Name of Group Organiser:

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Signature:

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Date:

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