

Terms & Conditions for Weddings/Functions at Trebah Garden

Please note, Trebah Garden refers to the venue and Trebah Enterprises Limited is the company.

Booking Procedure

In the event of an enquiry you will receive the attention of a Co-ordinator who will meet with you or your organiser to view our venue options, discuss timings and availability and indication of numbers. An estimated cost will be discussed. These details will then be used to draw up an itinerary for the day.

Please note: once the itinerary has been agreed by all parties then this itinerary must be adhered to in order to avoid clashing with any other events at Trebah Garden.

Our Co-ordinator will work with you throughout the process, together with our team supervisors. Trebah Garden must be safeguarded for all to enjoy and therefore our Co-ordinator together with Trebah Garden's Director will be your point of contact at all times.

Following a provisional booking we will require written confirmation from you within seven working days together with a **25% deposit** of the estimated total cost agreed with you on the itinerary booking form. Provisional bookings may be made by telephone and will be held for up to two weeks. Deposits are non-refundable and non-transferable. Should there be other interest in the date during the two weeks, the hirer will be contacted.

Please note that the prices in the quotation will be those published at the time that your itinerary was written. Prices are increased annually and are subject to inflation. The quotation is only valid for one month from its date, or until the first deposit has been paid. In the unlikely circumstances that Trebah Garden is unable to supply certain agreed products, we will endeavour to offer similar alternatives.

Once a booking has been made and deposit received, we will confirm the booking and the details by letter. The booking is accepted as per the terms of your original quotation and a maximum of 10% reduction in numbers is allowed to your original quotation.

Wedding/Function Payment Schedule

Payments are to be made to **Trebah Enterprises Limited**.

- Initial 25% deposit of estimated total cost, within seven days of provisional booking
- Second deposit of a further 25% of estimated total cost, to be made at Four Month Meeting.
- Final payment to be made 21 days before the scheduled event. This will be the estimated total cost of the event less the deposits pre-paid. The estimate will include any increase in numbers and additional services not included in the original quotation.

Confirmation of Numbers

Final numbers must be confirmed at least 14 days prior to the event and these will be the numbers catered for. Numbers of vegetarians or any other special dietary requirements should also be confirmed at this time.

Cancellations

Trebah Garden may cancel the booking without liability in the following circumstances:

1. On three months written notice from the client/hirer – in this case all monies paid by the hirer to Trebah Garden will be fully refunded.
2. On as much notice as practicable if Trebah Garden is or will be prevented by any cause outside its reasonable control from complying with its obligations under this agreement – in this case all monies paid by the hirer will be fully refunded.
3. On seven days written notice if any payment that is due has not been made by the hirer in accordance with this agreement – in this case there will be no refund of monies already paid.
4. On immediate written notice if, having consulted with the hirer, we believe that the hirer is (or will be) unable to meet any of the financial or other terms of this agreement – in this case there will be no refund of monies already paid.

The hirer may cancel the booking, charges will be incurred according to the notice given and based on the following percentage of monies already paid:

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|------------------------|--|
| 1 month or less | - 100% of monies received will NOT be refunded |
| up to 3 months or less | - 75% of monies received will NOT be refunded |
| over 3 months notice | - Full refund on any monies received. |

We would advise you to take out insurance cover against unforeseen cancellation.

Other Terms

The hirer acknowledges that the event may be brought to an immediate end, after consultation with the hirer and without refund, if there is abuse of the premises or the facilities which we feel cannot be prevented or remedied in any other way. The decision of Trebah Enterprises Ltd is final.

The use of the premises and facilities is restricted to the specific facilities, dates and times specified in the confirmation letter.

The hirer, guests or agents are responsible for all Health and Safety aspects of their event. They must also comply with all Health and Safety regulations and guidance displayed at or in relation to the premises or facilities. The hirer must take all reasonable care to safeguard and protect premises from loss or damage.

No food or drink may be brought onto the premises without prior, written consent of Trebah Garden. Corkage charge is £5.00 per bottle.

Entertainment

Our music license is until 11.00pm. We reserve the right to judge acceptable levels of music. We recommend that you appoint a representative if you do not wish to deal with the matters of the day. We would request that your representative help us to maintain an acceptable level of music and guest etiquette. We will discretely use corrective action if necessary. Failure to comply with management requests may result in termination of contract or stopping the event. Trebah Garden will not be liable for refund or compensation.

Decorations

These are welcome and encouraged, though to be in keeping with the integrity of the garden and the facilities. Candles may be used, providing the flame is enclosed.

Please note no glitter, confetti or fireworks are allowed on site. We cannot allow tacks or nails on our woodwork. Please discuss all décor issues with the Co-ordinator prior to the event.

Carriages and Taxis

Clients should inform guests that events finish at 11.30pm and the venue is to be vacated by 12pm. The rural location of Trebah Garden enhances its exclusivity, clients should inform guests to pre-book taxis, particularly late at night.

Goods Left on Premises

All presents, prizes and other goods should be removed at the end of the event. If an organiser wishes items to be collected on the following day, arrangements must be made in advance. This also applies to your hired entertainers wishing to leave equipment overnight.

Insurance

Trebah Garden does not undertake to arrange any insurance except those required by law. The hirer must inform Trebah Garden of all material matters of which its insurers should be informed in relation to the intended use of the premises or facilities.

Liability & Indemnity

The hirer, guests and agents use the premises at Trebah Garden at their own risk and shall bear the entire risk of all or any of the following:

1. Liability and claims for personal injury and death not caused by negligence of Trebah Garden
2. Damage, destruction, theft or loss in relation to the premises and the property of the hirer and his/her guests or representatives, whether or not the property was in the custody of Trebah Garden.
3. Cancellation, except as otherwise stated above.
4. Claims of any nature in relation to the premises and facilities.
5. All loss or damage by or to any equipment or chattel brought onto the premises by the hirer and his/her guests or representatives.
6. Consequential losses whatsoever.
7. Trebah Enterprises Ltd reserves the right to amend these terms and conditions giving one month's written notification.

Finally please note: in the case of weddings, Trebah Enterprises Limited does not undertake duties traditionally performed by a toast master, best man, ushers or bridesmaids. This should be organised by the client prior to the event. Where for example a toastmaster is engaged then they must be fully briefed by the client with regards to itinerary and location prior to the event.

Trebah Enterprises Limited reserves the right to refuse such parties that it deems as inappropriate or unsuitable.

Signed by Client:

Date:..

Signed on behalf of Trebah Enterprises Limited:

Date:

A copy will be returned to the Client.