

## Terms & Conditions

### Booking and Deposits

We may agree to you making a provisional booking with us, but this is not legally binding on either you or us unless and until a contract is entered into by both parties, thereby confirming any provisional booking and agreeing to our listed business terms and conditions. A completed booking form with an initial £1000 non-refundable deposit is required to confirm the booking. A contract is only formed between you, the client, and us when the deposit payment has been received. No booking application shall be binding on us, and no contract shall be formed unless and until we send your booking confirmation. A further payment of £500 is required by Sylen Lakes LTD six months prior to your event, and the remaining balance is due six weeks before the date. Our bank details are: Sylen Lakes Ltd, NATWEST Bank, Sort code: **53-70-37** Account number: **77698614**

### Final Numbers

An appointment should be made no less than two weeks prior to the event to discuss the final itinerary of the day and requirements in finer detail. A working table plan and final numbers are required no less than 14 working days prior to the day. All photographers and videographers are to be included in your day catering numbers.

### Catering

All catering is to be supplied through one of our approved catering companies. Before booking your wedding date, contact must be made with your preferred choice of caterer to confirm their availability and a rough quotation obtained based on your projected number of guests. This does not apply to the "Twilight Package", we will contact you closer to the date to obtain all required information.

### Insurance

Wedding insurance is strongly recommended to cover any costs incurred in the event of the need to cancel your wedding. Sylen Lakes LTD is not responsible for loss incurred because of failure to supply services owing to force majeure.

### Registrar

It is the Clients responsibility to book the Registrar if holding a civil ceremony at Sylen Lakes. If you have not booked the Registrar before making your booking with us, we advise you do so as soon as possible after you have received our confirmation of booking.

### Cancellation

Cancellation of a confirmed booking must be made in writing. In the unfortunate circumstances that you have to cancel your confirmed booking, all deposits are non-refundable and non-transferable. The following cancellation fee is also applied:

**Cancellation 6 months to 12 months: 50% of hire cost.**

**Cancellation 12 weeks to 6 months: 75% of the hire cost.**

**Cancellation 12 weeks or less: 100% of the hire cost.**

Sylen Lakes LTD reserves the right to cancel any booking forthwith and without liability on its part in the event of any damage to the venue by fire, flood, natural disaster or any other cause, any shortages of labour or food supplies, strikes, or any other cause beyond the control of Sylen Lakes LTD that might prejudice the reputation of the business and prevent it from performing its obligation in connection with any booking.

### Third Parties

Where the Client employs sub-contractors or third parties to assist them with their event, it is their responsibility to ensure that they comply with all the Terms and Conditions laid down by Sylen Lakes LTD and all current Health & Safety legislation. Sylen Lakes LTD reserves the right to approve any externally arranged supplier.

### Customer Property

Whilst every effort is made to safeguard client's property, Sylen Lakes LTD does not accept any liability for any loss or damage howsoever caused. Nor can we be held responsible for wedding gifts that have been delivered to, or handed to a representative of Sylen Lakes LTD or left at the venue. Personal items must be removed from the venue by 12 noon the day following your wedding.

### Damage and Behavior of Clients and Guests

You, the client, assume responsibility of your guests or other persons attending the wedding reception in any part of the venue and will be liable for loss or damage to the property of Sylen Lakes LTD. Any damage caused shall be restored by Sylen Lakes LTD, and

costs incurred will be charged to the client. Sylen Lakes LTD reserves the right to withhold service to anyone who becomes aggressive or abusive. In extreme cases Sylen Lakes LTD may exclude any person if their behavior is thought dangerous or contravenes the condition of Sylen Lakes LTD's license.

### **Professional Bodies and Performing Rights**

You, the client is responsible for ensuring that any musician supplied by them complies with the management and policies of Sylen Lakes and hold Public Liability Insurance.

Sylen Lakes must comply with certain licensing and statutory regulations and requires the Client to fulfil their obligations in this respect.

Please note that in order to comply with the requirements of our Public Entertainment License, all amplified sound/music must be controlled at all times by noise limiters via the venues own sound system. Failure to comply will constitute a breach of contract between the Client and Sylen Lakes LTD.

### **Entertainment**

Live entertainment supplied independently by the client must be approved prior to the event by Sylen Lakes Management and may not play later than 10pm. Recorded entertainment (DJ) may not play later than midnight.

### **Parking**

There is parking available and is used entirely at the vehicle owners risk at all times. Vehicles left overnight following an event must be collected by 12 noon the following day. Access gates are locked after this point.