

## TERMS AND CONDITIONS

**DATE: May 2019**

**It is very important that you take the time to read through these terms and conditions and raise any issues you may have immediately with us.**

**If there is an inconsistency between any of the provisions of these terms and any information found on the website, internet or in any advertising or correspondence that precedes this date, the provisions of these terms shall prevail.**

### **Booking Process**

Check the information on our website [weddingweekends.co.uk](http://weddingweekends.co.uk) and discuss your plans with us. If you wish to save a date, we can agree to your sending a refundable holding deposit of £250, which gives you 4 weeks to make a decision to go ahead or not. Please use this time to read our terms and conditions and raise any questions you may have in relation to a potential booking.

If you decide that you do not wish to make a booking with us then the £250 will be refunded as long as you have informed us within the 4 weeks holding period otherwise we reserve the right to keep the £250 and release the reserved date.

If you do decide to proceed with a booking then the £250 will be carried over to your booking and deducted from the total balance due.

Once you have agreed to proceed with a booking, have read and accepted our terms and conditions, a deposit payment is due to secure the booking. Your booking payments will be handled through the website merchant account and a payment schedule will be agreed. If you prefer to pay by cheque or direct transfer that is also possible.

### **Schedule of Payments**

To secure the booking, a deposit payment of £2000 is due to secure your booking (unless the booking is within 12 weeks of your event in which case payment in full will be required).

- 14 months before your weekend – 50% of the total balance less the £2000 deposit already paid.
  
- 12 weeks before your weekend the remaining balance is due.

A schedule of payments will be agreed with you. If payment is not received in a timely manner we reserve the right to cancel your booking in accordance with our Cancellation Policy.

## **Security Deposit**

A refundable deposit of £1500 must be paid by cleared funds one week prior to the start of your wedding weekend and will be held against damage to the property and its contents, but this amount does not limit the amount of your liability should there be extensive damage or loss above and beyond this amount.

The security deposit will be refunded 7 – 10 days after your weekend subject to these terms.

Reasons for withholding an amount from the deposit include, but are not limited to, extra cleaning of the house or garden, incorrect use or damage to any equipment or furniture, or non-compliance with our terms which include failure to follow our noise management policy.

## **Cancellation Policy**

Should you choose to cancel your wedding booking, you must inform us immediately. In the event of notification of cancellation, the following cancellation charges shall apply on the full booking cost:

- Up to 14 months prior to the weekend – retention of £2000 deposit
- 14 months – 12 weeks prior to the weekend – 50% of the full booking cost
- Less than 12 weeks prior to the weekend – 100% cancellation fee, no refund

We strongly recommend that you have insurance that will cover you against any eventuality that may affect your wedding booking.

We reserve the right to cancel your booking without us having any liability to you and without any obligation to refund your deposit if you do not pay us the balance of your booking by the date due for such payment in accordance with an agreed schedule of payments.

If Wedding Weekends has to cancel or amend your booking or the facilities for any reason other than those mentioned in the cancellation policy, where possible we will offer you alternative dates or alternative arrangements or your payments will be refunded in full. No compensation will be paid. Reasons could include, but are not limited to, damage caused by fire, adverse weather or changes imposed by the local authorities or improvements and updates we make.

## **Liability**

We are not responsible for any loss, damage or breakdown but will endeavour to assist immediately. Should such an event occur prior to your booking making the house unavailable, we will provide a full refund but not an alternative venue. Events outside our control include but are not limited to:

- Fire
- Failure of public or private networks or power and water.
- Any local building or road works.
- Any loss, damage or injury which is the result of adverse weather conditions, riot, war, strikes or other matters or permissions that would make it impossible to facilitate your booking.

In these circumstances, we shall use every effort to notify you as soon as is reasonably practical and shall suggest alternative dates. If, as a result of such events, we are unable to proceed with your booking, we shall refund you any money you have paid towards your booking, but no compensation.

We reserve the right to make any changes on site to improve facilities.

We are not responsible for any loss, damage or theft to any of your belongings. We will return any mislaid or forgotten items should they be found.

We are not responsible for vehicles parked on our site.

Nothing in these terms excludes or limits in any way our liability for death or personal injury caused by negligence, or for fraud or fraudulent misrepresentation, or for any other matter for which it would be illegal or unlawful for us to exclude or limit (or attempt to exclude or limit) our liability.

## **Suppliers**

You are welcome to appoint any supplier as long as they meet our requirements:-

- Check with us before confirming any third party suppliers so that we can advise of any possible site limitations and have their contact details.
- We strongly advise, where appropriate, that suppliers should carry out a pre-wedding site visit so they are familiar with the site and facilities available.
- For all third party suppliers we require a copy of their liability insurance approx. 2 months before the wedding. We will ask the suppliers directly for this information.

It is recommended that you consider hiring a member of our freelance team, who is familiar with the site and all its facilities, to manage the running of your special day. Their role is to facilitate the running of the day.

You are responsible for paying all third party suppliers directly, and we accept no responsibility for their performance of services. We reserve the right to not allow access to the venue any third party suppliers who do not meet our requirements, intended to ensure the safety and welfare of the property and people at the Wedding Weekends.

You can stock your own bar and we do not charge corkage, however you will be unable to sell alcohol to your guests as we do not hold a Premises Licence. Any alcohol served to guests must be free of charge.

You are required to hire in dinnerware and glassware for your wedding day. Items that belong to The Copse house must not be used/mixed up with hired in items. Wedding Weekends will charge you for missing items from the house. We encourage you to consider returning hired in items dirty to save you time washing up and to avoid confusion with house items.

Please note that hire companies will charge you substantially more than the hire fee for broken and missing items and it is therefore very worth your while not to mix items up in the house – we are not responsible for any charges you may incur nor are we responsible to look for missing items that may have been mixed into our house stock.

### **Safety Planning**

You are responsible for your own safety and that of your guests, this is especially important regarding children and access to the pond or to the road. Wedding Weekends is not liable for anything you or they do that causes them injury. We have Public Liability Insurance and our house is regulated for fire safety but we ask that you are vigilant at all times and point out any issues to us immediately. We may also enter the site if we believe there is any danger to people or property during your stay and advise accordingly.

Staff from The Copse will be on site for the duration of your celebration day. Their role is to be available should there be any issues that occur with the infrastructure as well as overseeing the parking, ensuring that regulations are adhered to, fire safety and providing assistance come the evening to ensure that outside lighting is on, fire pits are safe and closing down of the site at the end of the day.

Candles are permitted inside and outside the house in candle-holders only and must be extinguished before leaving the room. They must not be left to burn unattended as we have had a fire as a result.

No fireworks or Chinese lanterns or anything that will cause distress to wildlife and surrounding dogs and horses.

Smoking is not permitted in any buildings or under the canopies but permitted in the garden with cigarette ends to be placed in sand buckets provided.

Wedding guests (i.e. those not staying in the house) are required to use the outside toilets provided and not to wander into the house and into the bedrooms of those who are staying.

Older family members are of course welcome to rest in the sitting rooms if appropriate, but use of the cinema is restricted to those staying at the house. Any young children in the cinema must be supervised in a proper manner.

Children under 5 are not allowed in the hot tub with the jets working as this can be damaging to their health.

### **Noise Planning**

During your decision making it is a priority to agree to our Noise Management Plan (NMP) – see NMP at the end of these terms. No music is permitted outside and you must not use or bring onto site your own music equipment - you are only permitted to use our music systems. Live bands are not permitted and all music is to be played in The Barn through our directional speaker system. This system allows you to plug in your device to play your own music without extra cost and no need to hire in a DJ. However DJ's are welcome by plugging into our system. Music and evening dancing is not permitted in The Pavilion.

We will advise your musicians and guests if they are causing a disturbance and reserve the right to enter the house or other spaces onsite to advise of this, and to stop any activity which we reasonably believe is likely to cause, or is causing, a statutory noise disturbance, particularly after 11pm.

### **Infrastructure**

We aim to provide all the infrastructure you need for your weekend and this includes The Copse house, with 9 bedrooms, cinema, hot tub, 2 kitchens, Arctic Cabin, lighting, furniture, table decorations, signage, heating indoors and outdoors, sheltered spaces in the garden and the Barn. However should any of these facilities develop a temporary fault we will attempt immediate repair, but cannot be held liable for any breakdown should it occur, and no compensation will be paid.

Every effort will be made to provide replacements or repairs so please report faults in a timely manner. If the fault is caused by you or your guests, please do not assume this will result in loss of deposit as we would much prefer to know to avoid problems for subsequent guests.

There may be times when we need access to the property during your stay, and where possible we will ask your prior permission.

You agree that no more than 18 guests will be staying overnight at The Copse at any one time. For your event, the number of day guests must be agreed with us in advance.

Included in your booking is access to the store of decorations. You are welcome to use our decorations but ask that they are returned to where they are found and any damage reported. It is unlikely you will be charged for damage, but it is important we keep an up to date list of supplies.

Any damage caused by you or a member of your party to the site, its equipment, contents or fittings will be invoiced directly to the couple immediately after the weekend.

### **Limitations**

It is imperative that you check with us in advance of confirming a booking with any supplier to ensure that they can meet our conditions.

Music is only permitted to play in our barn and this is to end by 11pm. Please keep doors closed when playing music in the house and barn. See NMP for full details.

All non-residing house guests, suppliers and staff are required to have left the site by midnight at the very latest. On site car parking closes at midnight. Cars may be left overnight but collected by the following morning. Cars on site are left at owners' risk.

We ask that you and your guests are mindful at all times of the fact that we have neighbours and kindly request that noise is kept to a reasonable level.

This also includes noise made by guests leaving the property in cars or taxis late at night. Use of the hot tub after 11pm is not permitted.

Do advise your guests that they will be attending a function held in the garden and to wear clothing appropriate to the weather conditions and to consider bringing along a coat for the evening.

Only biodegradable confetti is used and any equipment producing snow effects for example must be biodegradable and safe for wildlife.

## **Management Planning**

We request that in advance of your wedding weekend, you supply an outline of your weekend including a timeline for your wedding day. Timeline information should include key events to take place during the day, e.g. arrival time of suppliers and guests, time of ceremony, time of wedding breakfast, time of first dance etc.

Only one day during your stay is permitted for a celebration with the agreed maximum number of guests. On other days, we ask that no more than 30 guests are on site (18 of whom are staying in the house plus a further 12) for only small gatherings such as lunch, BBQ or dinner at the house. Please speak to us about your weekend plans. Please note that parking is limited. We are in an Area of Outstanding Natural Beauty where noise restrictions are in place and any breach could result in the loss of your deposit.

Arrival is from 10am on Day One and departure is up to 6pm on Day Four/final day unless agreed otherwise in advance.

We will meet you on arrival and provide keys and advice will be available throughout your stay.

Dogs are permitted subject to prior agreement that there will be no fouling of the garden and no dogs in the pond or on the furniture. Dogs need to be kept in the utility area of the house with absolutely no access to reception rooms or bedrooms because of subsequent guest allergies.

Upon your check-out, the property, grounds and sheltered spaces must be put back to how it was at the beginning of your stay i.e. clean and tidy and items back where they were originally found.

## **Data Protection**

We are committed to protecting your privacy and as such will not share your details with any other parties. We endeavour to protect and respect your personal data that we hold about you.

Any personal information we collect from you will only be used, disclosed or processed in accordance with our Privacy Policy. Our privacy policy can be found on our website.



## Noise control at The Copse Wedding Weekends

This fact sheet sets out the responsibilities for noise control in this Area of Outstanding Natural Beauty set by our local council.

- a) Music is to end by 23:00 in The Barn
- b) All amplified equipment must be directed through the in-house directional speaker system and frequency specific Symetrix Prism process-limiter.
- c) DJ's must connect their mixer to the speaker system using XLR cables, plugging into an XLR patch point located on the wall. Adaptors are available if required.
- d) If you are using your own device to stream music this can be easily connected to the system using a 3.5mm jack lead into the headphone socket of your device.
- e) Bands are not permitted.
- f) No additional loudspeakers or amplification equipment can be used on site.
- g) All doors must be kept closed when music is being played.
- h) People leaving the site in the evening need to be quiet and considerate of our neighbours.
- i) The Copse is in An Area of Outstanding Natural Beauty and we hope you and your guests appreciate the peace and quiet it affords, particularly in The Pavilion and the garden where brought in music systems are not permitted – this also includes microphones.

It is important that clients and visiting DJ's liaise with The Copse to ensure that their stay will be compliant and understand how the system works and the noise limitations on site. We will have discussed this with you during your visit but if you are at all unsure do please check with us.

Thank you so much.

**I confirm that I have been informed of the rules and procedures relating to noise management and for ensuring any visiting DJ's are also compliant.**

**I confirm I will check in advance with The Copse of my plans and suppliers before confirming any bookings**

**I am aware that any breach may result in the loss of security deposit.**