

**BENTLEYS RESTAURANTS LIMITED**  
**TERMS AND CONDITIONS**  
**WEDDINGS, EVENTS AND CONFERENCES**

Throughout this document, Bentleys Restaurants Limited t/as Isaacs, Merchant's House, t/as Venue 77 t/as The Gardeners Arms and t/as Briarbank Brewing Company, will be referred to as the "Company" and the person or persons holding the event will be referred to as the "Customer".

**CONTRACT**

The Customer making a booking is reminded that a contract exists between them and the Company. These Terms and Conditions set out the basis of that Contract. The Company reserve the right to make reasonable changes to these conditions and will notify the Customer 30 days prior to any event or booking taking place.

**CONFIRMATION OF BOOKINGS AND DEPOSITS**

All bookings are considered provisional until a deposit/full payment as applicable, is received from the Customer and approved by the Company. The deposit/full payment, as applicable, is to be sent to the Company within seven days of the provisional booking. The Customer's final detailed requirements, such as menu choices and final numbers, will be agreed once the booking has been confirmed as above. We reserve the right to cancel any provisional booking where the deposit/full payment as applicable, are not sent to us within seven days of the provisional booking date.

**Conference and Events**

The Company requires the total hire cost quoted at the time of confirmation of the booking. If the conference/event is cancelled, the total hire cost is non-refundable.

**Weddings/Social Functions**

If the Wedding/Social Function totals £500 plus VAT or below, the full payment will be required in advance in one instalment.

For Weddings/Social Functions over £501 plus VAT, the Company will require a non-refundable deposit of 33% of the total cost quoted to be paid at the time of the booking. A further 33% of the total cost will be required to be paid 12 weeks before the date of the wedding/social function and the final outstanding balance to be paid within seven days before the date of the wedding/social function.

**School Proms**

The company requires a deposit of 50% of the total cost quoted to be paid at the time of the booking. This deposit is non-refundable. The final outstanding balance is to be paid fourteen days before the date of the prom.

**CONFIRMATION OF NUMBERS**

Any changes to numbers within the seven-day period before the wedding, event, or conference are still payable and the amount payable by the Customer shall be calculated on this final number or the numbers actually attending, whichever is greater. No refund can be made after the event.

## **CANCELLATION BY THE CUSTOMER**

Any cancellation must be in writing and signed by the Customer. Cancellation charges are as follows:-

### **Conference and Events**

The cancellation of any conference/event booking will be charged as follows:-

- a) 24 hours or less – 100% of all costs
- b) 24 hours or more – the hire charge will be retained

### **Weddings/Social Functions**

The cancellation of a Wedding/Social Function totalling £500 plus VAT or below will be charged as follows:-

- a) Within 6 months - £100 plus VAT will be retained.
- b) Within 3 months – 100% of the cost will be retained.

The cancellation of a Wedding/Social Function of £501 plus VAT and above, will be charged as follows:-

- a) 7 Days or Less – 100% of the cost
- b) 1 Week-12 weeks – 66% of the cost
- c) 12 weeks or more the deposit will be retained.

### **School Proms**

The cancellation of a School Prom will be charged as follows:-

- a) 14 Days or Less – 100% of the cost
- b) 15 Days or more – 50% of the Cost

## **CANCELLATION BY THE COMPANY**

The Company may cancel the booking: -

- a) If the property or any part of it is closed due to fire, dispute with employees, alteration, decoration, by order of any Public Authority, or anything which is outside our control.
- b) If the property or any part of it is sold or leased by the company.
- c) If the Customer becomes insolvent or enters into liquidation or receivership.
- d) If the Customer is more than 30 days in arrears with payment to the Company for previously supplied services.
- e) If the deposit/full payment is not paid at the time of the booking or if the deposit/full payment is paid by cheque and that cheque is dis-honoured.

## **PAYMENT**

The outstanding balance of the account is payable by the Customer before the completion of the wedding/social function/event/conference, unless alternative arrangements have been agreed with the Company. The Customer is responsible for the checking and settlement of all accounts.

## **ENTERTAINMENT LIVE MUSIC**

We request that if any area is used for evening entertainment, including live music and a DJ Disco that the preferred arrangement is firstly via the Company's approved suppliers where applicable. However, when this is not possible, the Customer may arrange their own evening entertainment i.e. live music and/or DJ Disco and is always subject to the Management's discretion. In all cases, strict limitations for noise levels are in place at all our premises and all performers must adhere to and sign our separate music contract which states that if these conditions are not followed the management have the right to cancel and/or stop the entertainment.

## **RESPONSIBILITY OF DAMAGE AND BEHAVIOUR**

The Customer assumes responsibility for any and all damage caused by persons attending the wedding/event/conference/function whether in function rooms reserved or in any other part of the property.

We reserve the right to escort any guests from the premises, who, in the opinion of the management, are causing excessive disruption or damage. Noisy or rowdy behaviour in the surrounding outside areas of the Company's premises will not be tolerated. All premises are no smoking properties and any guests that do wish to smoke will be directed to the outside Terrace/Courtyards.

We request that at the end of the evening departing guests leave the premises as quietly as possible to ensure no disturbance to our neighbours.

We regret that we are unable to accept responsibility for the property of guests.

## **SUPPLY OF BEVERAGES AND FOOD**

It is not the policy of the Company to permit guests to supply their own beverages under any circumstances.

It is not the policy of Isaacs/Gardener's Arms/Briarbank Brewing Company to permit guests to supply their own food\* for consumption on the premises.

Venue 77 will permit outside catering\* which will incur a £200 refundable deposit\*\*. However, no use of Venue 77's kitchen or appliances will be permitted. Customers are fully responsible for any damages, all clearing up, tidying and disposal of litter.

\*Manager's discretion applies.

\*\*The full deposit will be retained if the above is not to the satisfaction of the Duty Manager.

## **PRICES**

Prices are subject to change without prior notice.

## **VALUE ADDED TAX**

Our prices are plus VAT at 20%. Charges will be adjusted if there is any alteration in VAT rates.

## **E&OE**

Please note that, although every effort is made to ensure these terms and conditions are accurate, the Company cannot be held responsible for the consequences of any errors or omissions.

**A booking is only confirmed once a deposit or full payment, as applicable, is received.**

**By paying a deposit/full payment, the customer is agreeing to our terms and conditions as set out in this contract.**

*Bentleys Restaurants Limited*  
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