



TERMS AND CONDITIONS

1. PRIVATE HIRE BOOKING DETAILS

- a. Your contract is with The George Vaults, the trading company of GVs Rochester Limited. They will subcontract elements of this contract to other approved providers.
- b. All bookings will be regarded as provisional and not binding on either party until a signed copy of these terms and conditions have been received from the client, along with a non-refundable and non-transferable deposit for the required services, and only if accepted by The George Vaults will the booking be confirmed.
- c. A signed copy of the terms and conditions together with a non-refundable deposit must be received by The George Vaults by the deposit date stated on the booking contract unless otherwise agreed by the parties in writing. The George Vaults is not under any obligation to continue holding a provisional booking beyond the deposit date. The booking will automatically be released if there is no response from the client by the deposit date.
- d. Guaranteed final numbers are required 14 days prior to the event. A minimum chargeable number for catering purposes applies for certain events. The final invoice will be based on whichever is greater of these 2 figures.
- e. Licensing requirements mean that meeting/function rooms have a maximum permitted number of occupants. Therefore, if numbers increase after the original booking, we regret that it will be necessary for us to ask the client to restrict their numbers to this limit.
- f. The client acknowledges that The George Vaults have in-house caterers and djs (at an additional cost) therefore any outside catering and entertainment is not permitted under any circumstance.
- g. If a client wishes to use an external supplier who is not one of The George Vaults recommended suppliers, details of the supplier must be submitted to the Manager or Wedding coordinator for consideration. The supplier must be approved at least 6 weeks in advance of the event date. The George Vaults have the right to refuse the use of any external supplier.
- h. The George Vaults will make every effort for the each to be fully equipped, however due to the way some bars are designed we are unable to stock large varieties of spirits, wines and draughts. If there is certain brands you wish to be available during your event and they are a variety which The George Vaults sell and stock, and then please ensure you make your requests prior to the event to ensure they are available to your guests.

2. ADDITIONAL BOOKING DETAILS FOR WEDDINGS

- a. A wedding may be booked provisionally and will be held for a period of two weeks. If the client wishes to confirm that booking, it is necessary to pay the full non-refundable deposit of £500.00.
- b. A non-refundable deposit of is payable at the time of booking.
- c. The remaining balance of the event must be settled one month prior to the commencement of the date of hire.
- d. Maximum numbers for a ceremony and Sit down meal are 50 people. Maximum for an evening reception in our Vault is 75 people and a minimum.

- e. No food or drink may be consumed in the ceremony room during the ceremony. Guests should attend at least half an hour prior to the start of the ceremony in order to be seated before arrival of the couple.
- f. Numbers for the wedding breakfast and evening buffet must be confirmed at least two weeks prior to the date of hire. Whilst in some cases it may be possible to increase numbers at the time, we regret that cancellations will have to be paid for.
- g. Only catering and drinks provided by the George Vaults are permitted and the hirer is not allowed to hire any outside caterers, nor do we offer corkage.
- h. We do not permit clients to bring in their own alcohol or soft drinks onto our premises. Any guests belonging to the date of hire doing so will be asked to leave immediately.
- i. Photography and video recording is permitted throughout the premises, both inside and out.
- j. We do not allow any confetti to be thrown in or around our premises, including confetti cannons and balloons.
- k. We do not accept liability for anything left in the premises over-night, anything of any value should be removed at the end of hire.
- l. Please note, registrars fees are payable directly to Medway registry office. The hirer is responsible for booking registrars at the time agreed.
- m. In the unfortunate instance of having to cancel your wedding, your deposit payment would be forfeited. We recommend that you take out wedding insurance to cover yourselves for any costs incurred.

3. EVENT CANCELLATIONS

- a. This section applies where the client:
 - i. Cancels the entire event
 - ii. Cancels partial use of the facilities for the event (e.g. meal)
 - iii. Reduces the duration of the event as a result of which the contracted value is reduced.

In the event of a function room being cancelled, the following charges will apply:

*From the date booked to 1 month prior to the event – deposit will be forfeited

*One month or less – the entire amount invoiced will be forfeited

- b. All cancellations must be received in writing from the client and will be deemed to take effect from the date of receipt.
- c. The venue is grade II listed, parts of which date back over 700 years. In exceptional circumstances, the trustees may need to carry out urgent work to maintain or preserve the building, which could affect the room or area into which the function is booked. Whilst every effort will be made to limit the impact of any works, The George Vaults reserves the right to vary the function plan, date or offer alternative function rooms to avoid any essential and urgent works impacting upon your event, though there may be occasions when this cannot be completely avoided. Clients must also accept that there may be visible scaffolding or external works to the buildings at the time of their function which was not foreseen at the time of booking; however, this is not considered a material reason for cancellation without forfeiting their deposit.
- d. The George Vaults reserves the right to cancel the clients booking if there has been a significant change in the terms and conditions of the client's original contract.
- e. Unfortunately it is not possible for The George Vaults to postpone events except in very exceptional circumstances. Any agreement to postpone is entirely at the discretion of The George Vaults. In the event of that The George Vaults agrees to postpone an event the original contract and terms and conditions will remain in

force, subject to any agreement in writing. The client will be responsible for payment of any additional fees or charges arising from the postponement of the event.

4. DEPOSITS AND PAYMENTS

- a. All pre-booked items must be paid in full in advance of the event, payment dates will be stated in the booking contract.
- b. Deposits must be paid within 14 days of the provisional booking.
- c. Payment can be made by credit or debit card over the phone or in person and cash payments are to be paid in person. Banks transfers are not accepted.
- d. The George Vaults reserved the right to cancel any booking if a deposit is not received within the required time period without any notice.
- e. The client is responsible for the payment of all expenses incurred and not paid by for by guests at the event. The client shall nominate a member of their party who shall be authorised to agree or refuse additional requests for beverages or services during their event.
- f. A charge will be made for extra services (e.g. Chair covers, entertainment and decorations supplied by The George Vaults) and clients should ensure they are fully aware of any costs when requesting a service.
- g. For reasons beyond The George Vaults control (including but not limited to, increases in the standard rate of VAT) prices may occasionally increase above those published. In this event, prior notice will be given to the client.

5. CONDUCT AND CARE

- a. Clients are requested to raise any issues of non-delivery or dissatisfaction with The George Vaults at once, to enable staff to respond to concerns at the time. If matters are not resolved by the Duty Manager or Wedding Coordinator before the end of the event, any complaints should be addressed to the General Manager within 48 hours of the event, who will investigate and revert to the client within 7 working days.
- b. All clients and their guests shall respect the heritage environment that makes the venue so special. Clients will be charged for the full cost of specialist cleaning or repair and loss of value arising from any damage to the venues furnishings or artefacts caused by improper behaviour or lack of adequate care, by the negligence, wilful act or default of any persons invited by the client or on their behalf.
- c. No nail or fixings of any kind shall be driven into, or applied to, any wall, floor, ceiling, fitting or furniture of any kind.
- d. Ice sculptures, confetti, confetti helium balloons, silly string, dry ice/smoke machines, foam and bubbles machines are not permitted on The George Vaults premises.
- e. With the exception of candles, the client shall not permit to use any naked light within the venue. Candles are permitted on tables only and all candles must be of the non-drip variety and must be placed in heat-proof containers with drip trays and must not be positioned near combustible materials. Clients are not permitted to provide their own candles and requirements must be agreed with the Manager or Wedding Coordinator in advance.
- f. The clients acknowledges that they are responsible for the behaviour of all guests, any aggressive behaviour towards members of staff, guests at the event and general public will not be tolerated under any circumstance. Anyone demonstrating such behaviour will be asked to leave the premises immediately.

- g. The George Vaults is bound by licensing regulations and our staff will not serve alcohol to guests who are below the legal age, who cannot provide ID to prove they are above the legal age and who are evidently already intoxicated.
- h. Any persons purchasing alcohol and giving it to a minor will be refused service and asked to leave.
- i. The venue is open to public and a number of contractors may be on site at any time, clients shall ensure that guests are asked to keep valuables with them at all times. In the event that valuables are stolen or damaged whilst on a guests person then The George Vaults will only accept liability for any loss if it was caused as a result of negligence of The George Vaults, its employees, contactors or representatives.
- j. The client and guests shall not bring any food, drinks or spirits into the venue during an event, nor do we offer corkage. Any guests found to be bringing their own food and beverages into the venue will have them confiscated and may be asked to leave.
- k. Due to licensing restrictions the client must ensure that all children (under 18) present at an event are properly supervised by their parent or guardian at all times and that their behaviour is appropriate to both the event and location. Children under 18 are not permitted to use the main building or garden after 8.30pm and therefore should remain in the Vault until ready to leave, where they will be escorted out through an appropriate exit. Please note the Vaults is the only function room permitted to allow children after 8.30pm.
- l. Smoking is only permitted in our designated smoking area.
- m. Menu options are subject to minor alterations based on product availability and guest's dietary requirements.
- n. We do not tolerate drugs on our premises, anyone suspected of taking drugs or distributing drugs will be removed from the premises and legal action may be taken.
- o. The George Vaults will make every effort to ensure the security of your event, we will have a door supervisor present for most of the evening situated at the top of the Vaults stairs, however please be aware that on odd occasions they may have to leave their post if an emergency incident occurs. All bars have radios which connect to security, please inform a member of staff if you feel an incident has or is about to occur.

AGREEMENT:

I have read and understood the terms and conditions of The George Vaults:

Signature: _____.

Print: _____.

Date: _____.

Date of event: _____.