

# **Rodbaston Hall - Christmas Party Nights**

## **Terms & Conditions**

### **1. Booking**

1.1 By purchasing a ticket via [Rodbastonthall.co.uk](http://Rodbastonthall.co.uk), calling up and making payment over the phone or by requesting an invoice you are making a booking for one of our Christmas party nights.

1.2 Bookings are confirmed following the payment of £35 per head if paid online or over the telephone, or upon receipt of deposit payment if opting to pay via invoice.

1.3 We regret that we are unable to make any changes to your booking or menu choices on the day of the event.

### **2. Tickets and Table Plans**

2.1 Your email confirmation will be your ticket. When you arrive, you will need to bring this with you either printed or on a mobile device, to show to a member of the Rodbaston Hall team.

2.2 Due to ongoing changes in numbers, tables will not be allocated until the day before each event. If you have purchased your tickets separately but wish to be seated together you will need to email [events@rodbastonthall.co.uk](mailto:events@rodbastonthall.co.uk) so that we can link your bookings.

2.3 Groups of 8 or more can call up and secure their booking over the phone.

### **3. Beverages**

3.1 Guests must purchase all beverages from the bar. Guests may not, under any circumstances, bring their own drinks.

3.2 Guests must be able to provide valid ID on request for proof of age

### **4. Menu**

4.1 There is a set menu for this event with a vegetarian alternative. Any special dietary requirement are also available on request. These need to be provided to the venue latest 3 weeks prior to your event via email [events@rodbastonthall.co.uk](mailto:events@rodbastonthall.co.uk).

4.2 Rodbaston Hall reserves the right to make changes to the advertised menu in the event of shortages in the supply of particular items, but undertakes that a 3-course meal will be served.

### **5. Refunds and Cancellations**

5.1 25% of the total ticket price is non refundable

5.2 Cancellations can only be made by the party organiser and must be made in writing to Rodbaston Hall.

5.3 A minimum of 60 tickets must be sold 45 days prior to each party night for it to go ahead. Should the number of guests fall below this Rodbaston Hall reserves the right to amend your booking. In the first instance an alternative date would be offered. If the alternative date is not suitable refunds can be offered for the below amounts.

- If cancelling within 12 weeks before the event 75% Refunded
- If cancelling within 8 weeks before the event 50% can be refunded
- If cancelling less than 4 weeks no refund is available

## **6. Venue**

6.1 The customer shall be responsible for ensuring the good and orderly behaviour whilst at the venue and Christmas party event and shall ensure that they do not behave in such a way as to cause (in seller's opinion) any offence, nuisance, damage, disturbance, annoyance, interference or inconvenience to Rodbaston Hall or to any other users of the venue.

6.2 The customer acknowledges that Rodbaston Hall and/or the authorised staff of the event reserves the right to refuse entry to the customer and/or any guest, or to remove the customer and/or any guest from the venue and/or the event, temporarily or permanently when they reasonably believe that such individual is intoxicated or if granted entry will be disruptive to the enjoyment, comfort and/or safety of others or will commit an offence or will otherwise not comply with these conditions.

6.3 As a minimum, smart casual attire is required in the facilities at the venue and the event organiser reserves the right to refuse admission to any person wearing inappropriate items of clothing and/or footwear or to require any such person to leave the venue.

6.4 Rodbaston Hall accepts no responsibility for personal possessions brought into the venue by the customer or its guests.

6.5 We regret that we cannot be held responsible for the weather affecting your attendance to the Christmas party night, and will not be able to issue a refund if the event goes ahead, but you or your guests are unable to attend the event

6.6 We do not accept any responsibility for loss or damage to any vehicles whilst on our premises.

6.7 Rodbaston Hall does not accept any liability & shall not be liable for non-completion of the event, or for any delays arising as a result of: adverse weather conditions, loss, damage or cancellation due to fire, flood, local authority licencing changes, or any other cause beyond its control.