

**TERMS AND CONDITIONS**

**IN THESE TERMS AND CONDITIONS “YOU” OR “YOUR” MEANS THE PERSON(S) NAMED IN THE BOOKING SUMMARY.**

**“WE” OR “US” MEANS RIBBLE VALLEY HOLIDAY HOMES LIMITED (HIDDEN OAKS.)**

**PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE MAKING YOUR BOOKING.**

**YOUR CONTRACT WITH US WILL BEGIN WHEN WE ISSUE YOU WITH YOUR BOOKING SUMMARY AND PAYMENT IS MADE.**

**YOUR CONTRACT WITH US WILL BE ON THE TERMS SET OUT IN THESE TERMS AND CONDITIONS.**

**1.0 Bookings**

1.1 All wedding and event bookings are formally confirmed when we issue you with your Booking Summary and a non-refundable deposit payment of 25% is made. Your summary will set out the venue you have booked, the dates of your booking, the total amount payable for your booking (booking total) and the dates on which payments are due. We will issue you with your confirmation by email or, if requested, by post.

1.2 You, as the person(s) making the booking, will be responsible for all members of your party. You, as the person(s) in charge of your party, must be at least 18 years old at the time of booking.

**2.0 Payments**

2.1 Generally, the payment terms are outlined in your booking summary and include the following:

- 25 % of booking total payable to secure the venue for your desired date(s);
- 50 % will be due 12 months before the event date;
- 75% will be due 6 months before the event date; and
- 100% of the final balance due 3 months before the event date, along with the cost of any unsold courtyard accommodation (if this is part of your event package as outlined in your booking summary).

2.4 For last minute bookings, the amount payable will be everything that would have been due, at the time of booking. For example, if a booking was made less than 3 months before the event, the booking total is payable upon booking.

2.3 If you do not make any payment by the date it is due, we will send a reminder by email or by telephone. If you fail to make the relevant payment within 14 days of the date it is due, we will assume that you wish to cancel your booking. If this happens, your booking will immediately be cancelled and the cancellation charges set out below (“If you want to cancel your booking”) will apply. You will still be liable for any payments due.

2.5 we reserve the right to change our price if the rate of VAT is altered.

**3.0 If you want to cancel your booking**

3.1 If you wish to cancel a confirmed booking you must let us know by email or in writing as soon as possible. Your booking will be cancelled with effect from the day we receive your email or written notification.

3.2 The closer your cancellation is to the start of your booking, the less likely we are to recover the cost of your booking. Our cancellation charges are in line with payments due, meaning any payments made are non-refundable.

<b>Number of days prior event date</b>	<b>Cancellation Charge</b>
Booking date to 12 months	25% of the booking total

12 months to 6 months	50% of the booking total
6 months to 3 months	75% of the booking total
3 months or less	100% of the booking total

#### **4.0 If you want to change your booking**

4.1 If you want to change any detail of your confirmed booking you must let us know by email or in writing as soon as possible. We will try to accommodate any changes, and any reasonable associated costs of the changes will be added to the booking total.

4.2 Whilst we will do our best to accommodate you, we cannot guarantee that we will be able to meet any request for changes. Please note that it is not possible for us to change bookings less than three months before the event date.

#### **5.0 If we need to change or cancel your booking**

5.1 If we do need to change or cancel your booking, we will do our best to offer you a reasonable alternative booking. If we are not able to offer you a reasonable alternative, we will refund you the total amount you have paid us for the booking.

5.2 If we do need to change or cancel your booking under this Section 6, we will only be responsible for foreseeable losses that you suffer as a result of that change or cancellation and we will not be responsible for any unforeseeable losses you suffer as a result of that change or cancellation. A loss is foreseeable if it is an obvious consequence of our change or cancellation of your booking or if it was contemplated by you and us at the time we entered into this contract.

#### **6.0 If your booking is unable to go ahead**

6.1 If Government restrictions such as local, regional or national lockdown mean we cannot provide the venue, you will be offered a change of dates (with no amendment fee) to which the difference in price will need to be paid or refunded.

6.2 If you or any member of your party become disinclined to attend the event, such as, illness (including Coronavirus), a requirement or recommendation to self-isolate or quarantine, shielding, family bereavement or emergency, a call to jury duty, a change in personal or work circumstances, does not give rise to a right to cancel or to receive a refund.

6.3 You are strongly recommended to take out UK event/wedding insurance to cover these eventualities, this can be done from 2 years prior to your event date. If you choose not to take out insurance, then you accept responsibility for any loss that you may incur.

#### **7.0 Visitor standards and behaviour, including suppliers**

7.1 You must only use the venue for the purposes of your event. You must not allow the venue to be used, for any dangerous, offensive, noisy, illegal or immoral activities.

7.2 You must not distribute plastic or non-biodegradable confetti.

7.3 Any personal items, wedding decorations or equipment belonging to your suppliers left after your event end time will be disposed of. The venue reserves the right to dispose of any perishable items left overnight and takes no liability for such items and equipment

7.4 Noise, including the playing of music, will be limited to within the venue with the doors shut after 11.00pm.



7.5 Smoking (including e-cigarettes) is not permitted in any part of the venue. You and your party must not smoke inside the venue.

7.6 You and your party must not use candles, fireworks or Chinese lanterns at your venue.

7.7 The cutting and serving of the wedding cake must be arranged prior to your event and you are responsible for making your guests aware of the allergens within said cake.

7.8 The use of the pool area of the venue is strictly out of bounds during your event.

7.9 We will need proof of the third-party supplier's public liability insurance, (who will need access the venue) and any other related/required certification (such as food hygiene ratings) at least 3 months prior to the event date. We do not accept liability for the activities of third-party suppliers.

7.10 Pets (and other animals) are not permitted.

7.11 Please note that if you do not comply with the standards and behaviours set out in this Section 8, we may need to exercise our rights under Section 13 ("Our right to evict").

7.12 No alcohol is to be brought on site. All alcohol consumed on site is to be purchased on the premises. Discovery of any member of your party consuming alcohol not purchased on the premises may result in charges being deducted from your damages deposit. Please note that this includes any 'alcoholic favours.' The venue does not offer corkage.

## **8.0 Maximum occupancy for your venue**

8.1 You must ensure that the maximum number of persons occupying the venue does not exceed the maximum occupancy limits of 120 individuals.

8.2 Any under 18s must be supervised by an adult at all times. This is particularly important around the pond, fencing and outdoor areas (including the car parks and moving between accommodation.)

8.3 We set maximum occupancy limits in line with the facilities and equipment available at the venue. Exceeding the maximum occupancy limits can overload facilities and lead to extensive damage. As such, we reserve the right to require you to leave the premises (without any compensation) if you exceed the maximum occupancy limits as described below.

## **9.0 Damage to the venue or its contents**

9.1 You will be responsible for the cost of any damage (accidental or non-accidental) you or your guests cause to the venue or its contents. Any loss or damage caused by your failure to meet the requirements set out in these terms and conditions will be considered non-accidental damage.

## **10.0 If you have a problem or complaint**

10.1 We take care to ensure that our venue is of a high standard. However, if you have any problems with the venue, please contact us immediately and give us the opportunity to resolve it.

10.2 While we aim to keep descriptions and photographs in brochures and on our website accurate, up to date and complete, some of the information contained relates to factors which are beyond our control. On occasion we may not be able to replace items with an identical match, but the replacement will be comparable. Please note, some props seen in photographs are for marketing and promotional purposes only.

10.3 If you have an unresolved complaint following the event please contact us. In considering any complaint, we will take into account whether we have been given the opportunity to investigate it and put matters right.

10.4 Please note that we will not tolerate any verbal or physical abuse towards any of our staff.

## **11.0 Our right to evict**

We may terminate our contract with you and ask you to leave your venue immediately (without any compensation being payable) if:

- 11.1 we consider that you or your party have committed a serious breach of these terms and conditions;
- 11.2 we consider that your or your party's behaviour endangers the safety of our visitors or staff;
- 11.3 any complaints are made of anti-social or unacceptable behaviour against you or your party;
- 11.4 you or your party cause an unreasonable amount of noise, damage to the venue or its contents; or
- 11.5 you exceed the maximum occupancy limit of the venue.

#### **12.0 Events beyond our control**

12.1 We will not be responsible for any failure to perform our obligations under these terms and conditions that is caused by an event outside our control.

12.2 An event outside our control means any act or event that is beyond our reasonable control, including without limitation: fire, explosion, storm, flood, earthquake, subsidence, pandemic, epidemic or other natural disaster, strikes or industrial action by third parties, terrorist attack or threat of terrorist attack, war or threat of war, civil commotion, riot, invasion, or failure of public or private infrastructure (telecommunications, utilities / networks) and government enforced blackouts and planned power cuts.

#### **13.0 Some practical information for your event**

13.1 Your event start and finish times will be set out in your booking summary. If you do not leave the venue by the required departure time, we reserve the right to charge you a late checkout fee to cover any costs we incur.

13.2 Our venue is located in a rural area and it is important that you and your party do not interrupt or endanger the livelihood or wellbeing of those working or living on the site, in the local village or in the surrounding areas.

13.3 For civil ceremonies, we recommend contacting the registrar as soon as possible to arrange the ceremony details and give notice of your intent to marry. Please note that there is a fee payable directly to the registrar, and bookings can typically be made up to 12 months in advance.

13.4 Be aware that failure to secure your preferred ceremony date with the registrar will not be considered a valid reason to cancel your wedding.

13.5 Discounts are only valid on new bookings and therefore the offer cannot be applied after a booking has been made.

**Ribble Valley Holiday Homes Ltd. reserves the right to change the terms and conditions of any offer at any time without prior notice by amending these online.**

**Our Standard booking terms and conditions apply on all bookings**