

# Lensbury Limited

## TERMS AND CONDITIONS –WEDDINGS AND FUNCTIONS AT THE LENSURBY

### 1. INTRODUCTION

- 1.1. The following terms and conditions apply to the provision by Lensbury Limited (“Lensbury”) of services relating to a wedding (including a civil partnership) or function (“Event”) at Lensbury, Broom Road, Teddington, TW11 9NU (“the Premises”). This includes catering and bar services. “Client” means person or company booking the Event.

### 2. BOOKINGS

- 2.1. Provisional bookings will be held for 7 days unless otherwise agreed by Lensbury or in the event that Lensbury receives a firm enquiry for an Event from a third party on the same dates. In such circumstances, confirmation or release of the provisional booking will be required from the Client within 24 hours.
- 2.2. If the deposit and signed terms and conditions are not received within this time, then Lensbury reserves the right to sell the date.
- 2.3. All bookings are confirmed only after the terms and conditions have been signed and return and the deposit has been paid.

### 3. CHARGES AND PAYMENTS

- 3.1. All prices are inclusive of VAT. However, if the rate of VAT changes between the date the contract is formed and the date of the Event, Lensbury will adjust the VAT (and hence the overall price of the Event).
- 3.2. A deposit will be required to secure the booking. This amount will be advised prior to confirmation.
- 3.3. Deposits are non-refundable and non-transferable.
- 3.4. If the Event date is scheduled more than 1 year after the date of confirmation of booking, Lensbury reserves the right to increase the price of the event by up to 5% for each complete period of 12 months between these two dates.
- 3.5. Full and final payment will be required 14 days before the Event.
- 3.6. Payment must be made in pounds sterling by debit and credit card, or bank transfer.
- 3.7. The Client will also be responsible for any unpaid costs incurred by a guest attending the event.
- 3.8. Lensbury reserves the right to charge interest at the rate of 2% above the base interest rates of Citibank on any overdue sum from the date payment is due to the date of payment.

### 4. CANCELLATION BY THE CLIENT

- 4.1. In the event of cancellation, deposits will not be refunded in any circumstances and Lensbury reserves the right to levy cancellation charges as follows:

Length of time before your event	Cancellation charge
More than six months	Amount of the deposit (i.e. non-refundable in all cases)
Between 3 and 6 months	Up to 50% of event total price
Less than 3 months	Up to 75% of event total price
Less than 1 month	Up to 90% of event total price

- 4.2. All cancellations must be sent in writing.
- 4.3. Lensbury will use its reasonable endeavours to resell the cancelled booking. If successfully resold, Lensbury will reduce the cancellation charges pro rata.

### 5. CANCELLATION BY LENSURBY

Lensbury reserves the right to cancel the Client’s booking without liability and without any obligation to refund the deposit if:

- 5.1. The booking may prejudice the reputation of Lensbury



- 5.2. An Event for which a booking is made is unlikely to be conducted or organised a proper or in a suitable manner.
- 5.3. The Client is in arrears of payment due to Lensbury.
- 5.4. An event of force majeure occurs

**6. OUTSIDE CONTACTORS**

- 6.1. Lensbury do not accept liability for outside contractors and service providers, any damage incurred by them, or their failure to fulfil their contract.
- 6.2. The use of candles or smoke and fire performances is prohibited. Noise limiters are fitted in certain rooms.
- 6.3. The Client shall be responsible for ensuring that third party contractors comply with all applicable statutory codes or regulations and the reasonable requirements of Lensbury relating to health and safety and site rules and regulations and are in possession of the required paperwork, such as a current Portable Appliance Test certificate and Public Liability Insurance certificate.

**7. FOOD AND BEVERAGES**

- 7.1. No food or beverages other than those provided by Lensbury shall be consumed by the Client or guests while on the Premises, unless written permission is received from Lensbury. Corkage charges will apply if the Client wishes to provide their own beverages.
- 7.2. All guests must be catered for. For example, if 100 guests are attending, then the Client must provide food for all 100 guests.

**8. CLIENT RESPONSIBILITIES**

- 8.1. Final catering numbers must be confirmed no later than 21 days before the Event in order that a final invoice may be raised. Subsequent increases in numbers will be invoiced separately. Please note, no refunds will be given for any decrease in numbers. If the actual number of guests falls beneath the minimum number for the function room, the Client will be charged for the minimum number.
- 8.2. The Client is responsible for the behaviour and actions of their guests while at Lensbury. Any inappropriate behaviour will result in the event being stopped early, and the offending guests removed from the Premises.
- 8.3. Children under the age of 16 are the responsibility of their parents. They must be supervised at all times and any damage caused by them will be reimbursed by the Client.
- 8.4. Lensbury operates a zero tolerance policy. Aggressive, violent or threatening behaviour towards staff or guests will not be tolerated. Illegal substance use or distributed will not be tolerated. Individuals displaying the above behaviour will be asked to leave the Premises and the police informed.

**9. ADDITIONAL TERMS AND CONDITIONS**

- 9.1. Any personal effects such as bridal decorations left overnight by the Client or their guests and contractors are their responsibility completely and Lensbury take no responsibility for their condition.
- 9.2. In all cases English Law prevails

NAME .....

SIGNATURE .....

DATE .....

DATE OF EVENT .....