

Caia Booking Terms & Conditions

All reservations at Caia provisional or confirmed, are made upon and are subject to the following Terms & Conditions and no variation thereof will be accepted unless agreed in writing with Caia. Written confirmation (via email, fax or post) will confirm acceptance of Caia Terms & Conditions. This agreement does not include any other oral or written promises, terms or conditions. Any amendment or change to this agreement shall have no effect unless agreed upon in writing that refers specifically to this agreement and is executed by duly authorised representatives of both parties.

TERMS & CONDITIONS

1. Interpretation

In these Terms & Conditions “Caia” means Caia Restaurant Ltd, and the “Client” means the person, firm or company booking Caia.

2. Event Details:

All details must be confirmed no later than 10 working days prior to the event that is booked.

All final numbers must be notified to the Events Department in writing no later than 10 working days before the event.

During the lead up to your event your events manager will contact you to collect all details of your event and will require you to confirm all event details, including set up, food, beverage, dietary & allergen requirements, any table plans & final billing details. An events sheet will be sent to you prior to your booking. It is your responsibility to look over all details and ensure they are correct. The events sheet is given to the team in advance of your event.

Please note, special terms & conditions may apply for key dates or bookings outside of this time frame.

3. Confirmation, Deposits & Payment

All bookings require a deposit to confirm your reservation. All deposits are fully redeemable on the total bill and cannot be redeemed on another day.

If this booking is not confirmed 10 working days prior, we reserve the right to release the table.

Payment for a booking, including any extra charges, must be made in full at the end of the event, including any spend above the minimum spend, outside of the pre-order, menu cost and service charge if applicable.

We do not have the facility to create several bills. The total bill can be split equally across the whole group or can be paid using one card payment.

We do not have the facility to offer post event invoicing.

We do not have the facility to create several bills.

At the end of the event, if full payment has not been received from the Client, the balance will be charged to the Client's credit card provided.

All major credit cards are accepted.

4. Minimum Spend, Minimum Numbers and Room Hire.

4.1) Unless otherwise agreed between the venue and the client the full minimum spend for this event will need to be reached, it can be paid in full prior to the event.

4.2) A minimum spend applies to your event (as detailed in your booking) this relates to all food and beverage. In the event that your numbers drop we are unable to adjust your agreed minimum spend and you will still be charged based on it.

4.3) If you are based on a minimum spend we require 50% of your minimum spend to confirm your reservation.

If you do not wish to pay the full minimum spend prior to the event, a 50% deposit is charged to confirm your reservation and the remaining amount will be charged to the credit card provided on the day of your event unless otherwise advised.

4.4) If the minimum spend is not achieved on the day, on food & beverage, will be charged as unused minimum spend.

5. Cancellation

5.1 Cancellation by the client – upon confirming your booking terms and conditions

You may cancel this agreement only upon giving written notice to the venue; however, a fee may be levied. Please see the cancellation policy below.

- Cancellation of bookings (or any part thereof), the following cancellation charges may be levied at the sole discretion of the management.
- Between 1 month prior to the event full paid deposit will be refunded
- Less than 14 days prior to the event 50% of the deposit will be forfeited
- Less than 7 working days notice, we retain 100% of the deposit will be forfeited

6. Cancellation by Caia - Covid-19

The restaurant may cancel a booking without any liability being incurred whatsoever if:

The Client becomes insolvent or enters into liquidation/receivership, is in breach of any of the terms of this agreement or the Client fails to pay the requested deposit or funds have not cleared.

The restaurant may cancel a booking and return the client's deposit or if the restaurant is closed due to Force Majeure circumstances, including, but not limited to: Covid-19, national lockdown, fire, mechanical or electrical breakdown, staff dispute, by order of the public authority or the restaurant resolves to refurbish the restaurant on a date which commences on, or remains ongoing on, the date of the booking.

The venue reserves the right to cancel any booking at its discretion in the following circumstances:

- a) If a client is in breach of these terms and conditions in any manner, a fee may still be applied in the situation when such breach has not been remedied within 20 days of being notified of such breach.
- b) If it appears in the opinion of the Manager that there is a serious threat to the security of the venue or its guests or that the event is likely to create a serious disturbance
- c) If it appears in the opinion of the Manager that the nature of the event is materially different from that of the original envisaged by the venue and may cause harm to the reputation of the venue.
- d) For circumstances or beyond our reasonable control; riots, strikes, accidents, acts of war and natural disasters, also known as Force Majeure.
- e) If the event is cancelled due to a security threat or Force Majeure event, the client is entitled to a full refund.

If the venue without any obligation on its part succeeds in making a replacement booking it may at its discretion reduce cancellation charges.

7. Food Menus, pre-orders and drinks

We ask for all guests to dine from one of our Events Menus.

Menus and drinks final pre-orders are required two weeks prior to the event date including all dietary requirements.

All of the menus are based on seasonal availability. The wine list is subject to price and vintage changes throughout the year.

Menus and wine orders are required two weeks prior to the event date. No wines, spirits, food or beverages may be brought into Caia.

8. Final Numbers

Confirmation of the number of guests attending the event are required 10 working days prior to the date of the function. The client guarantees the minimum spend or the minimum number will attend the event and the charges have been calculated on this basis. If confirmation is not given, the Client will be charged for the number of guests stated in the most recent correspondence or the confirmed minimum number, whichever is higher. Additional guests will be accommodated where possible.

The Client will need to provide a full guest list at least 48h prior to the event, otherwise Caia reserves the right to not accommodate any extra guests on the day.

9. Service Charge

A discretionary service charge of 13.5% will be added to the Client's final bill on all consumable items. To the extent that the Client agrees to pay such a discretionary service charge, this amount is payable at the end of the event.

10. Value Added Tax

Value Added Tax at the current rate is included in all prices.

11. Smoking

Caia is a non-smoking restaurant. Smoking is only allowed outside of the restaurant, please note restrictions might apply to the outside area.

12. Caia Event Decor

Arrangements may be provided for sit down events . Should a guest remove or damage these arrangements, equivalent damages cost charge will apply and must be paid within 7 working days.

13. Premises, Decorations and Furnishings

The client shall be responsible to Caia for any damage caused to the allocated rooms or furnishings, utensils and equipment therein or to Caia generally by any act, default or neglect of the client or any sub-contractor, employee or guest of the client and shall pay Caia on demand the amount required to make good or remedy any damage. No removal of any fixture and fittings of the venue will be permitted without the prior written approval of the management.

Any special decoration or production affecting the fixtures and fittings by the client to the venue must have prior consent from the Manager. Any damages caused will be charged to the client and must be paid within 7 working days.

Decoration or promotional materials can be brought into Caia if your reservation is an exclusive hire with prior authorisation. No balloons, confetti or any additional table decorations into the venue. Sparkling candles are not permitted in the venue.

15. Outside Services and Entertainment

The prior consent of Caia must be obtained for any entertainment or services contracted for the Event by the Client, all of which must comply with any statutory codes and regulations.

The Client shall indemnify Caia for any loss or damage resulting from the acts or omissions of such third-party suppliers. Details of pre-approved suppliers, entertainment and services must be given to Caia on request including full contact details. The client & events manager must work together to provide a full run sheet of arrival, set up times, departure and de-rig timings including entrance to the building, loading bay use for all outside events services and entertainment.

16. Filming & Photography

Prior authorisation from our PR department is required for any filming or photography on the premises as well as for invitations using any imagery or logos, and events published in print or online. Proofs will be required. Please ask the Event Manager for further details

17. Deliveries & Collections

The venue is only able to accept deliveries and collections with prior notice agreed with your Event Manager. Deliveries are only accepted the day prior to your event or on the day and collections up to the day after your event. We are unable to accept any liability for loss or damage to items delivered to the restaurant or left behind after your event. All items must be marked clearly with your name and the name and date of the event when being delivered and/or collected. Any arrangement outside of these times or any items not clearly marked may not be accepted.

18. AV Equipment & DJ

Any electronic equipment that is brought into the building must be PAT certified (Portable Appliance Tested) is the client's responsibility to ensure functionality with

our equipment. We do not allow additional speakers or amplification unless agreed with the Venue Management.

Caia has its own music system and DJ station working on vinyl only.

A £250 fee will be charged to the client when the client requests a DJ service provided or arranged by the venue.

If DJ service is not arranged by the venue, the DJ will need to be pre-approved by the Venue Management.

If approved, the DJ will need to bring its own headphone set and will be reliable of any damages. A separate external DJ agreement will be handed out separately.

External speakers are not permitted and can't be used at any time in the venue.

19. Capacity

The maximum capacity of Caia is 54 guests for a seated meal and 75 for a standing reception.