



## **Terms and Conditions for Exclusive Hire Group Bookings**

We look forward to welcoming you at Rockwater. Please ensure you read through the terms and conditions set out below.

### **1. Confirmation of Booking**

- 1.1 Bookings will only be regarded as confirmed upon successful payment of the hire fee in full (see section 2 for further details). On completion of such payment, you will be deemed to have accepted these terms and conditions.
- 1.2 Any changes to the booking details must be made in writing and will be of no effect unless acknowledged in writing by Rockwater.

### **2. Hire Fee & Minimum Spend**

- 2.1 The total hire fee quoted is required to secure all bookings. Payment of the hire fee must be made within 7 days of the receipt of invoice. In the event payment is not made within this time, we reserve the right to release the requested event date to other customers.
- 2.2 If you are a 'no show', or cancel with less than 7 days' notice, the hire fee is non-refundable.
- 2.3 The minimum spend for your event, which shall be as notified to you by our Events team, will be payable no later than the agreed end time of your event.

### **3. Final Numbers**

- 3.1 Any amendments to guest numbers must be confirmed in writing at least 5 days prior to the date of your booking.
- 3.2 Rockwater will make reasonable endeavours to accommodate any increase in guest numbers, and will charge accordingly for the increase in group size, but cannot be held responsible for failure to accommodate any change.

### **4. Cancellation by the Customer**

- 4.1 Should you need to cancel your booking, please let us know as soon as possible and in any event no later than 7 days prior to your booking. Any cancellation made by you must be in writing to Rockwater and formally acknowledged in writing by Rockwater.
- 4.2 In the event of cancellation by you with less than 7 days' notice, or a 'no show', clause 2.2 will apply.
- 4.3 If you wish to reschedule your booking, provided you give us no less than 7 days' notice of such change, no change fee will be payable and your hire fee will be transferred to the new booking date, as agreed between us. Rescheduling of a booking will be permitted only once.
- 4.4 Where less than 7 days' notice is provided, we will retain the hire fee paid for the original date of your booking by way of a rescheduling fee. To make a reservation for another date, you will be required to pay a further hire fee in accordance with section 2.

### **5. Cancellation by Rockwater**

- 5.1 Rockwater shall be entitled to cancel your booking and shall not be liable for any failure or delay in performing its obligations under this agreement where that failure or delay results from any cause that is beyond Rockwater's reasonable control. Such causes include, but are not limited to: power failure, strikes, lock-outs or other industrial action by third parties, terrorism, riots and other civil unrest, fire, explosion, flood, storms, epidemic or other natural disaster, or any other event outside Rockwater's reasonable control.

# ROCKWATER

5.2 In the event of cancellation by Rockwater in accordance with section 5.1, you will be entitled to move your reservation to a different date, subject to availability.

5.3 We will be entitled to cancel your booking if you are in breach of any of the terms and conditions. We reserve the right to retain the hire fee in such circumstances.

## **6. Prices**

6.1 A 12.5% service charge will be added to your bill.

6.2 All prices are current at the time of going to print and include VAT or other government taxes where appropriate. Rockwater reserves the right to amend prices and take into account any charges in the rate of vat and other taxes.

## **7. General**

7.1 Rockwater has a preferred list of third-party suppliers for events features including (but not limited to) entertainment, flowers and specialist hire equipment. Use of suppliers outside of this list are subject to the prior written consent of Rockwater. Such consent must be obtained no later than 14 working days prior to the date of your event.

7.2 No decorations, flags, emblems, signs, displays, posters, placards, advertisements, notices or other accessories shall be displayed or used by you on the premises without the prior written consent of Rockwater. Such consent must be obtained at least 48 hours prior to your booking.

7.3 Unfortunately, we cannot accommodate hen or stag parties at Rockwater. We reserve the right to cancel your booking if we become aware it's for a hen or stag party. We also reserve the right to refuse entry to any group that arrives at the venue for a booking where it becomes apparent it's a hen or stag party.

7.4 Please provide us with advance notice of any special requests and we will endeavour to accommodate these. We ask guests to provide no less than 5 days' notice of special requests.

7.5 All dietary requirements should be notified to us at the time of pre-order and any changes in dietary requirements should be notified to us no less than 5 days' prior to your booking.

7.6 Rockwater operates as a cashless venue and only card payments will be accepted.

7.7 Governing Law

These terms and conditions shall be governed by the laws of England and English courts shall have exclusive jurisdiction to hear and determine any dispute, action or claim that may arise out of or in connection with them.