



TERMS & CONDITIONS

Please make sure that all the members of your party are aware of these terms and conditions.

Confirming Your Booking

- The Agreement must be returned by the Client and received by the Chop House within five working days of the date of issue or, if such time is not available prior to the date of arrival, within a maximum of 24 hours. If the Chop House does not receive the Agreement within this period, we reserve the right to release the provisional booking and re-let the facilities.
- Bookings must be confirmed back to you in writing by The Albert Square Chophouse.
- Bookings will be confirmed when we receive a signed booking form and cleared funds in payment of the deposit.
- An initial £720 deposit is required to secure the booking. Should the client fail to pay the requested deposit(s) within 7 days of the due date, the Chop House may treat the booking as having been cancelled by the client. Deposits are neither refundable nor transferable.
- In completing this booking form, you are confirming that you are over the age of 18 and that you are agreeing to be bound by the Terms & Conditions. You are also confirming that you are authorised to do so on behalf of all persons named in the booking and you are acknowledging that all members of the party are agreeing to be bound by these Terms & Conditions.
- Your booking is classed as *provisional* until we have received the above and issued a receipt.
- The deposit will, of course, be subtracted from the final balance due.

Amendments to Your Booking

- If the *size* of your party reduces in any way, we draw your attention to our policy on Cancellations. Please inform us as early as possible.
- Revisions to the food order can be easily accommodated up to the pre-order deadline. Please communicate these in writing (seven days before the date of your event). It may not be possible to make late adjustments.
- Where reasonable prior notice is given The Albert Square Chophouse will endeavour to accommodate additions to the client's booking, subject to availability.
- In the unfortunate circumstance that you have to cancel or postpone your confirmed booking at any time prior to the event, we will make every effort to re-sell the facilities on your behalf. In the event of the Chop House being unsuccessful in the reselling the cancelled or amended booking, cancellation charges will be made as follows:

Cancellation/Partial Cancellation/Postponements

Period of notice	Charge
• 12 months or longer	10% of rates quoted
• Between 6 and 12 months	25% of rates quoted
• Between 4 and 6 months	50% of rates quoted
• Between 2 and 4 months	75% of rates quoted
• Between 8 days and 2 months	100% of rates quoted

The charges apply to:

- i. 90% of the contracted packages & room hire revenue, 100% of any other costs e.g. equipment hire, entertainment and 70% of the contracted Food & Beverage revenue. Value added tax is deducted from cancellation charges.
- ii. Where a cancellation is made 7 days or less, 100% of the loss of revenue will apply.
- iii. Any cancellation, postponement or partial cancellation should be verbally advised to the Chop House in the first instance and you will be advised of a cancellation reference number. All cancellations must be confirmed in writing and the facilities you have reserved cannot be released for resale until this is received and acknowledged.

Definitive cancellation charges due can only be confirmed to you after the intended date of your event, when we shall reduce the charge by any alternative business we have been able to secure on your behalf. Should the client make significant changes to the programmed or the expected number of delegates, the Chop House reserves the right to amend the rates and/or facilities offered. Any delegates who do not arrive will be charged at 100% of the delegate rate or rates quoted for non-attendance, unless the Chop House is able to re-let the facilities. If the Chop House is unsuccessful the cancellation policy will be applied.



The Chop House reserves the right to cancel any booking forthwith or reserves the right to offer alternative facilities without any responsibility on its part in the event of:

- Any occurrence beyond the reasonable control of the Chop House which shall prevent it from performing its obligations in connection with the booking.
- If the booking might, in the opinion of the Chop House, prejudice the reputation of the Chop House.
- If the Chop House becomes aware of any alteration in the Client's financial situation.

Supply of Information

Any amendments, including additions or cancellations must be notified in writing by the Client and confirmed by the Chop House.

The Final Payment

- We are happy to arrange for advance payment of food and drinks pre-orders in full via a pro-forma invoice. **Please be advised that payment must clear prior to the day of the booking.**
- All bookings in the Function Suite will be required to pay 100% of the payment in advance of the day. Please be advised that payment must clear at least seven working days prior to the day of the booking. Please see payment Schedule as follows:

Payment Schedule

Period prior to event date	Percent of final payment due
• 12 months or longer	10%
• Between 6 and 12 months	25%
• Between 4 and 6 months	50%
• Between 2 and 4 months	75%
• Between 8 days and 2 months	100%

- We do not offer credit facilities without prior written agreement.
- Any additional costs incurred on the day such as bar tabs, additional meals etc. require settlement of the full bill on the day itself (by cash, or by credit / debit card. (Company Cheques can only be accepted with the appropriate guarantee card) but the possibility of this must be discussed with your co-ordinator in advance or with the manager on duty on the day.

Function Timings

- **On certain days and at certain times you may be required to vacate your table/room by a certain time;** we will discuss this with you beforehand. Return Times typically cannot be extended because of the impact on other customers.
- Pre-orders, where relevant, help us to coordinate fresh produce orders, kitchen prep and staff planning. They also ensure availability of menu options, to avoid disappointment for your guests, and create smooth event time line.
- Please regard the booking times as the start and end of your function. If you require access to the venue prior to your guests arriving for set up etc. or additional pack down time this must be arranged with your coordinator beforehand.

How to Pre-Order your Meal (where pre-orders are necessary)

- Fill in the pre-order form supplied by marking a (number 1) in the required fields, and either send it to us by e-mail, post – or drop it in personally if you'd prefer. Please remember that lunchtimes can be very busy periods for our managers who may be diverted by customer service.
- The pre-order should include a full guest list by name and should also specify any special seating requirements or a table plan.
- Unfortunately, no other forms can be accepted.
- We try to compile our pre-orders three weeks prior to your event to assist with ordering and planning of logistics.
- The **final pre-order deadline for any changes is seven days** before the date of your meal.
- Regrettably we *may* not be able to accommodate changes after this date.
- Any last minute revisions, within the last week, must be agreed in advance with the Manager or your co-ordinator



Special Requirements

- Please advise us of any allergies, special dietary requirements or any other special needs in advance – ideally when booking or making formal, written amendments.
- We will be happy to arrange alternatives wherever possible.
- We cannot guarantee that nuts or nut traces will not be found in our food.

Exclusive Hires

- When reservations are made for exclusive hire of all (or a part) of the venue, we will agree either a room hire charge or a minimum spend (secured with a credit or debit card at the time of the booking).
- Failure to meet the minimum spend will result in the unspent monies being charged on the night.
- Balances may not be transferred.
- All exclusive or minimum hire bookings are subject to a non-refundable deposit of 50% of the room hire fee or 25% of the minimum spend to compensate for trade turned away. The deposit is payable upon confirmation of the booking.

Subject to Change

- The Victorian Chop House Company reserves the right to change menus, times, prices, payment or booking conditions.

External Hire / AV Companies

- The use of any external hire companies must be approved by your co-ordinator first.
- Any external AV equipment must have an in date PAT test certificate.

Damages

- The client is liable for any damages to the venue, furniture and catering equipment not deemed reasonable by the duty manager by either themselves or their guests. Such as but not limited to, linen, glassware, crockery, fixtures and fittings, soft furnishings etc.

Miscellaneous

- We operate a “no shoes off” policy. Whilst every effort is taken to clear away and make safe any broken glass or crockery there will always be the chance of injury. Therefore for Health and Safety we ask all guest leave footwear on.
- Indoor fireworks such as table fountains or sparklers are not permitted.
- Open flames such as candles must be in an enclosed votive or not protrude above the votive rim.
- External DJ’s bands or must adhere to set decibel levels.
- The manager on duty has the right to ask unruly guests to leave the premises.
- The manager on duty has the right to refuse service of alcohol to any intoxicated guests.

Force Majeure / Circumstances beyond our Control

- Force majeure means unusual, unpredictable or unavoidable circumstances that are outside the Chop House’s control and which prevent the contract being fulfilled.
- These are circumstances which we could not reasonably have foreseen, avoided or overcome and are outside the Chop House’s responsibility and liability.
- They include, but are not restricted to war or the threat of war, riot, civilian insubordination, industrial disputes or strike, acts of terrorism or threats thereof, natural or industrial catastrophe, illness, injury or death, fire, severe weather conditions, flood, technical, IT or maintenance issues.
- The Victorian Chop House Company reserves the right to refuse entry where deemed necessary.

Property & Goods

- The Chop House does not accept any responsibility for loss or damage to a client’s property and goods. The restaurant’s staff are not authorised to accept responsibility for such property or goods.

Service Charge

- **Please note a discretionary 10% Service Charge** will be added to bills where applicable. It is your right not to pay. If we have failed to justify it in any way, if you are unhappy about this for any reason, or if you simply disagree with the



principle, please bring this to our attention and strike the amount off the bill.

- We apply the charge because we believe that great service is fundamental to our success. We encourage all our staff to go the extra mile to look after our customers and the charge is used to encourage and reward this - collectively. The money is fairly distributed amongst ALL the staff (including those in the kitchen and the bar too) because the team relies upon every member to be effective. The kitchen staffs, from chefs to kitchen porters, are often the unsung heroes in every restaurant. And we believe passionately that they deserve to share in any rewards for good service.
- We have never used the service charge income to make up any shortfalls in pay. And never would. Instead the money is added to monthly remuneration and also contributes to our significant staff incentive scheme. We try very hard to make sure that the best people get the recognition and rewards they are due, rather than just those handling the payment transaction. That's why we work so hard to ask for names of people who have gone the extra mile – on the feedback forms and in our manager meetings.
- It has always worked for us by encouraging teamwork. It helps us with staff retention in the kitchen. And the end-result is, hopefully, better service, a better product and continuing customer satisfaction.

General

- The Clients shall be responsible for the orderly conduct of its delegates, and shall ensure that its delegates have regard to any regulations imposed by any competent authority, and that nothing shall be done which will constitute a breach of the law. The Client shall fully indemnify the Chop House against any claims, or loss or damage arising as a result of breach of this clause.
- Prior written approval must be obtained if you wish to fix items to the walls, floors or ceilings. The Chop House will hold the Client responsible for any damage caused through negligence by the Client, the Client's guests or the Client's contractors. An inspection of the premises before and after the event may be requested by contacting the Duty Manager.
- Where any facilities or services are booked, the Chop House will not be liable to make any refunds should the delegates fail or refuse to use them for whatever reason and full payment must be made.
- Where the Chop House is requested to book facilities and/or services on behalf of its clients or their delegates with third parties, it will do so in good faith but cannot be held liable should the standard of those services prove deficient, nor for the acts or omissions of such third parties.
- Only food and beverage purchased from the Chop House may be consumed on the premises. If food or beverages are brought into the Chop House for consumption, a charge will be made equal to our selling price for that or an equivalent product, which shall be in the absolute determination of the Chop House.
- Bedrooms and meeting room space is offered to the Client for their exclusive use and for their affiliates and is not for resale to non-affiliated parties unless by prior arrangement with the Chop House
- The event must start and finish at the times specified on the contract. Changes to the times must be agreed with the Chop House.
- It is strongly recommended that you take out event insurance. Please contact your preferred broker.

Complaints

- If you are dissatisfied with any aspect of your experience you should bring the problem or issue to the attention of the duty manager as soon as possible so that all reasonable efforts can be made to rectify the situation to your satisfaction at the time. If for any reason, the issue cannot be resolved to your liking and you wish to make a complaint, you should put it in writing to The Manager, The Albert Square Chop House, Albert Square, Manchester, M2 5PF or e-mail the same at enquiries@vicchopco.com.