

Private Hire Terms & Conditions: MAYA – Hanover Square Limited

These terms apply to private hire or group reservations at Maya – Hanover Square Limited (the “Restaurant”). By confirming a booking and paying the deposit, you agree to these terms.

1. Confirmation

- A booking is confirmed only once we receive either (a) a signed copy of these terms, (b) the required deposit, and/ or (c) our written confirmation.
- Any changes must be agreed in writing by the Restaurant.
- If you sign on behalf of a company or group, you confirm you are authorised to do so. If not, you will be personally responsible for the booking.

2. Payments & Deposits

- A deposit of **the agreed amount** is required to confirm your booking.
- The balance and any additional charges are payable on the day of your event.
- We do not offer account facilities. Any unpaid amounts may be charged to the card details provided at booking. Interest of 2% per month may be charged on late invoices.

3. Minimum Spend & Prices (if applicable)

- The minimum spend applies to food and beverages only
- If you do not meet the minimum spend with food and drinks. A room hire charge will be added to meet this balance
- A discretionary 12% service charge applies and is on top of the minimum spend
- If your spend exceeds the minimum, you must settle the difference on the day.

4. Cancellations

By you:

- More than 30 days before the event: 50% of the deposit refunded.
- 8–30 days before: deposit non-refundable.
- Within 7 days: full minimum spend will be charged. Or if no minimum spend, then the full food and drink preorder

By us:

We may cancel without liability if:

- the Restaurant is closed due to unforeseen events (fire, power failure, etc.),

- Force Majeure applies,
- payment terms are not met, or
- you breach these terms.

5. Guest Numbers

- Final numbers must be confirmed at least **3 business days** before the event. Charges will apply for the confirmed number even if fewer attend.
- We will try to accommodate increases, but cannot guarantee availability.

6. Allergies

- Please notify us of any allergies in advance. While we take care, we cannot guarantee food is 100% free from allergens.

7. Guest Conduct & Dress Code

- You are responsible for guest behaviour. Illegal or disruptive behaviour will not be tolerated.
- Dress for the occasion (smart dress code) – gym wear or sportswear are not permitted. Entry may be refused at our discretion.

8. Decorations

- Any decorations must be pre-approved at least 48 hours in advance.
- Guests are responsible for setup and removal. Any damage or cleanup costs will be charged.

9. Liability

- The Restaurant is not liable for loss or damage to guests' property.
- You are liable for any damage caused by you, your guests, or suppliers.
- Our liability is limited to the amounts paid by you, except in cases of death, injury, or fraud caused by our negligence.

10. General

- These terms are governed by English law.
- Any disputes will be handled exclusively by the courts of England and Wales.

Signed by:

Name:

Date: