

## **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: