



ALL STAR LANES TERMS & CONDITIONS – PRIVATE LANE - MAIN HALL EXCLUSIVE – FULL VENUE HIRE

Room Hire (Deposit)

This is the amount quoted and contracted for private room hire, exclusive main hall hire or full venue hire, within the times agreed on your booking form. Your booking is considered provisional until All Star Lanes receive a signed booking form and full payment of the Room Hire (Deposit). All Star Lanes advise you not to make firm plans until you receive confirmation of your booking via email from your Event Manager.

Minimum Spend

This is the amount quoted and contracted to be spent on food, beverages and/or All Star Lanes merchandise. The Minimum Spend /full catering pre-order (whichever amount is greater) is due 10 working days before your event. In the event the Minimum Spend is not met, no refunds will be issued nor will any balance be transferred to another booking. Cash bar sales made during an event can count towards the Minimum Spend only with prior approval from venue management. If cash bar sales do not reach the agreed Minimum Spend, the remaining difference will be charged to the event organiser and is to be paid by the close of the event. All Star Lanes are legally prohibited from selling any beverages which will be consumed off site.

Catering Pre-Order

Your food and beverage pre-order is due 10 working days before your event. Please email your requirements to your Event Manager by the set deadline.

Service Charge

Our team will always work hard to ensure you enjoy your experience with us! A discretionary service charge (12.5% - London, 10% - Manchester) will be added to the Minimum Spend. This amount will appear on your event function sheet once your pre-order is submitted. Service charge will also appear on the bill in the venue at the close of the event and reflect the actual Spend on the day. Should you opt not to pay service, please let your Event Manager know in advance, or tell your server at the close of the event. Service charge is calculated only against food and beverages.

Cancellation

Should you need to cancel your event for any reason, All Star Lanes require **20 working days' written notice** in order to receive a full refund of your Room Hire (Deposit).

- If you cancel within 20 working days, All Star Lanes reserves the right to retain the Room Hire (Deposit).
- If you cancel within 10 working days of the event date, All Star Lanes reserves the right to retain the Room Hire (Deposit) and the full Minimum Spend or full catering order (whichever amount is greater).

All Star Lanes cannot be held responsible for exceptional weather conditions, suspension of travel or any other circumstances beyond reasonable control; and no such circumstances will be considered grounds for cancellation without charge.

Last minute bookings – cancellation

Short-notice bookings made within 10 working days of the event date may be granted a short cancellation period as determined on a case by case basis.

Changes to Your Event

Should you need to change the date of your event for any reason, All Star Lanes require **20 working days' written notice**. With due notice, we shall endeavour to find you an alternative date, subject to availability. The Room Hire (Deposit) will be transferred to your new date.

If you change the date of your event within **20 working days**, All Star Lanes reserves the right to retain the Room Hire (Deposit). Any changes to your event (food/beverage pre-orders, guest numbers) requested less than 10 working days prior to the event will be at the discretion of the Head of Events.

**No shows**

If you fail to show up for your event, All Star Lanes reserves the right to retain all pre-payments including Room Hire and Minimum Spend/full catering pre-order (whichever amount is greater).

Relocation

In exceptional circumstances included but not limited to (fire, flooding, power or equipment failure), All Star Lanes may move your booking to another area of the venue or another venue subject to availability. You will be notified of this as far in advance as possible.

Equipment and building care

Our management will complete an inventory check at the start and end of your event. Any damages caused to the venue or equipment by your party will be charged to you at the replacement cost for the item, plus labour for any fittings.

Hire Equipment

Should you require additional furniture or equipment to support your event we are more than happy to assist you in arranging this. Third-party equipment hire is not included in your Room Hire or Minimum Spend and will apply additionally to your event costs.

Lost Property

All Star Lanes does not accept responsibility for the theft, loss or damage of any items on our premises. Any items left in venue shall be kept for 10 working days then disposed of.

Reselling

Reselling of All Star Lanes Private Rooms or spaces is strictly prohibited. Promoted or ticketed events will be deemed as breach of contract and will result in All Star Lanes cancelling the event and retaining all pre-payments (Room Hire and/or Minimum Spend).

Commission

All Star Lanes will agree to pay commission at a pre-agreed rate with registered agencies for the net value of the contracted costs only – Room Hire and Minimum Spend. All Star Lanes does not pay commission for main hall bookings. All event costs must be settled in full and the Minimum Spend met before commission is paid to any agency. Payment will be made within 45 working days upon receipt of an invoice that includes a registered VAT number. Invoices must be sent directly to the Event Manager who coordinated your booking.

Under 18's Policy

No under 18s are permitted in the venue(s) after 18:00. Should you wish to have guests who are under 18 attend your event in a private room after 18:00, please speak to your Event Manager so approval can be given from the venue's General Manager. We operate a strict ID policy, so please ensure guests bring valid photo ID to prove their age. Guests will not be refunded their Room Hire (Deposit) if any of their party fails to show valid ID on entry.

Corkage

Should you wish to provide your own beverages for your event, please ask your Event Manager about corkage rates at least 10 working days ahead of your event. Where All Star Lanes agrees to corkage, a pre-agreed fee per bottle will be confirmed by your Event Manager. The corkage fee(s) will be redeemed against your contracted Minimum Spend.