**DEFINITIONS**

All bookings remain provisional until confirmed with a signed Events and Hospitality agreement required no later than 14 days after the provisional booking date in order to secure booking.

Any bookings that are made within a 14 day period leading up the event must be confirmed by a signed agreement 2 days after the provisional booking, and full payment will be required immediately on confirmation. The persons name responsible for paying the balance must be specified on the agreement.

All bookings are subject to minimum numbers.

**DEPOSITS**

A non-refundable deposit of 20% will be required on confirmation of booking.

The balance will be required 14-days prior to the event.

**AMENDMENTS**

Any amendments made within the 14 days prior to the event must be confirmed in writing. The risk of error increases within this time scale leading up to an event, therefore 1 month prior to the event all amendments must be submitted. Multiple amendments made within the 14 day period could be subject to a fee at the Manager’s discretion. This is in place to minimise amendments and ensure event success.

The Client will be billed according to the details on the final agreement, therefore a reduction in numbers or changes to requirements must be paid for.

**CANCELLATION BY THE CLIENT**

Should any client have to cancel prior to the event, the following charges will be enforced:

12-6 months prior to the event - 20%

6-3 months prior to the event - 50%

2 months prior to the event - 75%

1 month prior to the event - 85%

Less than 1 month prior to the event - 100% full contract price.

**CANCELLATION BY THE COMPANY**

The company may cancel the event at any time based on the following:

A) If the booking might in any way prejudice the reputation of the Company.

B) If the Company becomes aware of any alteration in clients current financial situation.

C) Football Fixtures (see below)

D) Molineux Events (see below)

**FOOTBALL FIXTURES AND MOLINEUX EVENTS**

The date of your function has been accepted in good faith

We may not be able to honour your booking in the event of a football fixture being re-arranged for the date in question, or a large scale concert/event. In this eventuality, an alternative date will be offered or assistance given in organising alternative arrangements. FULL DEPOSITS WILL BE REFUNDED.

**PAYMENTS**

The Company operates a pre-payment policy, therefore Full settlement is required wherever possible 14 days prior to the event taking place, unless the Company has approved credit facilities beforehand. Proforma invoices will be issued automatically.

If credit facilities are approved, credit accounts are due for payment 30 days after the invoice is issued. The Company reserve the right to charge 2% above base rate on any outstanding debts thereafter.

**PRICES**

All prices quoted include V.A.T. The company reserves the right to pass on to the customer price increases caused by rate changes imposed by the Government.

**CORKAGE**

No wines, spirits or food may be brought onto the premises, unless the prior written consent of the Company has been obtained for which a charge will be made.

**OUTSIDE SERVICES**

The Company’s prior consent must be obtained, in writing, for any entertainment or services contracted by the client for a particular event.

**LIABILITY**

The Company does not accept liability for any failure to provide or delay in providing the services contracted.

**PROPERTY & GOODS**

The Company does not accept responsibility in any way for Client’s property. Any goods deposited with employees or representatives of the company are the owners risk. Please be aware that the Company does not take responsibility in any way, shape or form for loss or damage to goods or property belonging to the client.

**DAMAGE**

Any damage wilful or otherwise to the premises, furnishings, fixtures or fittings will be the responsibility of the client, and must be paid for on request of the Company.

**RENOVATION WORKS**

Being a football club means that at various times throughout the year renovation/replacement works will be carried out on the building and football pitch, especially during closed-season (mid May to August)

**DISABLED ACCESS**

Due to updated regulations within the D.D.A, access for disabled visitors is occasionally required through the Hayward/Molineux Suite. Wherever possible we would notify conference organisers in advance, however on occasions advance notice is not always possible.