

OLD CHURCH FARM

Church Road, Rudgeway, BS35 3SQ
Tel: 01454 417389

GENERAL BOOKING CONDITIONS

These general booking conditions relate to your contract in hiring Old Church Farm and Conference Centre. You should read them before signing your booking confirmation.

By signing and returning your booking confirmation you are agreeing to abide by these general booking conditions. Old Church Farm reserves the right to amend these booking conditions at any time without prior notice.

If you have any questions about these terms and conditions then please email:

kate@ocf-bristol-conference-centre.co.uk

DEFINITIONS

'General Booking Conditions' - This document

'**The Venue**' - Any of the following rooms (used singularly or in combination) at Old Church Farm Bristol Conference Centre, Church Road, Rudgeway, BS35 3SQ:

Skittles Alley, Meeting Room 1, Meeting Room 2, Boardroom, Breakfast Room,
Dining Room, Parlour, Drawing Room, Bedroom 1, 2, 3, 4, 5, 6, 7.

'**The Booking**' An agreement between you and us to hire a room, or a number of rooms, and for any additional services we provide for you at Old Church Farm.

'**Fees and Charges**' The total amount payable to Trimlets Ltd trading as 'Old Church Farm' and 'OCF Bristol Conference Centre' for the Booking, in accordance with the OCF's standard fees and charges.

'**OCF**' Old Church Farm Bristol Conference Centre, Church Road, Rudgeway, BS35 3SQ

'The Event' The stated activity or function to be held at the venue for which the Booking has been made.

'**The Hirer**' and 'You' The person(s) who sign(s) the venue booking form. The person signing this booking form must be 18 years of age or over at the time of making the booking. When the booking is made on behalf of a commercial, business or other organisation, "the Hirer" and "You" includes such an organisation, and the person signing the venue booking form shall be deemed to be authorised to do so on behalf of such organisation and, as such, will be jointly or severally responsible to the for the payment of the hire charges and for the strict observance of these General Booking Conditions.

'**We**' 'Our' 'Us' or 'Trimlets Ltd', 'Old Church Farm Bristol Conference Centre', 'OCF' acting by its Conference Manager or in his/her absence the Operations Manager or Sales & Marketing Manager or Owner

SECTION 1

USING THE VENUE

(a) Making an application to use the venue

- i) An application to use the Venue may be made in person, by telephone, by fax or by email by any person over the age of 18 years.
- ii) Applications can be made at any time in advance of the date in which you are interested.
- iii) Details of your application will be added to our venue management system and we will send you a booking confirmation.
- iv) You must check the details it contains and read these General Booking Conditions before signing the booking confirmation and returning it to the Venue. (these are available by request or at kate@ocf-bristol-conference-centre.co.uk) The booking confirmation should be returned within 14 days.
- v) If the booking confirmation is not signed and returned within 14 days we reserve the right to offer the room(s) you have applied to use to customers on our waiting list.
- vi) OCF reserves the right to refuse an application without stating the reason for so doing.

(b) Confirmation of the Booking

- i) Your application to use the Venue becomes a Booking when we receive back from you the signed copy of the booking confirmation.
- ii) When an event is booked, you will speak with the OCF Sales team. These staff will remain your OCF contacts between making the booking and the event itself.
- iii) Each time the details of your booking are amended, we will send you a revised booking confirmation which you must sign and return to the Venue.

(c) Fees and Charges

General bookings (excluding day delegate rates)

- i) We make a charge for the following: block booking room hire, equipment hire, additional event services, catering services and extra staff when required.
- ii) Room hire charges are applied in 4, 8 and 24 hours hire bookings, however some room hire have minimum hire periods, which are outlined in our hire charges.
- iii) Hire refers to the total time of the block period booking in whole hours, which must include the time you require to set up your event and the time it will take for you to be clear of the Venue. These can be different to the hours of the actual event.
- iv) An additional room hire charge will be levied at the prevailing 2 hourly rate should the Venue be occupied outside of the initial period of the booking. Bookings longer than 8 hours will be charged at the prevailing 1 hourly rate.
- v) There will be an additional fee of £100 required to hire a room earlier or later than our core building opening/closing times and £200 to keep any of the building open later than our premises licence allows. Closing times subject to licensing procedures and local licensing objectives.

vi) Room hire charges include the following: the provision of hired space with reasonable access; furniture; reasonable heating and lighting.

vii) Room hire charges do not include any additional services and/or special equipment (for example exhibition lighting, a 3-phase power, use of telephones etc.) These can usually be provided and will be at extra cost. It may not be possible to provide additional services and/or special equipment in some parts of the Venue nor at very short notice.

viii) Equipment hire charges apply to whole days.

ix) If equipment has been requested/provided by OCF specifically for an event; then the hire fee is passed on to the customer, regardless of whether the equipment was used by the customer as part of the event.

x) You must indemnify OCF against all losses, damage, damages claim and expenses incurred as a result of your Booking or use of the Venue. This includes the full repair, replacement or cleaning costs (as we consider necessary) for any damage or soiling of the Venue or any equipment provided by OCF.

xi) Fees and charges will be based on OCF's standard fees and charges applicable at the time of the event, which are normally reviewed annually on 1 April. A list of current standard rates is available upon request.

xii) Any changes to hire charges that are made by OCF will initially be from 1st April each year and shall be deemed to be incorporated into bookings made prior to such changes. If any changes to hire charges are deemed necessary at other times these will be made, in which case two months' notice of increased charges will be given and the amended charges shall apply to the booking, subject to review by OCF. In the event of changes being made other than from 1 April and two months' notice is not given, the revised charges will still apply (subject to review by OCF) but you may cancel the booking without penalty if you wish.

Civil ceremonies, marriages, civil partnerships and receptions

We have the following payment plan in place;

i) We make non-refundable charges for bookings made for civil ceremonies, including marriages, civil partnerships, and/or for receptions. ii) We charge a non-refundable deposit of £500.00 (including VAT at the prevailing rate) or the total value of the booking whichever is lower. iii) We require 75% of the total balance of the booking no less than 3 (three) months in advance of the Wedding date. iv) We charge for the full remaining balance no less than 4 (four) weeks in advance of the Wedding date.

(d) Payment for bookings

i) Business Customers

1. Business customers are defined as any customer that has a registered business number or any charity with a registered charity number.

2. Generally, business customers are invoiced immediately after their events however OCF reserve the right to undertake credit checks and/or request settlement from new business customers of any costs fourteen (14) days in advance of your first event taking place.

3. Events that are booked with OCF less than fourteen (14) days prior to the event date must be paid in full.

4. Invoices issued after your event must be settled in full within fourteen (14) days of receipt (this excludes any banqueting requirements, see paragraph 8 below).

5. Hire costs for any new business customers that do not exceed £200 are required to be paid in full fourteen (14) days prior to the event. Any additional costs incurred on the day, must be paid on site by either card or cash, before leaving OCF.
6. Business customers may be asked to provide a company service or purchase order for their booking.
7. Late payment on invoices may result in future bookings being declined and any existing bookings being cancelled at the discretion of OCF Manager.
8. Business customers that require any banqueting services, which include OCF catering or catering from one of our approved banqueting suppliers, must pay a non-refundable deposit charge of £1000.00 (including VAT at the prevailing rate) or the total value of the booking, whichever is lower. Invoices must be settled within fourteen (14) days prior to the booking taking place.
9. Any credit that the customer is due for a booking will not be paid by OCF until after the event has occurred and all financial costs are known.

ii) Non-business customers

1. Non-business customers are defined as customers whom do not have a registered business or charity number.
2. Non-business customers will be invoiced in full, twelve (12) weeks before their events. Invoices must be settled in full within fourteen (14) days of receipt. (this excludes any wedding banqueting requirements, see paragraph 8 below)
3. If an invoice remains unpaid 10 days prior to the date of the Event, OCF may cancel the booking. The Hirer will be liable for any losses, administration charges, costs and cancellation charges arising as a result of such cancellation (see Section 1)
4. Following your event any additional charges incurred will result in a further invoice being issued. This must be settled within fourteen (14) days of receipt. An administration charge may apply for any subsequent amendments / invoices.
5. Bookings made within eight (8) weeks of the date of the Event will require settlement in full immediately.
6. Hire costs that do not exceed £200 are required to be paid in full fourteen (14) days prior to the event.
7. Any additional costs incurred on the day, must be paid whilst on site, by either card or cash, before leaving OCF.
8. Customers that have booked wedding ceremony or celebrations with OCF and require banqueting services from either OCF catering or catering from one of our approved banqueting suppliers, will be invoiced six (6) weeks before their event and must be settled in full within fourteen (14) days of receipt.

(e) Methods of Payment

- i) Payments may be made by BACS, in cash, by debit or credit card, by banker's draft or by a building society cheque. Personal cheques may be accepted at the OCF's discretion. Cheques and/or bankers draft must be made payable to Trimlets Ltd.
- ii) BACS payment details are as follows: - Account Name: Trimlets Limited - General Bank: Barclays Bristol Branch: Sort Code: 20-13-34 Account: 93036847

(f) Agency Commission

We will only pay agency commission to recognised agents booking OCF on behalf of their clients. Commission will only be paid following settlement in full of all invoices relating to a booking.

i) We will pay commission of 8% on the net total only of room hire costs which relate to the final confirmed hours of hire of the booking. iii) Agents must invoice us for the commission which is due, following the event taking place.

(g) Cancellations

i) We may cancel your Booking at our absolute discretion, although this would normally be done in exceptional circumstances. If we cancel your Booking you will be entitled to a full refund of all of the pre-paid charges in respect of your Booking. No further compensation whatsoever shall be payable to you for loss or damage whatsoever suffered or to be suffered as a result of the cancellation. This applies to business and to non-business customers.

ii) If you fail to pay an invoice by the due date prior to the date of your booking, you will be deemed to have cancelled the booking. This applies to non-business customers.

iii) If you cancel your booking, either through your failure to pay an invoice by the due date (non-business customers) or for other reasons, you will be liable for a cancellation charge. Details of how we calculate this charge are set out in the table below. They apply to all customers.

GENERAL BOOKINGS

Greater than 100 days (other than civil partnerships, weddings, receptions)	No Charge
100 – 43 days	10% of room hire
42 – 22 days	50% of room hire
21 – 0 days	100% of room hire 100% of catering costs

BANQUETING (CATERED) EVENTS

For cancellation of catered events up to 21 days before the event, we will negotiate a cancellation charge with the caterer.

(h) Proper use of the rooms

In applying to use the Venue you agree to: -

- use the accommodation as specified at the time of making your Booking;
- Adhere to 'The Smoke-free (Premises & Enforcement) Regulations 2006' which make it against the law to smoke in enclosed or substantially enclosed public spaces. Smoking is not permitted in any of the internal areas of the venue, on the porch leading to the main entrance, on the Drawing Room terrace or in the area outside The Conference Centre Courtyard.
- Abide by any reasonable requests made by us during the period of your Booking in respect of the use of the Venue by you and/or your guests.

You must also ensure: -

- That good order is maintained at all times by everyone attending your Event and to comply with our requests for the exclusion of anyone acting in a disorderly manner.
- that no unlawful betting, gaming or lotteries are allowed to take place;
- the proper care and supervision of children and young people;
- that you and/or your contractors take the necessary precautions to protect the health, safety, welfare and well-being of everyone attending your Event and that of any other users of the Venue in the building at the same time as your Event;
- that you do not make alterations to lighting, heating, seating, gangways, fixtures or fittings, stage equipment or curtains.
- that the designated exit ways are kept clear and unobstructed at all times;
- that you engage the services of our nominated security services company if we request you to do so;
- that you make no permanent/temporary fixings nor do you attempt to make any permanent/temporary fixings to any part of the building without prior permission
- that you obtain our permission for any permanent/temporary fixings to any part of the building before placement. Any agreed fixings must be made by the use of "White Tac" only;
- Where provision of electrical equipment is supplied by or through the client a current "PAT" certificate (portable appliance test) must be produced for the duty manager
- that smoke machines, incendiary devices, confetti canons or foil filled helium balloons are not used on the premises;
- that you do not put yourself or your guests at any risk of injury, whether intentional or not, by means of any dangerous physical activities.
- ensure that nothing is done, permitted or omitted contrary to any provision made by or under any statute in force at the time of the Booking;

(i) Events for young people

OCF does not allow events for young people under 21 years old.

(j) Variations to your booking

Please note that for all Bookings and Events we reserve the right to: -

- allocate a different area to the one booked according to prevailing circumstances;
- terminate your Event in cases of unreasonable behaviour or wilful damage;
- request you to withdraw or cease any activity which puts you, your guests, the public, us or the premises at any risk;
- Cancel the Booking if it becomes apparent that the nature or operation of the Booking or Event is not as declared to us at the time we accepted it.
- Cancel / terminate any function that does not comply to current legislation, health & safety etc

SECTION 2

CATERING SERVICES

(a) General

- i) OCF has in-house and preferred banqueting suppliers which provide all catering services at the Venue
- ii) OCF offers in-house and a comprehensive range of professional banqueting / event caterers (please ask for our list) who will provide a wide selection of menus from which to select the exact catering requirements suitable for your booking. Your choice of menu will then be served to all of your guests except those with any specific dietary requirements.
- iii) Our Sales team will administrate / deal with the banqueting requirements for your booking. Once you have chosen a selection or your preferred catering option, please contact our Sales team who will arrange a meeting with you & the preferred supplier(s). OCF will act as administrator for the discussions ensuring the information is recorded correctly and copies provided to all parties once the meeting has finished.
- iv) Details of the banqueting services you have asked us to provide will be set out in your booking confirmation which we send to you and which you must sign and return to us. You must notify us of any errors or omissions. You will receive a new booking confirmation for signature with any changes or amendments you make prior to your Event.
- v) OCF internal catering bookings for 100+ clients will require payment 12 weeks prior to the event. This will be 100% of the known cost at this time.
- vi) You cannot make any changes to the catering services we have been asked to provide at notice of less than 10 working days.
- vii) You must confirm the final numbers for catering purposes a minimum of 10 working days prior to the date of your booking. No adjustment to your final invoice can be made should final numbers decrease after that date.
- viii) In the interests of food safety, food provided by our approved banqueting supplier cannot be taken from the premises for later consumption.
- ix) Unless the circumstances are exceptional, in which case it must be agreed in writing in advance by us, you may not bring any food or drink of any type into the venue for consumption or resale to guests or to the public.
- x) All catering refreshments delivered to events at OCF may only be kept in situ for no more than 2 hours (hot food) and 4 hours (cold food)
- xi) No catering supplied by OCF or a preferred supplier may be taken off site by the customer at any time during or at the end of the event. This excludes wedding cakes, if brought on site by customers.

(b) Cancellation of Catering Services (Please also refer to Section 1, paragraph g)

- i) If you wish to cancel any of the catering services you have booked this must be done in writing at least 21 days before the date of the booking in order to avoid a cancellation charge
- ii) You will be liable for the costs of any additional and/or special catering services you have booked if the selected caterer has already incurred these costs.

iii) You will be liable for 100% of the cost of the catering services you have ordered if you cancel your booking in the period 21 – 0 days before the date of your booking.

(c) Catering Services in The Skittles Alley

i) You may provide your own catering for a booking in The Bowling Alley by arrangement only. You should discuss this with the OCF Sales team.

ii) If we agree to you providing your own catering for your Booking in The Skittles Alley, you will have the use of the small adjoining kitchen, which is fitted with a domestic size fridge.

iii) No cutlery, crockery or table coverings are provided for self-catered events

iv) The kitchen, if used, must be left in the condition in which it was found and you must remove all leftover food, containers & boxes from the Venue.

v) Neither we nor our approved caterers accept any responsibility for catering services not provided by the venue.

vi) Signing the booking confirmation for your event and subsequently these terms and conditions ensures you have full responsibility for the food you serve in the Skittles Alley. OCF cannot be held responsible for the food that is served to your or your guests in this area.

vii) Neither you nor your guests are permitted to serve alcoholic or soft drinks in The Skittles Alley. Bar provision and service is the responsibility of the Venue (section 3 refers)

SECTION 3

LICENSED BAR SERVICES

(a) General

- i) OCF is licensed to supply intoxicating liquors for consumption on the premises.
- ii) In line with our premises licence, no intoxicating and non-intoxicating drinks are to be brought onto the premises, without first written consent by the Sales staff dealing with the booking.
- iii) No intoxicating and non-intoxicating drinks that have been brought at OCF, can be taken off site without permission from the manager on duty.
- iv) Temporary bars can be provided in function and meeting rooms for which we may make a charge. OCF's Sales team will have details of the current charge.
- v) We operate all licensed bars within the Venue and reserve the exclusive right, during any bookings, to keep the bar open during hours normally permitted by the Licensing Acts, or such later hours as may be permitted by the licensing authority under a temporary event notice. This includes The Skittles Alley when in use for a self-catered event.
- vi) There may be a minimum spend requirement on occasions when we provide a bar service. The OCF's Sales team will have details of the current charge.
- vii) For all bookings the licensed bar services, when provided, shall cease one hour before you and your guests have to vacate the Venue. This allows for a 'drinking up' period and a further period for you and your guests to vacate the Venue.
- viii) We reserve the right to close the bar at any time.
- ix) It is a condition of booking that you do not apply for a temporary event notice under the Licensing Act 2003 in respect of the venue without our consent.
- x) Corkage is agreed between OCF and the client in advance of the booking at a fee of £10.00 for Wine, £12.00 for Prosecco, Cava & Sparkling Wine, £15.00 for Champagne and Fortified Wine. The corkage fee will not change.
- xi) The number of bottles in which the client can bring in is not limited, however there should be written correspondence prior to the event date between venue and client of how many bottles are 'expected' to be brought.
- xii) Part of the corkage fee to our clients, allows our catering staff to ensure tables have the correct number of bottles, at the request of the client; however please note that serving these bottles is not included in the corkage fee, unless prior arrangement has been made with OCF.
- xiii) OCF staff will monitor the number of bottles consumed by the client and their guests and then agree with the client during the event, if appropriate to do so. The final consumption amount will be included in the final invoice to the client.

SECTION 4

PUBLIC LIABILITY INSURANCE

i) We require all hirers of the venue to have third party public liability insurance to a minimum sum of £5 million. You must indemnify OCF against all costs claims expenses and proceedings arising from your own Booking and the activities associated with it and must maintain an insurance policy with a reputable company for £5 million for each and any claim.

ii) The policy should indemnify OCF against any costs, claims, expenses or proceedings in respect of any damage caused to real or personal property and in respect of any personal injury or death to any person unless OCF is itself negligent.

iii) You should also ensure that any contractor you use in connection with your Booking and the activities associated with it also maintains his/her own third party public liability insurance for the said risks up to and including £5 million for any/each individual claim.

iv) The insurance policy/policies must be with a reputable company and the policy documents must be made available to prior to the date of your booking.

v) If you are unable to provide your own third party public liability insurance, private individuals may be afforded cover from a specially negotiated Trimlets Ltd policy for which you will pay a levy based on the room hire cost of your Booking. Details of cover and conditions are available on request.

Please note that in any event, cover under the policy is not available for business use or use by political organisations, in which case users should ensure that they have their own cover in accordance with this Section 4 and produce details of such cover to OCF.

SECTION 5

PUBLICITY

(a) General

You should not commit yourself to any paid advertising, publicity or promotional campaigns prior to our confirmation that we have accepted your Booking.

(b) External publicity

i) Please discuss with the Sales & Marketing Manager what you wish to provide in order that we know it can be displayed. We have a flag pole and this could be used for Company Logo Flags or National Flags

iii) You may not hang banners, billboards or similar advertising material from the front of the venue without permission from the Conferencing Manager.

iv) We may remove any publicity which does not comply with these conditions.

(c) Internal signs

You must obtain our permission for any permanent/temporary fixings to any part of the building before placement. Any agreed fixings must be made by the use of "White Tac" only;

You will be charged for any damage to walls and/or paint work should signs etc be affixed.

(d) Fly posting

Fly posting is not permitted under any circumstances. Directional/publicity signs can be provided by organisations such as the AA and RAC who will also obtain the necessary permission from the relevant highways authorities on your behalf.

Please note that third party public liability insurance is required for signs on the public highways.

SECTION 6

STAFFING

- i) We will provide a minimum of two members of staff at all times when the building is open.
- ii) Depending on the event risk assessment carried out by the venue, there may be further staff on duty, however as hirer - You are responsible for providing sufficient adult attendants at your Event to ensure public order and safety in accordance with the following scale: -

No. of people attending	No. of attendants for a mixed age group event
Up to 25 people	1
Up to 250 people	4
For each further 250 people	1 extra

iii) For certain types of events, Licensed Security will be required. In all cases, OCF, Trimlets Ltd reserves the right to decide whether the event requires licenced security.

iv) Licensed security must at all times be provided by OCF, in line with the OCF's Security Policy and local licensing. This expense will be highlighted in your invoice breakdown.

v) The number of security personnel shall be determined in consultation with us and the company themselves but will be based on a risk assessment carried about by OCF, and explained to you fully once details of the event have been finalised.

vi) No other security company other than that of which OCF arranges, can be booked without consent from OCF General Manager.

vii) OCF reserves the right of its employees or agents to have at all times free and unimpeded entry to any part of the building, whether it is in use by the Hirer or not.

viii) Any hirer who provides activities for children must state this fact on the booking form and sign a self-declaration that they are aware of child protection procedures or have their own safeguarding policy in place.

ix) The Hirer will comply at all times with all lawful instructions of: -

1. Trimlets Ltd acting through the OCF General Manager, authorised representatives or such other employees or agents duly authorised by Trimlets Ltd to control the running of OCF.
2. Police Officers.
3. Fire Officers.
4. The Health and Safety Officers of the Council.
5. The Environmental Health Officers of the Council

SECTION 7

MISCELLANEOUS

(a) Permissions & Licences, use of sound recordings, broadcasting and television.

i) Hirers shall ensure that there in force all permissions and licences which may be required by law for the Event and to comply with any conditions which may be attached to any such permission or licence and in particular the Hirer shall not infringe:

a) The public performance of copyright work (including the playing of live music and records).

b) Premises licences and conditions attached to those licences.

ii) It is the responsibility of the Hirer to ensure that they have the consent of Phonographic Performance Limited for the public use of sound recordings as this may incur a licence charge. No broadcast or television performance, live or recorded, shall be made from OCF without the prior consent IN WRITING of Trimlets Ltd. Applications for such consent shall be made at least 14 days before the date of the proposed recording or transmission.

(b) Car Parking

OCF does not provide designated delegate parking. 8/10 Spaces are available onsite for hirers and their guests. Additional space may be negotiated prior to any event should this be necessary.