

## TERMS AND CONDITIONS FOR EVENTS

### (Weddings, Meetings, Parties, Private Hire, Exclusive Use, Events, Conferences & Functions)

#### DEFINITIONS USED IN THESE TERMS AND CONDITIONS

**Business** – means Silverwood Management Ltd, registered under the Companies Acts with Company Number SC408364 and having its registered office at Silverwood, Inchcoonans, Errol, PH2 7RB

**Client** – Means the customer(s), individual or corporate entity making the booking whether or not responsible for or attending the Event.

**Venue** – Refers to the property including the venue, grounds and lodges where the Event is to be held at Silverwood Lodges Resort & Event Barn, Inchcoonans, Errol, PH2 7RB and all facilities at that location.

**Event** – Refers to the event described on the Event Booking Form on the date(s) and times agreed.

**Guests** – Means any and all guests (including children), attendees, employees, contractors or other person(s) attending the Event at the invitation of, in relation to or on behalf of the Client and in respect of the booking.

**Event Booking Form** – Refers to the Event Booking Form signed by the Client or a representative or agent of the client when the booking is made. This contains the comprehensive information regarding the booking and agreed between the parties.

**Charge** – Refers to the Charge being the estimated total amount for the Event contracted by the Client on the Event Booking Form and as subsequently confirmed by the Event Booking Form. This can be varied by Agreement with The Business within the Terms of Amendments and Cancellations.

**Caterer/ contractor /supplier-** is the caterer contracted by the Business or agreed with the Client to provide catering service at the Venue.

**Damage-** Includes but not limited to breakages and damages or defacement to the Venue, Lodges, Grounds and premises- including fixtures or furniture which will cause the Business to incur cost.

**Final Event Schedule** – The final event schedule agreed between the Client and the Business detailing the final arrangements and costs for the Event.

**Force Majeure** - Means any circumstance not within a party's reasonable control including, without limitation (a) acts of God, flood or other natural disaster; (b) epidemic or pandemic; (c) terrorist attack, civil commotion or riots, war, threat of or preparation for war; (d) any law or any action taken by a government or local & public authority; (e) collapse of buildings, fire, explosion or accident; (f) any labour or trade disputes, strikes, boycotts, industrial action or lockouts; (g) non-performance by suppliers or subcontractors; (h) alcohol or licence related issues; and (i) interruption or failure of utility service.

**Staff-** As noted in the Booking Form.

**Alcohol and Drugs Policy** - In accordance with Scottish law relating to the supply, sale & consumption of alcohol or misuse of substances.

#### BOOKING AND CONFIRMATION

All bookings are deemed provisional until the signed Event Booking Form has been received by Silverwood Resort and the Holding Deposit has been paid.

The Event Booking form shall be returned by the Client and received by Silverwood Resort within seven days of the date of issue or by the date specified on the Event Booking Form. If Silverwood Resort does not receive the signed Event Booking Form within this period, the Business reserves the right to disregard the provisional booking and offer the Venue for other enquiries.

No changes may be made to any part of the booking and / or the Event Booking and / or Details Forms without Silverwood Resort's prior written approval.

All prices quoted are inclusive of VAT at the current rate. Silverwood Resort reserves the right to amend prices should the VAT rate change and or any supplier increases occur and the Client shall be liable for any additional costs as arising as a consequence of such change.

#### TERMS OF PAYMENT

The Client shall pay the Holding Deposit of £1000.00 upon signing the Event Booking Form. Deposits and neither refundable or transferable. All Bookings are deemed as Provisional until the Holding Deposit is received.

Payment of the Holding Deposit constitutes acceptance of these General Terms and Conditions in conjunction with any other terms and conditions specified on the Event Booking Form.

**Deposit for Venue-** Booking will be secured by paying the deposit specified in the Booking Form to 'save the date' for a 2 month period. This deposit will be non-refundable. During this time, the Business will work with the Client to build their full package which will be detailed in the Final Event Schedule.

- For Events which are to occur within 12 months of the date of booking, at the expiry of this 2 month period, a further 25% of your total wedding cost is required. **For Events more than 12 months from the date of booking, an interim payment will be specified in the Final Event Schedule. This allows the date and lodges to be taken off sale.**
- The final balance is due 6 months before the Event, less deposits and interim payments.
- The booking of lodges will be covered by the Lodge Terms and Conditions (which can be found on the Business's website, [www.silverwoodlodges.co.uk](http://www.silverwoodlodges.co.uk). Deposit for the lodges** – Client to pay a non-refundable holding deposit of £50 per lodge to take them off sale, this amount is deducted from the balance due.
- Of those lodges reserved for Guests by the Client, those which are not booked by Guests will be liable to be paid for in full by the Client and the holding deposit will be lost if we are unable to hire out the lodge to a 3<sup>rd</sup> party.

**When the Guests' full balances are received, the £50 paid by the Client on each lodge will be deducted from the total wedding cost.** (Note Any Cancelled Lodge or non-payment will be chargeable to the Client. In the event of full cancellation of the Event the Client will be responsible to cover lodges cost.

- The Business will deduct from the final invoice any deposits and previous payments made by the Client.
- Unless otherwise stated, our prices are inclusive of any VAT.
- The Business has a right to cancel** -the booking if the Customer fails to pay any amount due under the Contract on the due date for payment.
- Due to economic climate**, the price for raw materials and third-party costs may increase. The business will notify the client of any changes in writing at the earliest opportunity.
- Late Payments-** if the Client fails to make any payment due to the Business under the Contract for the due date of payment, then, without limiting the Business's right to cancel, the Client shall pay interest on the overdue sum from the due date until payment of the overdue sum, whether before or after judgement. Interest under this paragraph will accrue each day at 7% per annum.
- Reduced numbers-** the Client will not be entitled to any refund should the number of Guests be less outwith 2 months prior to the event.
- Number of Guests-** the Client should in advance provide the number of guests in accordance with the prescribed maximum which shall be confirmed to them by the Business.
- Additional guests-** may be added within the limit and will be subject to agreed fee for the day & evening.
- In the event of over capacity** – Guests will not be admitted or can be asked to leave. This is a legal requirement.
- Relocation of Guests-** if we have to relocate guests to accommodate a relocation fee may be payable.
- All payments** are to be made in sterling and a receipt will be issued.
- Refunds to Client** – any refunds properly due to a Client will be made within a period of 60 days of the Client becoming entitled to a refund.
- Disputes-** any complaints should be made on the day, if possible, to give the Business the opportunity to rectify the problem, Complaints made after the Event must be made in writing.
- Derogatory comments-** the Client(s) agrees (and will ensure all guest's attending the Venue/Lodges), to refrain from making derogatory comments about the Venue, Operations or cause Deformation of Character / damage to the Business to any third parties and or issuing damaging reviews / comments on public domain.
- Legal fees & costs** – will be sought from the Client should any termination be required.
- Material changes initiated by Client** – if the Client wishes to amend the Contract this can be done only with the agreement of the Business which reserves the right to amend rates offered. The Client must confirm final timings, menus and any special requests at least 1 month prior to the Event and the Final Event Schedule will be updated to reflect these final arrangements provided they are agreed to by the Business.
- The Business reserves the right to change and alter the Venue or lodges by way of upgrades or redecoration which may mean that these are different at the time of the Event from when the Client initially viewed them.**

*Please note, all deposits and interim payments are neither refundable nor transferable.*

*The Business reserves the right to cancel or modify terms/ conditions & bookings at any time – in this situation notice will be given, additionally the Business may make amendments to schedules or services offered if it is deemed in the best interest of the Business or if the Client makes changes to the facilities/services required, additional charges may be applicable.*

*A cancellation fee of £500 is chargeable to cover time & costs incurred.*

**Cautionary Damages Deposit** – The Damages Deposit of £1000 will be refunded within 14 days after departure less any deductions for loss, damages, breakages alcohol or drugs misuse by the Client(s) or their guests, or other expenses (e.g additional cleaning, costs and / or claims incurred as a consequence of the Client's or their guest's occupancy and use of the Venue, Lodges and grounds). The Venue reserves the right to charge additional costs for any excessive damage or breakages to the property, venue, lodges, ground and its contents.

#### AMENDMENTS AND CANCELLATIONS

##### Amendments or Cancellations by the Client

In the unfortunate circumstances where the Client has to cancel or postpone their booking at any time prior to the date of the Event, Silverwood Resort cancellation charges are as follows :-

Period of notice

6 months or longer – 40% of the total estimated charge

Between 3 and 6 months – 60% of the total estimated charge

Between 3 months and 6 weeks – 80% of the total estimated charge

Less than 6 weeks – 100% of the total estimated charge

Any cancellations or postponements should be made in writing to Silverwood Resort.

Should the Client wish to make changes to the Event or to the expected number of guests or any other facilities or services booked this is required no later than 14 days prior to the event, Silverwood Resort reserves the right to amend the rates and or facilities offered. Any additional charges due shall be paid in accordance with an amended Event Booking Form taking into account payments already made by the Client.

Any guests who do not arrive or who depart early, shall be charged 100% of the Guest rate(s) quoted for events of non-attendance.

Please note - We advise event and accident insurance to be taken in the event of cancellation or accident, including illness.

##### Cancellation by the Client

- A confirmed booking will be deemed cancelled when the Business receives a written notification of the cancellation from the Client
- Cancellation by the Client will result in a cancellation fee of £500 being due by the Client plus an additional cancellation fee of £100 per visit made by the Client to the Venue.
- In addition to the cancellation fee, if the Booking is cancelled between the date of the Booking and the date falling 2 months later, the Client will lose all deposits pursuant to the Contract.

**Cancelation by the Client Cont....**

- d. In addition to the cancellation fee, if the Booking is cancelled after the date falling 2 months from the Booking but before the date falling 60 days before the Event the Client will lose all deposits paid pursuant to the Contract and all interim payments which have been or should have been paid in accordance with the Contract by the date of cancellation.
- e. In addition to the cancellation fee, if the Booking is cancelled with less than 60 days before the Event the Client will lose all deposits paid pursuant to the Contract and all interim payments which have been or should have been paid in accordance with the Contract by the date of cancellation, plus the Client will remain liable for the remainder of all Fees relating to the Booking which shall become immediately due and payable.
- f. The Client will fully indemnify the Business from all loss, cost and expense that it may suffer as a result of Guests and Contractors cancelling the Lodges following the Client having cancelled the Event.

**Cancelation by the Business**

**AMENDMENTS OR CANCELLATIONS BY THE BUSINESS**

Silverwood Resort reserves the right to postpone, amend or cancel any booking and further reserves the right to offer alternative accommodation and or facilities without any responsibility on its part in the unfortunate circumstances of :- An event or occurrence beyond the reasonable control of the Business which is likely to prevent it from performing its obligations.

The Venue becoming unsuitable and or unavailable to hold the booking due to a Force Majeure event and or unforeseen circumstances such as adverse or severe weather / conditions preventing access to or operation of the venue's safety and or technical issues. In the event of postponement the Business and the Client shall work together to make appropriate alternative arrangements for a date or dates to be mutually agreed.

In the unfortunate case of a cancellation or termination by the Business as set out above the Business shall notify the Client as far in advance as possible and will arrange for the refund of any deposits paid but shall have no other obligations or liability to the Client. The business will not be liable to the client for any loss (consequential or otherwise), cost, expenditure, damage or compensation for such changes.

The Business cannot be held responsible for any errors or omissions in correspondence or published material and has taken reasonable steps to ensure that the information contained in its own and third party or agents websites, brochures, tariffs, leaflets and advertising is correct. The Business reserves the right to withdraw any service, facility or amenity as previously described without notice if the booking might, in the sole opinion of the Business, prejudice the reputation of the Venue or Silverwood Resort.

If the Client's credit status alters or if the Client is in arrears of any payments, amounts or deposits due, the Business reserves the right to amend, cancel or terminate the booking as if the Client has cancelled it and the cancellation charges set out above shall apply.

**A-The Business reserves the right to cancel**

- 1. If the Venue must close due Force Majeure;
- 2. If the Client fails to make any payment due to the Business under the Contract by the due date for payment;
- 3. The Business discovers before or after the Client has paid the Fees that the Client has deliberately concealed information, provided incorrect information about the Event or Guests that would have either led to a higher rental charge or the Business refusing the booking;
- 4. The Business has reasonable grounds to believe that the behaviour of the Client or Guests at the Event are likely to result in damage/injury to people or property. This would include reasonable grounds to believe that there may be a violation of the alcohol policy.

B-Cancellation for the reasons above will result in the Client not being refunded and the Client must pay the Business full payment of the Fees due under the Contract and any losses and/or costs suffered because of the cancelation as set out in the table, whether or not the date is re sold.

C-the Business shall not be in breach of the Contract nor liable for delay in performing, or failure to perform, any of its obligations under the Contract if such delay or failure results from an event of Force Majeure.

D - The Business shall not be in breach of Contract nor liable for delay in performing, or failure to perform, any of its obligations under the Contract if the Event cannot take place as planned in the Final Event Schedule due to the Business's compliance with all legislation and guidance implemented by any governmental or regulatory body in response to any epidemic or pandemic (including, for the avoidance of doubt, the Covid-19 pandemic). In such circumstances any necessary curtailment or cancellation of the Event will be at the Client's risk. If the Event cannot take place at all due to the Business's compliance with such legislation and guidance the Booking will be deemed to have been cancelled by the Client and the provisions under the heading "Cancellation by Client" above shall apply. If a curtailed version of the Event can proceed, the Final Event Schedule shall be deemed to have been modified to the extent required to allow the Event to proceed in accordance with the relevant legislation and guidance with the items removed from the Final Event Schedule being deemed to have been cancelled by the Client and the Client hereby indemnifies the Business from all loss, cost and expense it suffers as a result of that curtailment.

**Additional Services**

Any additional costs for services required that may be requested in advance of the day or on the day of the Event as agreed in Final Event Schedule.

**Event hire period, access, deliveries and Facilities**

1. Access time is from the set contracted time on the Final Event Schedule, prior arrangements may be made for items to be dropped off prior to this however a handling charge may apply.

Event hire period starts from the contracted time on the Final Event Schedule to 12 pm close the day of the booked Event.

As per operating licence all Guests must vacate the premises at 12 pm and by 12.30 either to occupied lodges or left the site and noise is to be kept to a minimum.

**Event hire period, access, deliveries and Facilities Cont...**

- 4. **Strictly no after parties are to be held in the lodges as per planning permission conditions.**
- 5. **No over occupation of lodges for fire risk**
- 6. Any deliveries must be notified in advance to allow staff to receive the items. The Business will not be responsible for any shortages or damage on the deliveries, any storage or moving of delivered items may incur a charge to cover costs

**Facilities included**

Standard: Gas, water electric & heating (any large supplies are at additional cost).

Full site cleaning prior to Event / Bar staff / Grounds, pagoda and Bistro Barn.

Standard clean up (if there is excessive cleaning this will be documented and charged for)

**Alcohol & Drug misuse, Alcohol consumption, sale and law**

**The business operates a Zero Tolerance Drugs Policy and holds the Alcohol licence & reserves the right to be the sole sales and distributor of alcohol during the event and any pre-post event, unless otherwise agreed on specific products under a managed agreement.**

**Caterers & guests should be aware of the site Alcohol policy displayed in the lodges**

- 1. Personal alcohol may be brought to the site but only consumed within the lodges and not consumed in the grounds or at the event, this is limited to small amounts.
- 2. Guests will refrain from visiting the lodges during the event whereby they may consume alcohol or bring this to the event.
- 3. Guests supplying minors (under the age of 18) alcohol will be reported to the police. The business operates a challenge 25 policy. Any minor that is attending an event/wedding that we have reason to believe that has been given or obtained alcohol from other sources will be asked to leave or removed from the venue.
- 4. Guests trying to bring alcohol into the event will be refused entry and may be asked to leave.
- 5. Any guest deemed to be inebriated, will not be served alcohol. It is an offence to allow intoxicated persons on to a licenced premise
- 6. Any alcohol brought for use at the event will be notified to and agreed by the business and will be charged a corkage fee.
- 7. Event Alcohol is to be supplied by the business only - beer, cider, spirits, wines
- 8. No event left over alcohol may be taken from the venue to the lodges
- 9. Scottish Law covers the sale and consumption (of alcohol) times in a licensed premise, it is an offence to consume or supply out with these times.
- 10. In special circumstances any vendor serving alcohol should provide a written policy and suitably trained staff holding a valid bar licence and not serve minors or intoxicated guests.
- 11. Any alcohol noncompliance or illegal act / drug misuse will result in the appropriate authorities being notified and may cause the Event to be ceased with immediate effect
- 12. Last orders at the bar - 11.45pm to be consumed by 12.00pm
- 13. Bar opens from agreed Set time but not before licenced hours.
- 14. Any damage or injury caused in relation to alcohol will be the client's responsibility and charges may apply.
- 15. If the business provides alcohol outside on the lawn it will be supplied in plastic glasses for safety.

**Corkage**

Unless otherwise agreed, no alcohol/ soft drinks/ food can be brought and consumed on the event day either in the grounds or in the building the event is held in. Any alcohol being used in this manner will be required to be left with staff and collected at an appropriate time, any such misuse by guest's or the client(s) the client(s) will be liable for an additional corkage charge.

**Event Hire**

- 1. The Client will ensure that the Event will not be conducted or that it's guests will not behave in a way which may constitute a breach of policy laws or cause nuisance.
- 2. No T lights or candles are permitted in the Venue, lodges or grounds
- 3. At the end of the hire period the client shall remove anything that has been brought to the venue in connection with the event and ensure that the venue is clean undamaged and free from rubbish between their agreed allocated clear times. Any property or belongings left by the client(s) / guest(s) outwith their clearing time allocated, shall be disposed of accordingly by our staff unless otherwise stated by them to the venue for an alternative agreed time for collection.
- 4. The venue must be in the same state of cleanliness as provided pre event.
- 5. Bins for cardboard & plastic, glass & general waste are provided and the client must ensure correct usage. Additional charges may apply for disposal or large quantities of waste by the client. The client should ensure no bins are left in or around lodges for hygiene and visual reasons.
- 6. There is a no smoking policy within the venue (designated smoking area is available)
- 7. No unapproved alterations may be made to the appearance of the venue without prior approval.
- 8. The client shall not release Chinese lanterns, balloons or confetti (except rose petals or dried petals which are permitted).
- 9. No sparklers or fireworks are permitted due to the proximity of horse stables.
- 10. The client and guests must comply with health & safety policy and guests must not access the pond areas or areas fenced off.
- 11. The Business reserves the right to make changes to the interior & Exterior of the venue between the time of the clients booked date.
- 12. The Business may make changes to the décor and colour schemes and cannot guarantee the venue & its surroundings will be free from additional structures, (such as marquees scaffolding or works)
- 13. The Client may not have booked the Venue in its entirety and will be responsible to notify guests that there may be other guests not related to the event on site, guests attending the event should respect the site policy and keep noise to a minimum.
- 14. Lodge guests will be required to check keys at reception to prevent loss.
- 15. No outside music is permitted
- 16. Any form of aggressive, abusive or confrontational manner to staff or other guests will not be tolerated and guests will be asked to leave the venue immediately.
- 17. Any guest / client thought to be using any 'Illicit Substances' shall be asked to leave the premises immediately, a taxi shall be called and an additional charge for taking up staff time will be applied to the Client(s) and the CDD redeemed by the Company.
- 18. Guests are asked to respect our property and not dance on tables or chairs.
- 19. A charge will be applicable to the Client(s) for any items lost, removed, damaged or broken from the venue and lodges :- Fixtures, fittings, furniture, buildings, glassware, cutlery, crockery, ornaments, tables, chairs, equipment. The CDD will be redeemed by the Company

**Viewings and visits**, following your booking confirmation for your Event you may make further arrangements to visit Silverwood again. We make every effort to facilitate these and they should be within working hours. 2 visits are included within the package and multiple visits thereafter shall incur a cost to cover staff time of £100 per additional visit.

**ADDITIONAL TERMS AND CONDITIONS**

The number of persons attending the event must not exceed the maximum number stipulated on the Event Booking Form and any final number of person adjustments advised no later than 14 days prior to the event. The Business reserves the right to refuse entry if these conditions are not observed.

Any amendments including additions, cancellations, extensions of stay, shall be notified in writing by the Client and confirmed in writing by Silverwood Resort.

**GENERAL**

The Client shall be responsible for their own orderly conduct and that of their Guest's (including any children) and shall have regard to any regulations or instructions imposed by any competent authority and or by the Business or its staff and representatives. Nothing shall be done by the Client or its Guests which shall constitute a breach of the law.

The Client shall indemnify the Resort and the Business against any and all claims or losses or expenses including but not limited to reasonable legal and professional fees or damages arising as a result of any breach of this agreement.

Should a Client and or their Guest(s) /Children act in an improper or disorderly way or refuse to comply with the reasonable requests of our Team / staff, the Business reserves the right to terminate the Event or to insist upon the immediate removal from the Venue of a Guest or Guests. Should this occur no monies will be refunded. The decision of our Management onsite shall be final and binding on the Client and their Guest(s).

The Business respectfully requests that the Client and or their Guest(s) including children show due consideration to other people at the Venue and to the inhabitants of nearby and neighbouring properties and keep any noise to a minimum. Children must be supervised at all times.

Prior written approval should be obtained from the Business if the Client wishes to fix items to the walls, floors or ceilings. The Business shall hold the Client responsible for any damages caused and the Client will be responsible for payment of any repairs required or damages caused. An inspection of the venue can be requested before and after the event by contacting the Manager on Duty.

Where any facilities or services are booked the Business shall not be liable to make any refunds should the Guests fail or refuse to use them for any reason.

**THIRD PARTIES**

The Business shall require a complete list of any third party musicians, contractors, suppliers or organisations associated with the event with their full details no less than 21 days prior to the event. The Client is solely responsible for advising such third party entities or persons of these and any other terms and conditions associated with the event and or the venue. Any Third Parties supplying the Client with additional equipment hire, the equipment must be supervised at all times by the Supplier and or the Client.

Written permission and approval is required from the Business for any 3<sup>rd</sup> party contractors and or suppliers attending the event or Venue unless the Client uses the Business's approved contractors.

The Business reserves the right to impose additional terms and conditions on any third party and or suppliers and the Client shall agree to be bound by these.

Where the Business is requested to book facilities or services with a third party on behalf of its Clients it shall and do so but neither the venue or Business shall be held liable for either the standard or the provision of such services or the acts or omissions of third parties.

If the Client requires to use a Third Party for Catering Purposes and not use our recommended Caterer the Client will be charged an additional 30% Catering Charge onto their Final Invoice from their Caterer as a 'Catering Charge' applicable to Silverwood. The Caterer must also supply supporting documents of Food Hygiene and Public Liability to Silverwood no less than 21 Days prior to the Event. They must also confirm that they will supply their own Staffing, Crockery etc... and not require use of any of Silverwood's equipment. Before confirming any Third Party Caterer the client(s) must ensure they contact Silverwood direct to ensure the Caterer complies with all Third Party information and documentation required. If they fail to comply and you have confirmed their service a cancellation may be applicable.

Only food and beverages purchased from the venue for any Event may be consumed on the premises. If food and beverages are brought into the premises by the Client or their Guest's for consumption a charge shall be made equal to the Venue's selling price for that or equivalent product and the CDD retained to cover this charge.

Facilities, accommodation, meeting rooms, event space are offered to the Client for their exclusive use and for those of their affiliates only and not for resale to non affiliated parties.

The Business cannot guarantee the temperature of any particular rooms.

The Business is not responsible for any travel arrangements or for the transportation of any Clients to the Venue unless specified on the Event Booking Form.

Our Venue operates a strict No Smoking Policy within the buildings and Lodges. If it is discovered that the Client and or their Guest(s) have smoked within the premises they shall be charged for professional cleaning costs and for the replacement of any linens, fabrics and floor coverings in the polluted area.

The Event shall start and finish at and on the date(s) and the time(s) specified on the Event Booking Form.

Except to the extent that the law stipulates the Business shall not accept liability to the Client or Guests for any inconvenience, injury or loss and damaged caused to any person or property at the venue. The Business shall also not be responsible for any security of personal possessions, vehicles or personal property, these are at the owners entire own risk.

The Client shall be held liable for any loss, breakages or damages to the property, venue or lodges and or its contents, furnishings, fixtures and fittings or for injury to anyone including the Business staff and or contractors arising as a consequence of the booking.

Clients and their guest(s) shall accept full responsibility for their behaviour and safety attending the venue.

No pets are permitted.

Please also note that Candles, Sparklers or naked flames are not permitted in the venue or grounds. If using Confetti we require this to be petals or dried flowers only, no silk or other types are permitted and any confetti used is outside on the lawn only.

The Client shall only have exclusive use of the facilities, areas, lodges booked. Other guests maybe staying at and or using the property, facilities and grounds. The Client and their Guest(s) shall respect the privacy of any other guests staying and using the venue.

You will be provided with separate Lodge T & C's at point of reservation however please do be advised that our Hot Tubs are securely locked up at 9.30pm in the evening, this is for Health & Safety and Insurance purposes. They are also locked by 5pm on the day of the Event.

The Business and its team shall have the right of entry to the venue, property and lodges at all reasonable times during a Client's stay for the purpose of inspection and or to carry out necessary maintenance, repairs or cleaning.

**GDPR / PHOTOGRAPHY**

The purposes for which personal data may be used by us:

Personnel, administrative, financial, regulatory, payroll and business development purposes. *Business purposes include the following:*

*Compliance with our legal, regulatory and corporate governance obligations*

*Ensuring business policies are adhered to (such as email / internet use)*

*Operational reasons such as recording transactions, training, quality control and ensuring the confidentiality of commercially sensitive information*

*Marketing of our business*

*Investigating complaints*

*Improving services*

**Personal data**

'Personal data' means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person. *Personal data we gather may include: individuals' phone number, email address, financial and pay details, marital status, nationality, job title.*

We may wish to use some of your Event photography for our Marketing purposes by way of your signature below and in agreement with the Terms and conditions you also agree to and give us your permission to reprint or use the imagery.

**GOVERNING LAW AND JURISDICTION**

The general terms and conditions and the Event Booking Form are governed by the laws where the venue is located and the parties irrevocably agree that the Courts governing these laws have exclusive jurisdiction to determine any dispute or claim that arises out of or in connection with the booking (including non contractual disputes or claims)

The general terms and conditions along with the Event Booking Form can only be amended in writing by a Manager from Silverwood Resort. Any general terms and conditions and the Event Booking Form may be revised however the latest version shall superseded any previous versions published at time of booking.

Whilst reasonable care is taken in the preparation and presentation of all quotations and booking information to the Client, the Business reserves the right to amend this information in the event that it discovers errors or omissions in these documents. The Business shall notify the Client within 7 days of becoming aware of any errors or omissions. The Client shall remain liable for any revised Charge or Full Estimated Charge and shall continue to be bound by the General Terms and Conditions. Errors and or omissions on party of the Business shall not be reason for the Client to cancel or refute the booking.

Nothing contained within this agreement shall affect the statutory rights of either the Business or Client.

These are General Terms and Conditions shall be binding on the client, its successor and assigns. The Client warrants that it shall make all successors and assigns aware of the terms of this agreement.

We will agree prior to the event a schedule of how the day will run and make every effort to keep to plan. However, should there be any unforeseen circumstances we will not be held liable.

Name & address of Client .....

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Name & address of witness.....

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Signed client ..... Signed witness.....

Print ..... Print .....

Date ..... Date.....

Deposit received/ by means .....

Issues .....

Deposit refunded .....

Signed venue by .....

Tidy Up Service (Clearing down of Barn and storing Suppliers property ready for collection) £200