

Deposit & Payment Policy

Booking and payment

- A meeting- or conference reservation is when premises are provided, with or without food, for meeting, conference or similar. The “Client” is the person who is liable to pay for the arrangement. The “Venue” is the supplier who delivers the meeting facilities, food items, AV, etc.
- VAT is charged at the prevailing rate(s) at the time of invoicing.
- A written confirmation of your meeting or event will be made at a time when both parties have an agreement on the details and pricing.
- Full payment is required before arrival unless credit terms have been established. Non-payment of a deposit, balance or outstanding payment will mean cancellation of your meeting / event.

Payment schedule:

- A non refundable Deposit of 30% is require at time of signing the licence agreement.
- Interim payment: 80% of the total expected cost, to include Room Hire, Food and Beverage and any additional services ordered shall be due **10 days** prior to the event date.
- Final account will be due 21 days after the event.
- If you book within 4 weeks of the event, then the full payment can be required.
- Additional items booked after the time of booking may result in a higher deposit being required. Further charges may apply for late cancellation – see Cancellation terms.

Payment Methods:

- Payments can be made via Credit Card subject to fee of Bank transfer, bank details will be noted on pro-forma invoice.

Meeting Room Cancellation Policy

If you cancel your meeting or event

- If you or a designated associate from your company or organisation cancels the event at any time then it must be communicated in writing.
- You must pay the cancellation charges to cover administration costs, cancellation charges administered to the company from suppliers and the potential declining of other business. If your booking includes an additional item such as tickets then these items will be charged at the full retail rate.

Period before departure (Cancellation)	Cancellation charge
Up to 30 days	Deposit
29 – 10 days	75% of the cost
9 – 1 day	100% of the cost

Cancellation by the Venue.

The Venue may cancel any booking on the basis that there is a possibility the meeting may become oversubscribed or difficult to manage, it poses a threat of any kind to our management and staff, it may prejudice or potentially damage the reputation of the Venue. In such event, the venue will refund all advance payments made but will have no further liability to the client. In addition, the venue may cancel any meeting room booking if the venue becomes aware of any deterioration in the client's financial situation such that the venue reasonably considers the client may not be able to fulfil its material obligations under the agreement; or if the client fails to pay any sum when due.