

## *Cromwell's Restaurant Shrewsbury Christmas Party 2018 Terms & Conditions*

### *I. Confirmation of booking:*

- I.1 A £10 per head deposit will be required to confirm your booking (£20 for Christmas Day). This must be paid within one week of making your booking. If payment is not received, your booking may be released. This deposit is non-refundable and non-transferable.*
- I.2 For bookings made within ten days of the party, payment in full must be made within 24 hours of the booking.*
- I.3 Payment in full is required for all parties at least ten days prior to the booking. This balance is strictly non-refundable and/or transferable within the ten days prior to the booking. Failure to make payment in full at least ten days prior to the booking may lead to your booking being released.*
- I.4 Payments may be made via credit or debit cards.*
- I.5 For bookings made prior to 16<sup>th</sup> November, full payment must be received by Friday 16<sup>th</sup> November. If full payment is not received by Thursday 22<sup>nd</sup> November then Cromwell's may cancel your booking.*
- I.6 Any bookings made on or after Friday 16<sup>th</sup> November are required to make full payment at the time of booking.*

### *2. Cancellation and charges*

- 2.1 Cancellation or alteration of a booking must be made by the organising person. This must be done in person or via email. Cancellations via telephone will not be accepted.*
- 2.2 Cancellations made within ten days or more of the date of the party will receive the balance paid minus their deposit.*
- 2.3 Cancellations made within ten days of the date of the party will not be subject to any refund. Any refunds that are made will be at the discretion of the management.*

### *3. Menu choices*

- 3.1 Menu choices for your booking including any dietary requirements or allergy information will be required two weeks before the day of your party. These must be completed in full and returned to Cromwell's either in person, via email or via our online order form at [www.cromwellsinn.com](http://www.cromwellsinn.com).*
- 3.2 Changes to menu choices are at the discretion of the management. These must be made within reasonable time and may cause the occurrence of further charges.*

3.3 Cromwell's reserves the right to make changes to the menu at any time, replacing any product with one of the same or superior value and standard. This will be conveyed to the party organiser.

#### 4. *Liability*

4.1 Cromwell's reserve the right to refuse admission and remove from that service any person, whose condition in the opinion of Cromwell's staff interferes, or is likely to interfere with the enjoyment of the service by other participants. All persons attending the event under your booking shall:

4.1.1. Comply with all licensing, health and safety and other regulations relating to the Venue

4.1.2. Not bring any dangerous or hazardous items into the Venue and to remove such items promptly when requested to do so by the duty Restaurant Manager

4.1.3. Not consume food or drink at the Venue not supplied or authorised by Cromwell's without prior consent

4.1.4. Not act in any improper or disorderly manner, leave the Venue promptly at the appropriate time and comply with any reasonable request by the Venue's employees.

4.2. Cromwell's do not accept any responsibility in respect of the person prevented from entering the function, or asked to leave due to their conduct.

4.3. No refunds will be issued for anyone asked to leave due to no compliance with the above points

4.4. Cromwell's do not accept any liability and shall not be liable for non-completion of any party, or for any delays as a result of:

4.4.1. Strikes, Riots or Lockouts affecting any trade

4.4.2. Adverse weather conditions

4.4.3. Loss, damage or cancellation due to Fire, Flood or any other cause beyond its control

4.5. Cromwell's will not be held responsible for damage to any property brought onto the premises by customers.

4.6 The party organiser shall be required to pay for any loss or damage to the premises, equipment or fixtures and fittings caused by any member of their party.

#### 5. *Complaints and grievances*

5.1 Any complaints or grievances regarding your booking will be dealt with via written or email correspondence.

5.2 Any complaints or grievances will be dealt with within fourteen days of receiving it.

5.3 Any refunds as result of a complaint received will be made at the discretion of the management and will be made payable to the party organiser.

## 6. General

6.1 All attendees must be 18 year of age or above unless stated to the management at time of booking.

6.2 Any special dietary requirements must be stated at the time of booking and made clear on the order form. Cromwell's does not accept any liability for any adverse reactions any guest may have from the food due to non-disclosure of allergies/dietary requirements.

6.3 Any additional amendments to a booking, for example the addition of an extra guest or additional wine, must be paid in full when making the amendment.

6.4 By paying the deposit of £10 per head you and all members of your party accept the terms and conditions of Cromwell's Restaurant Shrewsbury with regards to your Christmas party booking.

6.5 Please arrive 15 minutes before your seating time to allow your party to start at the requested seating time. If parties are late then they may have to wait for a later timeslot so as not to delay other guests that have arrived on time.

6.6 Small parties of 12 or less will be allocated a 2 hour timeslot for their party and larger parties will be allocated 2.5 hours. If you feel you may need extra time, please inform us at the time of booking so that we can try and accommodate you.