THE GLADE
Forest Weddings

Terms and Conditions

Venue Hire – The Glade at Rosliston (Marquee and Gardens)
Saffron Event and Venue Caterers acting as venue managers for The Glade

1. **Pricing/Quotes**
   All quotes are based on current pricing advertised on our brochure and current menus, and are valid for a 12 month period. Should a client wish to confirm a booking following a 12 month period from the date of the initial quote, this may then be subject to a change in pricing.

   Pricing of our venue, menus and services are reviewed by Saffron generally on an annual basis and Saffron reserve the right to change/update the pricing as and when they see fit.

   All pricing is per head and subject to VAT.

2. **Confirmation**
   Once the client confirms acceptance of an estimate, this becomes a contractual agreement and this is the point where our Terms and Conditions come into full effect. All Terms and Conditions must be read and understood by the client as this is the basis of the contractual agreement with Saffron upon confirmation of booking.

3. **Booking Fees/Payments**
   Upon confirmation of booking, the following process will commence:

   First payment (deposit) – upon receipt of the deposit invoice, a non-refundable deposit of £1,000 will be due which forms the deposit venue hire, along with 25% of the catering/drinks balance which is also non-refundable. At this point, the quote will be changed into a pro-forma invoice will be reflect the full draft details of the booking.

   Second payment – 8 weeks prior to the event date, the final balance for the remainder of the venue hire is due. An invoice will be raised and issued to the client, payment due on receipt.

   Third and final payment – All final details will start to be collated approximately 4 weeks prior to the event date, and these must be confirmed no later than 2 weeks prior to the event date, which is the point when the remaining final balance for the catering/drinks services is due. A final invoice will be issued upon confirmation of final details and the balance due in full no later than 2 weeks prior to the event date.

   The client is responsible for all final details and the settlement of the account, with any queries regarding the invoice being raised immediately. Payment is preferred via BACS, debit cards are accepted.

   Please note AMEX is not accepted for wedding/event bookings.

   Please do not pre-pay any monies based on a pro-forma invoice, for accounting reasons we cannot accept any payment against a pro-forma until the final details are confirmed, and final invoices are raised.

   Please note, no refunds will be given for any decrease in numbers once final details have been agreed and the final balance paid.

   The venue hire period relates to the event date itself. Any set up/take down agreements will be made closer to the event date and are subject to other events the day prior or the day following.

4. **VAT**
   All fees are subject to VAT.

5. **Final Details**
   All final details including numbers, dietary requirements and timelines are to be provided when requested, approximately 4 weeks prior to the event date. Any subsequent changes should be notified as soon as possible and will be due for payment immediately, although Saffron are under no obligation to accommodate these changes. The deadline for confirmation of any details is 2 weeks prior to the event and no extension will be given on this deadline.

   Please note, no refunds will be given for any decrease in numbers once final details have been agreed and the final balance paid.

6. **Cancellation**
   Any cancellation should be advised in writing to Saffron as soon as possible.

   All deposits are non-refundable and this will be retained by Saffron. Charges will also be made as per the following:

If Cancelled	Amount Due from Client
0-8 weeks prior to the event date	100% of the venue hire 100% of the catering services
8-20 weeks prior to the event date	50% of the venue hire 50% of the catering services
20 weeks plus	£1,000 of the venue hire (equating to the non-refundable deposit) 25% of the catering services (equating to the non-refundable deposit)

   Non-payment prior to any event may be taken as a cancellation and the charges above will be applied accordingly. Saffron may take the decision to cancel an event should the client be in arrears of payment or be in breach of the any of our Terms and Conditions. Saffron reserves the right to receive payment after termination of a contact/completion of an event subject to agreement.

   Saffron strongly recommends clients purchase wedding insurance independently where applicable upon booking for their own peace of mind.

7. **Menus, Range and Availability**
   All goods and ingredients are offered subject to availability. If an item becomes unavailable or it is of insufficient quality for a client's function, Saffron reserves the right to make a substitution. Wherever possible the client will be notified of any changes in advance.

   Children under the age of 3 will not be charged for (subject to the menu being a sharing platter/buffet option only), and children aged between 3 and 9 will be charged at a proportion of the adult's cost for a half sized adult meal or a set children's menu. All other guests will be charged at full adult price. No supplements are offered for children's menu, they are based strictly on a single choice only.

   All dietary requirements will be accommodated, and it is the client's responsibility to outline the details of the requirements, including a full table plan showing where those people will be seated. Our Chefs will then adapt the menu choices to suit the requirement, or provide an alternative dish if necessary.

   Saffron strictly only offer menu tastings on 3 course wedding breakfasts, upon request and these **are** subject to an additional charge. Saffron will accommodate menu tastings during weekdays only (daytime ideally but some evenings may be possible) but it may not always be possible to accommodate requests between the months of May and September due to this being our peak wedding season. Menu tastings are only available to clients who have booked and paid a deposit with us and the charge will be added to the client's pro-forma.

   All menus are priced per person, and based on a single choice menu. Should a choice menu be required of a 3, 3 and 3 menu, there will be an additional supplement of £6.00 plus VAT per person (adults only). As above, children's menus are based on single choice only (with dietaries being accommodated).

8. **Additional Catering**
   Meals for entertainers, photographers, videographers, bands and musicians, child minders and any other supplier at events etc. must be pre-ordered and will be charged for. Saffron accepts no responsibility for non-catering staff who require food when it has not been booked and paid for in advance, and these details need to be supplied during the final details stage.

9. **Drinks**
   All drinks packages are serviced as pre-ordered and paid for in advance. No refunds are offered on any drinks opened on site and not consumed. Drinks delivered by or at the request of the client to the venue remain the client's responsibility throughout. Any ale which has been pre-ordered and not consumed, then becomes chargeable to the client at cost rate per pint.

   Saffron has corkage charges in place should the client wish to provide their own drink, and that charge includes the glassware and service element.

   No other drinks are permitted to be bought to site without the permission and agreement of Saffron in advance.

10. **Bar**
    Saffron offers a standard house Cash Bar Service at The Glade which is included within the venue hire charge. This covers licence fee, all polycarbs/glassware, condiments and staffing (on a ratio per number of guests), plus a range of drinks on sale for the agreed times.

    Saffron strictly follows the Drink Aware guidelines at all times.

11. **Access/Set Up**
    Saffron requests full details regarding a set up schedule which must run in conjunction with the access times to the venue outlined on any estimate. Saffron reserve the right to make an additional charge of £150 plus VAT should our team have to return to site for our set up due to any external equipment not being in place at the advised time, causing us delays/return journeys/extra time on site.

    Set up details will be confirmed in advance with the client and will either be on the day of the event, or in advance if agreed. A set up charge will be outlined on each quote, and this is subject to change should a set up the day prior be required/requested.

12. **Damage, Loss and Items Left Behind**
    The client is responsible for any damage, breakages, or loss of any property belonging to both Saffron and The Glade at Rosliston, or any property hired for the clients function, however caused, and will be charged at the full replacement value. This applies to the period between delivery and collection. The client will report any damage to any equipment or structure to a representative of Saffron as soon as possible.

Saffron cannot accept responsibility for items left behind by the client, guests or any others attending the venue and will routinely dispose of menus, decorations etc. along with perishable items. If the client wishes to vary this term, Saffron must have written notice in advance. In this instance Saffron will reserve the right to charge for storage or safe keeping of all items or articles.

A linen deposit is required to cover any damage to linen at an event and Saffron reserve the right to keep that fee if any damage occurs. Should no damage occur, this deposit will be refunded upon request and confirmation that no damage has occurred from Saffron. Naked flames and felt tip pens are not permitted to be used on any linen. Saffron reserves the right to charge additional costs to the clients should substantial damage occur to any linen product over and above the £100 deposit – evidence of damage will be provided, an invoice raised and payment is due within 7 days of receipt.

13. Staffing

All service staff will be fully trained and in the correct Saffron branded uniform. The number of staff required for each event will be detailed on each quote and we work from standard ratios for this allocation. For each wedding/event we will allocate a chef and Event Manager or Supervisor free of charge (excluding Twilight weddings).

14. Smoking

Smoking is only permitted in the designated area and the client is responsible for ensuring all guests are aware of those designated areas.

15. Confetti

Bio-degradable confetti is allowed at The Glade, any other type confetti is not permitted. The client is responsible for ensuring all guests are aware of this term, and a charge can be applied if this is not adhered to.

16. Wall Coverings

The client is not permitted to fix any items to the walls within the marquee or other buildings, including any signs, posters or displays. Blue Tac, Sellotape or any other adhesives are not permitted.

17. External Suppliers

Any external suppliers such as DJs, bands, photographers and entertainment providers must be approved by Saffron in advance of the event, with all relevant PAT testing certificates and insurance documents being required, along with full contact details for each supplier.

A minimum of £5m public liability insurance is required for all suppliers and proof of this must be provided in advance of the event. This also applies to any other suppliers hired by the client.

All suppliers requiring access to set up/take down, will need to be agreed with our venue coordinator and access times will be subject to the venue-co-ordinators discretion. Access times for the venue are stipulated within the brochure and MUST be adhered to at all times. Clients/suppliers **are not** permitted on site without a Saffron representative at any time, unless previously agreed in writing.

18. Venue Stipulations

The venue hire fee does not include the booking of the registrar and the client is responsible for organising and paying for this service directly with the local Council.

The licence of the venue stipulates that any event must end in full by 0000 and all guests must be off site by 0030 at the latest. No extensions of these timescales will be granted due to licence restrictions.

Access timings (all subject to agreement and confirmation and):

Access for 2 hours the day prior for client to set up.
Access from 2 hours prior to the ceremony on the day itself.
Access for 2 hours the following day to clear down.

At the point of final details, access times will be arranged with our operations team and must be adhered to. Access to the site without accompaniment is not permitted. For all Twilight bookings, access is only available on the morning of the event, subject to pre agreement.

Any damage caused at The Glade by the client, any of their guests or suppliers, will be chargeable at the cost of the item, or the repair costs applicable. An invoice will be raised to the client in such event which is to be paid in full within 7 days.

Noise restrictions are in place at The Glade at Rosliston and the team on site reserves the right to adhere to these restrictions should they become unreasonable and cause disturbance to local neighbours and residents. Saffron reserves the right to end any event, should this term not be adhered to. Sound limiter equipment is in place at The Glade and all bands/DJs etc. must utilise and adhere to this system to avoid music being halted immediately. All bands/DJs/musicians etc. will be required to sign a disclaimer regarding the noise limiter stipulations in advance of the event.

The stage area at The Glade can be hired for an additional fee until 8.00pm, subject to noise limitations and management approval.

All speed restrictions and parking regulations will be adhered to on site, at all times.

The use of camp fires, pyrotechnics, fireworks or any other naked flames are not permitted. Sky lanterns are not permitted under any circumstances. Candles are allowed but they must be encased in a glass container. Pillar/stem candles must have their wicks cut so they can not be lit.

The client is responsible for all of their guests and no dangerous or illegal items are allowed onto the premises. If this term is breached, Saffron and/or our security term, reserves the right to request the guest/s depart the premises.

Dogs are only permitted on site for the outdoor ceremony part of the day only and must be kept on a lead at all times, not entering the marquee area (the exception being guide and hearing dogs which have been pre-approved).

No glassware is permitted to be taken outside of the main structures. Polycarbonates/plastics only are permitted within any outdoor areas. Alcohol is not permitted to be bought on site without prior agreement and if discovered, this will be confiscated immediately. Corkage charges also apply should this agreement be made with the client, with no exceptions.

In regards to the decoration of the marquee itself, this responsibility lies with the client, including the erection of bunting and any other ceiling decorations, all of which must not exceed the height of the chandeliers. Access for decoration is as per the contract/brochure details. No ladders will be provided by Saffron at The Glade, therefore clients must bring their own ladders and are responsible for any hanging decorations themselves.

Saffron reserve the right to take photographs of the venue, catering and decorations throughout the event and will use within their social media strategies as they see fit, although no social media posts will be made until the wedding has ended. If the client does not agree to this term, please advise in writing in advance of the event day.

An area of the car park will be sectioned off on the morning of the wedding, where your guests can park free of charge. Should they require to leave their cars overnight, they will need to remove them by 09.00 the following morning or purchase a parking tickets from the pay and display machines on site. If you wish to make it easy for your guests you could obtain an 'overnight pass' from the reception team at the Forestry Centre to avoid any parking charges the following day when the signs are removed. These passes will be chargeable at the current rate of £4/day.

No parking is available by the entrance to The Glade - this is for Saffron's access only (excluding disabled parking requirements).

19. Force Majeure

Saffron will accept no liability for the failure to perform any obligations due to strike, lockout, hostilities or any other circumstances beyond our control.

No liability is accepted for loss, damage or consequential loss caused by any failure to perform our obligations (whether due to negligence by us, our employees or sub-contractors, or other due causes), but this does not exclude liability for death or personal injury as required by law.

20. Liability

The client is responsible for all loses, damages and expenses at any venue we are required to cater at, arising from the behaviour or actions of either themselves or their guests, along with any contractors bought onto site etc.

Saffron will not be responsible for, and the client will indemnify the company, against all claims for injury to persons or loss of, or damage to the property and any of the garden areas howsoever caused, unless it is proven that such injury or damage be caused by fault material or workmanship, or negligence by the company.

Should damage occur to client property caused by a member of the Saffron team, this should be reported immediately and followed up in writing, for our management team to discuss and review, potentially undertaking a full investigation.

21. Intellectual Property Rights

All patents, utility models, rights to inventions, copyright and neighbouring and related rights, moral rights, trademarks and service marks, business names and domain names, rights in get-up and trade dress, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in computer software, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how and trade secrets) and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world.

22. Complaints

In the unlikely event of a complaint, the client should raise this in writing to Saffron with a full explanation of the issue, within 7 days of the event. This will be acknowledged within 24 hours and an estimated timescale for any investigation will be provided at this point.

Saffron Event and Venue Caterers Ltd reserve the right to amend and update these Terms and Conditions periodically.