



PRIVATE HIRE 2018 – General Information | FAQ's | T's & C's

General Information

Securing the Date

- We kindly ask that all customers complete the **online booking form** on our website. Once it has been confirmed that the date you require is available a member of staff will issue an email requesting the deposit invoice of £50 payable using our secure checkout system.
- At this stage we don't need to know all the specific requirements for your event until at least 7-10 days prior when we request final numbers and menu choice confirmations. From here a member of staff will issue the final invoice for the outstanding balance which is payable prior to the event.

Setup For the Day

- All weekend private hire bookings generally start from **12pm** with access granted **1 hour prior** to your event for setup & Decoration (this is not charged as a courtesy, however if you required longer than this further costs will be applicable)
- Within the hire charge we allow for the following: *Chairs / Tables / Multicoloured Tablecloths / Display equipment / Cutlery & Crockery / Specific Glassware**. (With notice, customers are welcome to provide their own tablecloths)
- A music system is available on site which plugs directly into any phone with a AUX port.
- Due to the nature of the building im afraid we cannot permit the following decorative items for private hire :- *Helium Filled Balloons | Naked flame candles | Confetti | sellotape (we kindly ask that all items are fixed using either string, WhiteTAC or pins).*

FAQ's

How Many Guests can we fit into the conservatory?

The space can allow a maximum of 50 seated guests using the existing table arrangement, however this can be upgraded to 60 with the additional hire cost of round tables – (£15 per table which seats 10)

How much deposit do we need to pay to secure the booking?

We would require a £50 security refundable* deposit subject to our terms. This amount is then payable directly through the tearooms via either card or cash.

When would the remaining amount need to be paid?

Full payment is required 1 week prior to the date of your event. Any Catering costs are also payable at the same time upon confirmation of the final numbers

What items ARENT Allowed?

Due to the nature of the building and our setup im afraid the following items are not permitted for events.

- Open flame candles
- Helium balloons indoors
- Indoor confetti & Sprinkles
- Sellotape – we kindly request that whiteTAC or pins are used instead

Do we have an alcohol license

The premises itself does not have an alcohol license however this can be arranged under a temporary event notice (min 28 days notice required for the licensing authorities). Nominal Additional Costs for licence application will be required. Alternatively you can bring your own alcohol with a corkage charge applied

How much is the corkage charge?

Our corkage is £3 per bottle of wine or £5 per case of beer or Lager.

Do we offer evening hire?

Unfortunately, this isn't a service we are currently in a position to offer

What time are we allowed access to the tearooms until?

5pm would be the latest time during the summer period and 4 pm during the winter periods. Any times past this point may be subject to additional staffing charges.

Is parking available on site?

Unfortunately as this is a public Park we are unable to designate parking spaces, however allowance can be made for disabled attendees.

What time can we have access to the room?

We allow access half hour prior to the start of your booking time in order to decorate / set up the space as you wish. Should you require more time than this an additional hourly charge may apply.

Do you provide decoration services?

Although we are unable to offer this service we can suggest various local companies that we have worked with previously in all aspects of events.

Can we have a band or entertainment?

The building itself does have an entertainment license however all acts must work within the established hire times. If a power supply is required this will be subject to an additional £5 charge

Will the café be open during our event?

Yes, as a public café supported by the council it is necessary that this remains operational during all other organised events.

Is there disabled access?

Yes, we have ramp access and numerous entry points across site as well as disabled parking bays on site, however these are limited.

Do you offer catering services?

Yes, we have several catering menus including our SET MENU's, EXTENDED catering menu for larger groups & POP UPO PANTRY outdoor grill (menus available upon request)

Can we provide our own catering?

Im afraid not, for food safety reason we kindly ask that all food is supplied by the catering company on site.

Can we bring in external caterers?

Unfortunately Not, the only exceptions to this are when we are unable to meet specific dietary requirements.

Can we bring our own birthday cake ?

Absolutely, however we do ask that you sign our online waiver form beforehand that confirms that you are proving certain food aspect for your event

Are Bouncy Castles allowed for childrens Parties?

Im afraid not on the grounds of health & safety.

Is there a facility to play music on site?

Yes, there is a CD player / MP3 player which can be connected to your phone

In the event the event is unable to go ahead are we able to get a refund?

For private hire, deposits are refundable assuming **14 days** notice has been provided by the customer. Alternatively Parc Pantry will endeavour to liaise with the customer and rearrange for another date that is convenient for all parties

T's & C's

TERMS OF BOOKING

PAYMENT –

- PRIVATE/BUSINESS HIRE - A minimum of **£50 Deposit** is required in order to secure the date
- The booking will not be considered confirmed until the deposit payment has been made
- The outstanding balance is then payable **7-10 days** prior to the event date

(the event date is listed in the checkbox on the previous page)

Failure to make this payment may affect the legitimacy of the booking.

- Payments can be made via cash or card directly via the tearooms (please check opening times before visiting – infor on our website)
- If catering is required you must confirm final catering numbers **7 days** before your event. Subsequent increases in numbers will be invoiced separately. Please note, no refunds will be given for any decrease in numbers.

CANCELLATION OR CHANGE OF DATE

– By the Client

- *PRIVATE & BUSINESS HIRE* – **14 days** prior notice required for cancellations
- Deposits can only be refunded assuming the correct notice period has been given
- The Client may amend the time or date of their booking with a minimum of **14 days** prior notice. This will be granted only subject to availability and at the discretion of Parc Pantry.
- Deposits will only be returned if the agreed notice period has been met

– By Parc Pantry

- Parc Pantry reserve the right to change dates of bookings where it is deemed acceptable and with reasonable course. In this event Parc Pantry must provide a minimum of **4 weeks** notification to facilitate any changes to the date of an event.
- Parc Pantry reserves the right to cancel or change an event due to circumstances reasonably beyond our control (such as, severe adverse weather conditions, serious damage to the venue, interruption or failure of utility services such as water, gas or power). In such an event we will give as much notice as reasonably possible and will endeavour to help you to make alternate arrangements. However our liability will only cover costs up to the full value of your event cost, but not any additional losses incurred by the cancellation or change of event date.

VENUE DETAILS –

- **PARKING** – all guests will have access to the public car park opposite the venue. At busy times or at larger events parking is limited.
- If there are any special access requirements you must let us know at least **24 hours** prior to your event
- Access to the hired areas will only be available for the duration of your booking. If additional time is needed for setting up and clearing away this must be included in the booking time and the hourly rate for spaces hired will apply.
- All spaces hired must be left in the condition they are found. If excessive cleaning is required the hirer may be subject to a cleaning charge relative to the amount of time taken to reset the space to its original state. This will be invoiced within **14 days** of the event.
- If an event runs for longer than the pre-agreed times additional costs for room hire and staff may be payable and will be invoiced within **14 days** of the event. No refunds will be made if an event does not run for the length of time previously agreed.

- Any damage caused to the venue, its equipment, contents or fittings will be invoiced within **14 days** of the event
- Unless otherwise agreed by Parc Pantry, only food and drink supplied by us may be consumed at your event. Should you wish to provide your own beverages, corkage charges will apply.
- We reserve the right to stop any activity which we reasonably believe is likely to cause damage to the interior or exterior of the venue or to risk the safety of people at the venue, and we will not tolerate any abusive behaviour by guests to any other guests or member of staff. We reserve the right to remove any persons acting inappropriately from the event.
- We regret that, with the exception of assistance animals, pets are not allowed inside the Conservatory, Pavilion or Tea Rooms.

Should you have any further questions please do not hesitate to email us on

Bookings@parcpantry.co.uk

Thankyou from all the team, and we look forward to being able to assist with your bookings.