

# Booking terms and conditions

## Bookings

- Bookings must be confirmed in writing by the hirer within three weeks of the date being held.
- No booking will be considered confirmed until written confirmation has been issued to the hirer by the Commercial Officer and a 50% deposit has been received.
- Chatelherault Country Park reserves the right to refuse or grant any application for room hire.

## Payments

- A 50% venue hire deposit is required to secure the booking.
- Full payment of room hire must be received before the hire can take place.
- Personalised wedding stationery orders require a 50% deposit upfront with the remaining balance due on uplift of the completed order.
- Seat cover orders require a 50% deposit upfront with the remaining balance due three weeks before the event date.
- Where the hirer is also taking the meal package, final numbers must be confirmed no later than three weeks before the event date with full payment required no later than one week prior to the event date.
- No changes or amendments can be made once final numbers have been confirmed and an invoice has been issued to the hirer.
- Any upgrades/additions to include toast drinks and canapés will be invoiced to the hirer after the event has taken place.
- The minimum number for the meal package is 30 guests. An additional surcharge of £250.00 will apply where numbers fall below 30.
- An additional surcharge of £250.00 is required if staying beyond the stated hire period.
- The hirer accepts responsibility for arranging their own Celebrant to conduct their ceremony and for all legal requirements in relation to marriage ceremonies and all Registrar fees must be paid directly to the Registrars.

## Cancellation

- If the hirer wishes to cancel a booking they should do so in writing.
- All room hire deposits are non-refundable in the event of a booking cancellation.
- All other payments made by the hirer prior to cancellation of the booking will be refunded at the discretion of the Venue Manager.
- SLLC reserves the rights to cancel lets at short notice and without compensation for reasons of safety, essential repairs or maintenance, or civil emergency.
- In the event of South Lanarkshire Leisure and Culture (SLLC) cancelling a hire at short notice for reasons of safety, essential repairs or maintenance, or civil emergency, any monies paid to SLLC by the hirer will be repaid in full.

## General

- All hirers must be over eighteen years of age.
- The hirer may not sub-let the venue to a third party.
- Any hirers causing damage to the premises will be charged for repairs. (Hirers will be charged for damage caused by their guests.)
- All catering would be provided by our in-house Catering Team.
- Chatelherault Country Park does not operate a corkage policy.
- Confetti, candles, sparklers, pyrotechnics, smoke machines and other naked flames are not permitted within the buildings or grounds.
- Where seat covers are ordered through Chatelherault, the seat cover hire charge includes the fitting, removal and laundering of the covers. Customers do not need to order seat covers through Chatelherault and are welcome to source their own supplier; however, Chatelherault will not fit and/or launder seat covers that have been ordered through another company.
- The hirer must ensure that the number of persons attending the function do not exceed the maximum attendance permitted in the terms of the hire.
- SLLC reserves the right to refuse any booking should it be deemed that the proposed use of the facilities is an inappropriate use of the buildings or grounds.

