



Terms and Conditions

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Terms and Conditions

In these terms and conditions the following definitions apply:

1. Definitions

“Company” or “we” means Cheshire Weddings Ltd or its associated companies.
 “Client” means the persons signing this contract and booking an event.
 “Booking” means the booking for accommodation, functions and/or any other services or items made with us.
 “Contract” means the Booking and these Terms, and any other terms and conditions stated to apply to the Booking.
 “Hotel” means Wrenbury Hall.
 “Websites” means any website owned or operated by us relating to Wrenbury Hall from time to time.
 "Exclusive use" Means that there will be only one wedding/party/function at any one time, the Company reserve all other rights including the right to allow visitors and let accommodation not booked by the wedding/party/function.

2. Bookings

All bookings at the Hotel are subject to these Terms & Conditions.

We reserve the right to alter prices as the market or legislation dictates. Prices are correct at the time of printing.

At the time of booking or at check-in, we will take your credit/debit card details and you authorise the use of this card for any sums that become owing to us. We shall also have the right to require full payment in advance or a deposit at the time of booking in certain circumstances or if the Booking includes the supply of certain items or services. No Booking shall be treated as confirmed until the details and/or payment/deposit described in this paragraph have been provided.

3. Charges

Room prices are displayed at reception and include two adult breakfasts.

4. Check-in / Check-out Time

In the interests of security and to prevent fraud, at the time of check-in guests may be required to confirm their identity by providing their booking reference and their passport/ identity card/ driving license. If guests are travelling from outside the UK, Ireland or any country in the Commonwealth we are also obliged by law to require guests to provide the number and place of issue of your passport/ identity card and details of their next destination. These records will be kept for at least 12 months and may be disclosed or made available for inspection by any police officer or as otherwise required by applicable law in connection with the prevention or investigation of crime. The information above may be requested for each member of your party over the age of 16 and we reserve the right to refuse entry to persons who cannot provide the information set out above.

Unless otherwise stated on the Booking confirmation, guests may check-in at any time from 2.00pm on the scheduled day of arrival. All rooms that have been secured by credit/debit card or prepaid at the time of booking will be held until 11.00pm on the scheduled date of arrival unless otherwise agreed directly with the Hotel.

On the day of departure, we kindly ask all guests to vacate their rooms by 10.00am. Any rooms not checked out by 10:00am may be subject to a charge.

Date	Print	Signed

Late check-out after 10:00am can be requested subject to availability.

Rooms are subject to maximum occupancy rules set by the Hotel. If you would like further details please contact Wrenbury Hall.

5. Reception, Catering and Ceremony

Management reserve the right to approve all outside services, which must provide public liability insurance, professional certification, risk assessments, method statements and agree to operate within our health and safety rules to the instructions of Wrenbury Hall.

One menu is selected for all the guests to ensure quality and perfection. All menus are prepared with fresh food and are, therefore, subject to availability depending on the season of the year and market availability. Menus supplied by Wrenbury Hall are suggestive only and the actual menu for your function will be selected at the final meeting immediately prior to the date of your function. Food tasting opportunities are provided on various dates, to be notified, to assist you in the selection of your menu. Special diets, allergies, vegetarians and vegans can be catered for subject to prior notification and agreement. A surcharge will be applied where a choice of course is offered to guests or where changes are made to the package chosen.

It is Company policy not to allow Clients to supply their own alcoholic drink unless prior arrangement has been made regarding corkage. Resident and day guests are not permitted to consume their own food and drink on the premises. Smoking is not permitted in any part of the Hall or rooms. There is an area designated for smoking outside the Orangerie. All confetti is strictly prohibited inside the building. Biodegradable/natural confetti is permitted on the front lawn for photographs.

6. Room Information

Hair dryers can be located on the dressing table or within one of the drawers.
Iron and iron board will be found in the wardrobe.
Childrens beds and cots can be provided for some rooms on request at an additional charge.
Smoking is not permitted in any of the rooms.

7. Fire and Safety

Fire assembly point-Front lawn

On discovering a fire:

- Sound the alarm by alerting a member of staff or management
- Leave the premises by the nearest available exit closing all doors behind you
- Go to the fire assembly point and wait instruction
- Do not attempt to re-enter the premises until told it is safe to do so by the fire officer

On hearing the fire alarm:

- Leave the premises by the nearest available fire exit closing all doors behind you
- Go to the fire assembly point and await instructions
- Do not attempt to re-enter the premises until told it is safe to do so by the fire officer
- Do not stop to collect personal belongings

8. Function Payment

A non-refundable deposit is required to secure the Booking of your function.

A further non-refundable deposit is required six months prior to the date of your function.

Settlement of the final balance is required four weeks prior to the date of your function.

Please note that, all advanced payments of any sum are non-refundable.

We require a minimum Booking of 60 guests. If you choose to have less guests, you will still be charged for the minimum package of 60 guests.

A surcharge is applicable to functions where menus and/or drinks changes are made to the wedding package chosen. Six weeks prior to your function we will meet to discuss package selection and finalise guest numbers. We will then give you the account invoice to be settled, in full, four weeks prior to the function.

Deposits and advanced payments are non-refundable in the event of cancellation. We advise you to take out an Insurance Policy to cover your wedding.

We accept the following methods of payment:

- Credit Cards: MasterCard and Visa (up to £1,000)
- Debit cards/bank transfers/cheque

Credit cards are not accepted for aggregate sums in excess of £1,000.00.

Date	Print	Signed

9. Accommodation Payments

At the time of check-in, we will take a preauthorisation on a debit or credit card, for the cost of the room plus an excess of £100.00 as a security deposit, from which any incurred bar tabs and damages will be deducted (if any).

At the time of check-out, we will then finalise the outstanding payments on the same debit or credit card given upon check-in. This will then release the remaining funds back into your account. All outstanding charges must be paid for in full on check-out from the Hotel. If the outstanding charges do not exceed the authorisation taken on check-in, the authorisation for the amount not utilised will be released, however we cannot control how long it takes for your bank to affect such release. If staying for multiple nights at the Hotel we may require you to make payment for any outstanding charges on a more frequent basis during your stay.

Please note that, following check-out, should we subsequently be advised that there have been any damages to the room, we still reserve the right to charge your card accordingly. This will always be discussed with you prior to any charge being taken. If the charges incurred are in excess of the £100.00 security deposit, then we will request another payment method for settlement of the remaining charge.

10. Music, Entertainment & External Suppliers

Wrenbury Hall advise that a noise pollution filter system is in operation during functions. All outside entertainment is subject to this system and to the approval of the management. Outside entertainment, engaged by any party, must complete a "Wrenbury Hall Entertainment Agreement". This agreement must be completed and returned three weeks prior to the function. The management has the right to refuse any entertainment at its sole discretion.

You **must** use our designated entertainment supplier as indicated in our brochure and on our website for all lighting, dance floors, staging and AV/Entertainment/Sound equipment. It is preferable that DJ's and band are booked through the Company's designated entertainment supplier. Should you wish to employ the services of a DJ or Band other than our designated supplier, we will require a copy of their Public Liability Insurance and may request a method statement and risk assessment where appropriate.

Should you wish to have fireworks these **must** be booked with our designated provider as indicated in our brochure and on our website.

Other services such as florists, cake suppliers, photographers, videographers, unamplified daytime musicians, beauticians, hairdressers and wedding cars may be required to provide public liability insurance certification, and may be requested to provide a method statement and risk assessment where appropriate. All suppliers are at the discretion of the management and must carry out their activities in adherence with Wrenbury Hall Health and Safety Policies and Procedures and act to the instructions of Wrenbury Hall. We reserve the right to veto any supplier at our sole discretion.

Wrenbury Hall do not accept liability for loss or damage to all goods and property belonging to external suppliers or the Client, Clients should ensure that appropriate insurance is in place.

11. Accessibility

Dependent on your individual needs room adaptations may be provided. Please discuss your needs before booking to ensure Wrenbury Hall is suitable.

12. Parking

Cars and their contents are left at the owner's / customer's own risk. We do not accept responsibility for loss or damage. If cars are left on the Hotel carpark overnight, these must be collected before 11:00 the following morning.

13. No Smoking or Vaping

Guests are not permitted to smoke or vape anywhere within the buildings including in rooms or public areas. Smoking and vaping pollution in rooms requires additional cleaning and this will be charged to the room at £100.

14. Pets

Guide dogs are accepted with prior arrangement and other pets may be accepted at the Company's Sole discretion.

15. Children

Children are most welcome at Wrenbury Hall, however, the Hall and its grounds are potentially hazardous. We cannot accept any liability, whatsoever, in the event of an accident due to children playing or running around. We respectfully ask that parents or guardians keep a watchful eye and ensure that their children are always confined within the area of the function.

All children (a person under 16 years of age) staying at the Hotel must be accompanied by an adult and must be supervised by an adult at all times.

Date	Print	Signed

Cots and extra beds are available for children up to 12 years of age and subject to availability. Additional charges may apply. Please check at the time of booking.

16. Guest Behaviour

Guests are requested to conduct themselves appropriately at all times and to comply with Company procedures and/or requests with regard to conduct and respect for the property of the Hotel, its employees and guests and their health and safety. Guests are requested not to disrupt the comfort and enjoyment of other guests, the smooth running of the Hotel, or cause offence to other guests or our members of staff. We reserve the right to refuse accommodation or services or remove you and members of your party from the Hotel if, in our reasonable opinion, we consider this provision to have been breached. Where this is the case we shall have no obligation to refund you for lost accommodation, other services or any other loss or expense incurred.

17. Group Booking

A booking made by a group of individuals booked separately or jointly is regarded as a group booking (e.g. wedding, parties, and conferences). We reserve the right to enforce group terms and conditions to those bookings regardless of the booking channel used to book. The group organiser, person booking the function (wedding, parties, and conference) will be responsible for any damage caused to the allocated rooms or the furnishings of the hotel. If any act, default or neglect by the guests or organisers results in damage or complaints from other guests or unpaid accounts, the customer shall be liable to pay Cheshire Weddings Ltd on demand the amount required to make good or remedy such damage or loss. No refunds will be made to separate individuals of a group unless/ until all group accounts are paid in full.

18. Damage

We reserve the right and you hereby authorise us to charge your credit or debit card for any damage incurred to your room or the Venue during your stay (including but not limited to specialist cleaning required to eliminate smoke pollution; vomit; make-up etc.) or for any items that are missing when you leave.

Losses and breakages to furniture, linen, soft furnishings, fabric of the building, ornaments or equipment, both inside and outside the building, will be charged for in full. Damage to the garden, garden furniture, awnings, external ornamental features, ponds, buildings, external signs, lighting or car park will be charged for in full.

An additional security pre authorisation of £500.00 will be required from you upon check in. Please note that this is not a charge and only a hold of funds to secure any additional items, tabs, breakages or damages. Such deposit will be released following the function less any costs incurred. Please be assured that, any balance owing will be discussed and agreed with yourselves prior to any charge being made.

19. Postponement

The date of the event does not form the basis of the Contract and should the date need to change, whether such a change is required by the Company or the Client, the contract will not be frustrated, as the Company can otherwise fulfil their obligations within this agreement. The Company will not normally change the date of the event but reserves the right to postpone or change the date of the event, where matters arise that are out of the control of the Company. In such circumstances the Company shall move the event to an alternative date, liaising with the Client, subject to availability for the package secured.

Should the date of the event change, the Company will require payment of the minimum contracted balance on the original final payment dates as described in this contract. Any services incurred in excess of the minimum balance, will be due for payment four weeks before the new event date. Changes in the date of the event, requested by the Client, within nine months prior to the original date, may incur additional costs.

20. Changes or Cancellation

All weddings and functions are subject to the following charges upon written notice of cancellation by the customer:

- Nine months' notice: 40% of total estimated charge due
- Six months' notice: 60% of total estimated charge due
- Three months' notice: 70% of total estimated charge due
- One months' notice: 85% of total estimated charge due

Should you cancel your event outside of the 9 months' period, you would lose your initial booking deposit, but no further charges would be due.

21. Force Majeure

The Company accepts no liability and will not pay any compensation where the performance of its obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond its reasonable control including but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, fire or failure of electrical power, gas, water or other utility service, or any collapse of building structures or infectious disease outbreaks.

Date	Print	Signed

Wrenbury Hall will make all reasonable endeavours to continue with the Event and will put in place the necessary arrangements for this to proceed.

In the unlikely event that the event cannot take place on the original booking date, the Company would work with you to arrange an alternative date, subject to availability and clause 19.

22. Limitation of Liability

The company will not be responsible for the loss or damage of any property left in the Hotel other than as required under the Hotel Proprietor’s Act 1956 (a copy of the notice under such Act is displayed in the reception of the Hotel) or any other applicable law.

The management cannot accept responsibility for loss or damage of personal belongings or articles left unattended on the premises. Drivers, passengers and pedestrians using Wrenbury Hall Drive, the grounds of Wrenbury Hall and/or parking facilities at Wrenbury Hall do so at their own risk. No liability is accepted for loss or damage of vehicles or contents whatsoever.

The Company will not be liable for any indirect, consequential loss or pure economic loss (whether caused by the negligence of the Company; its employees, contractor or agents or otherwise). The Company’s total liability shall not exceed the value of the Contract.

Nothing contained in the Contract or in any other document referred to or incorporated in it shall be read or construed as excluding any liability for death or personal injury caused by the Company’s negligence or liability for fraud or fraudulent misrepresentation.

23. Governing Law and Jurisdiction

The Contract and any non-contractual obligations arising in connection with it are governed by English law.

The English court have exclusive jurisdiction to determine any dispute arising in connection with the Contract, including disputes relating to any non-contractual obligations.

Each party irrevocably waives any objection which it may now or later have to proceedings being brought in the English courts (on the ground that the English courts are not a convenient forum or otherwise).

If any provision or part-provision of these terms and conditions is or becomes unfair, invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it fair, valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of these terms and conditions.

24. Web Site Information

While all reasonable efforts have been taken to ensure the accuracy of information on the Websites, the Company does not accept responsibility for errors or omissions and reserve the right to amend, cancel or vary any of the arrangements featured on the Websites without notice.

Declaration

I hereby accept the above terms and conditions

Signed			
Print		Date	
Signed			
Print		Date	

Date	Print	Signed

