



Booking Form

1st Lead Contact Name:	2nd Contact Name:
Contact Number:	Contact Number:
Email Address:	Email Address:
Address:	Address: (If different from Lead)
Town:	Town:
County:	County:
Postcode:	Postcode:
Type of Event <i>(Wedding/Birthday/Other)</i>	
Date of Event	
Time of Ceremony	
Ceremony Location <i>(Ceremony Room, Chapel or Other)</i>	
Approximate Numbers of Daytime Guests	
Approximate Numbers of Evening Guests	
Venue Hire <i>(Ellingham Hall or Ellingham Estate)</i>	

Please return this Booking Pack and your 20% deposit. Once received and processed your booking is confirmed, and you are bound to the terms and conditions of Ellingham Hall.

Payments can be made by the following methods, please quote your booking reference on all payments.

- Cheque – Payable to “**The Ellingham Partnership**”
- BACS – Acc No: **90091529** Sort Code: **20-58-17**
- Telephone – By credit or debit card.



Terms & Conditions 2020/21

General

This agreement is between the person making the booking (hereafter known as 'The Client') and The Ellingham Partnership (hereafter known as 'Ellingham Hall'). It is your responsibility to ensure that all members of your party are aware of and accepts all the obligations contained therein.

Updated versions of the Terms and Conditions may become available at a later date. The Terms and Conditions will only be updated to improve the quality of service offered by Ellingham Hall and for the safety of The Client. It is responsibility of The Client to ensure that they check the website to obtain an updated copy or contact Ellingham Hall direct.

All bookings are accepted on the following terms:-

The Client must be over 21 years of age and be a capable and responsible adult. This person must be present for the duration of the stay and accept overall responsibility for the whole party. They will be liable for any monies owed, or damages incurred.

No contract exists until a completed and signed booking form has been received by Ellingham Hall, along with a deposit of 20% of all accommodation hire charges. Until we receive your deposit in full we can withdraw our services.

1. Booking

1.1 On booking Ellingham Hall as their venue, The Client agree to the following minimum numbers which are required dependant on the month booked.

<u>Peak Season</u>	<u>High Season</u>	<u>Low Season</u>
<i>Saturday 80 guests</i>	<i>Saturday 80 guests</i>	<i>Saturday 80 Guests</i>
<i>Thursday & Tuesday 60</i>	<i>Thursday 60 Guests</i>	<i>Thursday & Tuesday 40</i>
<i>Guests</i>	<i>Tuesday 40 Guests</i>	<i>Guests</i>

It is a requirement of all bookings to meet minimum numbers, or the equivalent minimum spend of those numbers.

1.2 At time of booking, The Client will be asked if they wish to hire the Hall or the Estate. Subject to availability, The Client can upgrade from Hall Hire to Estate Hire, however once Estate Hire is booked, all monies are non-refundable and non-transferable for any payment made in the event of cancellation in full or part.

1.3 The maximum number of guests staying in Ellingham Hall must not exceed 32 unless otherwise agreed in writing. A bedroom allocation list must be completed noting who will be sleeping in which rooms, as well as an emergency contact number for a guest staying in each room. If it appears that there has been more accommodated than stated above the security deposit will be forfeited.

1.4 There are travel cots available for use in the house upon request. However, there is no linen supplied for travel cots. We can also supply upon request Z Beds and linen changes, these however are subject to a small cost and availability. Please contact us for further details.



1.5 In some instances, The Client chooses to charge for the hire of bedrooms to their guests, this is solely at the discretion of The Client and something that they have to organise themselves. We cannot collect any monies for bedrooms other than from The Client.

1.6 When discussing this booking, event plans or making changes to existing arrangements, this will be done so exclusively with the two names listed on the Booking Pack. Should The Client wish for Ellingham Hall to communicate with any third parties, including family, this must be confirmed over email to our event team at info@ellingham-hall.co.uk and further verified by phone. Ellingham Hall will not be liable for any changes or alterations carried out whilst under instruction by a third party where consent has been authorised.

1.7 Ellingham Hall does not warrant and is not responsible for the accuracy of any verbal information or statements made by its employees.

2. Payments

2.1 Payment of a deposit along with the completed Booking Pack confirms your event date with us.

2.2 The balance of the hire charge after the deposit has been paid, is divided into four instalments which are due at twelve, eight, six, and four months before the booking is due to commence. The final catering balance is due two months prior to the event following final numbers being finalised.

2.3 The Booking Pack is subject to a 14 day cooling off period. Day 1 of the 14 day cooling off period is the day after which the contract is entered into and deposit has been paid.

2.4 At any point during the 14 day cooling off period, couples can choose to cancel the contract following written notice to the info@ellingham-hall.co.uk and the deposit payment in relation to this contact will be refunded.

2.5 Any refund during the 14 day cooling off period can only be made to the person we have recorded as paying the deposit to us originally.

2.6 Following expiry of the 14 day cooling off period, all monies paid and future payments made to Ellingham Hall become non-refundable.

2.7 As with the Hall, no cottage booking will be guaranteed until a deposit has been received. Should The Client wish to book additional cottages for the event but not book the entire Estate, these are on a first come first served basis, we can not reserve cottages without a deposit, nor is it the venues responsibility to inform The Client of third party booking interests.

2.8 Until such a time deposit payments are placed for the Hall and/or Cottages, prices could be subject to change without prior notice.

2.9 Ellingham Hall requires a housekeeping security deposit of £500. Bank details will be retained upon arrival and destroyed following a thorough inspection of the Hall.



3. Cancellation

- 3.1 In the unfortunate situation where The Client wishes to cancel their event at Ellingham Hall outside of the 14 day cooling off period, written confirmation must be sent to our info@ellingham-hall.co.uk by those party to this contract as soon as possible and this will further be verified by phone conversation. Our team will endeavour to look at alternative dates and/or arrangements where possible.
- 3.2 Although no cancellation or admin penalties are charged at Ellingham Hall, couples are reminded all deposits and instalments are non-transferable and non-refundable past the cooling off period regardless of when bookings are cancelled, this also applies to any deposits/payments relating to cottages The Client or their guests have hired.
- 3.3 In the event of partial Estate cancellation, all cottage hires will revert to their current listed price & operate on a self-catering basis.
- 3.4 It is the responsibility of The Client to ensure they take out comprehensive and creditable wedding / event insurance from third party insurance brokers to cover any unforeseen circumstances, whereby The Client or the Venue are unable to fulfil this contract in full or in part.
- 3.5 Holiday cancellation insurance is also available and we strongly advise that our guests booking cottages take advantage of this to cover any unforeseen circumstances.
- 3.6 Ellingham Hall cannot accept liability or pay any compensation where the performance or prompt performance of contractual obligation is prevented or affected by, or otherwise suffers any damage or loss as a result of 'Force Majeure'.
- 3.7 For the purposes of this Contract, 'Force Majeure Event' means an event beyond the reasonable control of Ellingham Hall, including but not limited to, strikes or other industrial disputes, failure of a utility service or transport network, act of God, war, riot, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm or default of suppliers or subcontractors.
- 3.8 If the Force Majeure Event prevents Ellingham Hall from providing the venue on the dates of hire, Ellingham Hall shall, without limiting its other rights or remedies and without liability to The Client, have the right to terminate this Contract immediately by giving written notice.
- 3.9 Ellingham Hall reserves the right to cancel The Client booking, or any cottage guests booking should The Client or their guests, miss any payments or behave in a continual threatening, inappropriate and/or aggressive manner to any staff.
- 3.10 Following cancellation, Ellingham Hall may resell the date and are under no obligation to refund any part of the original contract.
- 3.11 Should The Client wish to postpone their event, this can be done providing Ellingham Hall receives a minimum of 12 month's notice and alternative dates are available. Should the new date fall outside of the year originally booked, additional costs may be incurred. Should The Client choose to change their event date with us, only one change of date is permitted.



3.12 Ellingham Hall's Bank Account details for Faster Payments are Barclays Bank, **Sort Code 20-58-17, Account Number 90091529**. We will only ever notify The Client of a change of details by letter in the post, or in person. Should The Client receive any other notification regarding bank details changing please do not make any payments and contact the office to verify.

4. Planning

4.1 To make our events run smoothly, we require certain information at various points throughout the process from The Client. This will be gathered over meetings with the Event Coordinator. This is of great importance as it is the entire basis of the event plan we create for The Client. The team of staff will run the day based on this plan. Whilst Ellingham Hall will always endeavour to meet any last minute requests, if there are any details missing from the plan which The Client has not informed us of, we may be unable to meet the expectations of The Client, and Ellingham Hall cannot be held to account for this.

4.2 Ellingham Hall requests that its guests and visitors, ensure that nothing happens which may be a nuisance or inconvenience to the village of Ellingham and its residents. For example, Chinese lanterns, balloon release (or a similar nature) confetti cannon and particularly excessive noise. In the event that behaviour within the grounds of the property creates such a level of nuisance and rowdiness so as to cause persistent complaint from neighbours, we reserve the right to request those guests or all members of the party to leave the property immediately, cancelling any further planned events as well as retaining the security deposit should any issues arise.

4.3 We only allow fireworks displays to take place in the grounds of the Hall during bonfire night on the 5th of November and New Years Eve. Due to strict legislation effecting Ellingham Hall, any displays outside of these dates will forfeit security deposit. This includes silent fireworks. Any firework display must be operated by a fully licensed business and operated by a 'responsible individual'.

4.4 All external suppliers (bands/florists/photographers) who are not on our preferred supplier list must have relevant public liability insurance. This must be provided to Ellingham Hall prior to entering the premises. It is also vital Ellingham Hall know of all suppliers booked by The Client before their event date.

4.5 Outdoor Music. This is strictly prohibited without written consent, and under no circumstances can amplified music or equipment be used outdoors.

4.6 Occasionally some facilities or services are unavailable or have to be withdrawn, and if this is the case, we will advise The Client as soon as reasonably practical after we have been made aware of the situation.

5. Whilst staying at Ellingham Hall

5.1 Arrival and departure times must be strictly adhered to in order ensure the Hall is ready for The Client and any future bookings. The rental period will begin at 4pm on the commencement date. Departure is at 11am on day of check-out, unless otherwise confirmed in writing. It is the responsibility of The Clients to make sure all guests have vacated the premises by the departure time. If the time of departure is exceeded then the £500 security deposit will be forfeited in full.



- 5.2 Upon arrival a member of the team will have a security hand over regarding guests stay at Ellingham Hall and this must be with The Client.
- 5.3 If The Client feels they may need to arrive early or depart late, please check with the designated Events Coordinator for availability and prices.
- 5.4 Ellingham Hall will have a member of staff present for the entire duration of the event, with Event Staff covering the day and evening shifts, and a Night Porter for during the night.
- 5.5 The Client is obliged to keep the Hall, its furnishings, fixtures, grounds and effects in the same state of repair and condition as they were in at the commencement of the stay, and to ensure that the property is left clean and tidy.
- 5.6 The Client will be responsible for any damage to the Hall, its furniture, fixtures, fittings and effects. Anything that is broken, damaged or misplaced should be reported. This enables us to fully prepare and equip the Hall prior to the arrival of the next guests. Other items should be reported and the monies will be deducted from the security deposit.
- 5.7 Furniture, pictures and any other dressings must not be removed from its specific location. Nor must The Client assign, or part with the possessions of the property, or anything contained within it.
- 5.8 The Client will permit the representatives of the property including workmen/repair persons to have access at reasonable times to carry out repairs or inspections to the property, or in such cases of an emergency at any time without such notice
- 5.9 Whilst Ellingham Hall hold fully compliant business and public liability insurance, please note all personal items left on and around the premises is done so entirely at the owners' risk. This includes any decorations brought or hired. We accept no responsibility for any lost, damaged or missing items, or any personal accident sustained by The Client, their party members or any visitors during their stay.
- 5.10 The chapel will be used on the day of the event only and will remain locked outside of these times. On the event day the roof terrace will be locked at 10pm and the bar will close at Midnight.
- 5.11 A fully compliant fire system is in place including emergency exit signs. It is the responsibility of The Client to ensure their guests take time to familiarise themselves with the house map, exit points and extinguisher points. Escape routes are located in each bedroom. It is the responsibility of The Client to ensure any vulnerable persons they have invited are evacuated safely in the event of a fire.
- 5.12 At Ellingham Hall, there is a private sewerage system with all waste from the toilets and sinks going into a septic tank. Nothing other than "natural" waste and toilet tissue is to be flushed down the toilets. Small bins and bags are provided for the disposal of sanitary items, nappies, baby wipes etc.
- 5.13 There are some essential items that are supplied during a stay at Ellingham Hall, such as toilet roll, dishwasher tablets, washing up liquid etc. Also, coal and logs are located in the cupboard in the Drawing Room.



5.14 Our premises licence for the sale of alcohol, music, dancing and late night refreshment ends at midnight, when the bar will close. At this time, the Chapel will be vacated where it will be locked by a member of staff. It is the duty of The Client to inform any bands or DJ's of the cut off time, and extra guests who are not within the 32 sleeping guests to vacate the property.

5.15 Use of the Roof Top Jacuzzi is at guests own risk. Guests are specifically requested not to allow unsupervised children to use the Hot Tub.

6. Food & Drink

6.1 Please note, as a minimum requirement, all guests must be catered for in the following capacity;

6.1.1 Day guests

Canapes
One day food dining option
One drinks package option
One evening food option

6.1.2 Evening Guests

One evening food option

6.2 During the stay at Ellingham Hall, the Team provides a bespoke catering service for The Client including all staffing for the day. All catering must be pre-ordered and arranged with the designated Event Coordinator. No external caterers/bar suppliers are allowed on site at any time (including our cottages) – any breach will result in the loss of the security deposit and possible further charges.

6.3 Alcoholic favours are not permitted as standard. Corkage fees will apply, The Client can check with their Event Coordinator on prices.

6.4 Couples will be offered a tasting session on a selection of dates, this will be on a week day and approximately 6 months before the event date and only available upon invitation. Once the tasting session is booked, this will become a non-transferable date.

6.5 Catering/drinks quotes – once prices are released for the event year, all prices are correct at the time of booking, though will not be locked in until 6 months before the event date. Until prices are released, costs may be subject to change.

6.6 Catering and wine payments must be received by no later than 2 months prior to the date of arrival. Once payment has been received, there will be no refunds issued should numbers drop, however numbers may be added if sufficient notice is given.

6.7 Should The Client wish to pick up either all or some of the bar bill this needs to be agreed prior to the event, and the pre-authorized amount paid for in full. Should this amount not be used we will credit back the difference.



6.8 Throughout the stay at Ellingham Hall there will be a fully-equipped bar operational for guests to purchase alcoholic beverages from in accordance with the terms of our premises licence. Advance purchases of wine can be made, or corkage can be paid if The Client intends on bringing their own. It is the responsibility of The Client and guests to check on bar opening hours prior to arrival. If any persons are found consuming their own alcohol whilst the bar is operational the security deposit will be retained in its entirety.

6.9 Any leftover food from the evening catering can be left in the house kitchen at the request of The Client. Please note, Ellingham Hall is not responsible for the storage and condition of food once placed in the house kitchen.

7. House Rules

7.1 No smoking is allowed indoors. If smoking outside, all guests must use the pots and wall mounted bins, which are strategically placed outside the front and back doors in which to stub out cigarettes, or else pick up and safely dispose of cigarette ends.

7.2 Illegal drugs are strictly prohibited for the Hall and its grounds. Any guest found to be taking drugs will be ejected from the site and the police will be informed.

7.3 The tree houses at Ellingham Hall are for all of our guests both in the Hall and Cottages to use, and will be closed to guests from 9pm.

7.4 We do not permit camping, caravans or motor homes in the garden or grounds of the house under any circumstances. Nor do we do permit Marquees or Gazebos on site - this includes at our cottages.

7.5 We are happy to return any items that guests may have left behind. Please note there will be a minimum charge of £10 for this service. We keep "left items" for 2 weeks. At this point if we have not heard from any member of the party, the items are disposed of. Items found which we believe to be of value will be notified to The Client regardless.

7.6 Any decorations must be erected and dismantled within the hire times and must not cause damage to the property or grounds. Any signage which is placed in the grounds or village must be taken away by The Client, any leftover decorations will be charged for the time taken to dispose of them.

7.7 Please be aware that a stream runs through the Hall grounds and to inform those responsible for small children or vulnerable adults about this.

7.8 Pets – Pets are allowed on the ground level of the venue. Please see the designated Event Coordinator for further information on pets.



8. Complaints

8.1 We very much hope The Client enjoys their time with us, and we will endeavour to meet all requests during their stay. However, should The Client have any issues during their stay they must inform a member of staff immediately to allow us to rectify or at the very least address the situation. We may also follow up our events with a phone call or email to obtain any constructive feedback they may have. Any small issues or complaints can be dealt with by an immediate member of staff or the duty manager. However, if the complaint is significant or cannot be resolved straight away it will be escalated to the Head of Weddings and Events, or ultimately the General Manager who is the highest point of contact. In an extreme case where a complaint cannot be resolved by the General Manager, they will advise on how to proceed. We however will only deal with The Client or their legal representatives about any significant complaints, as this allows for a clear conversation to be had and for any issues to be resolved swiftly without any third parties involvements.

9. Event and Media Consent

9.1 Ellingham Hall will use the information you provide on this form to provide updates regarding the event planning process. Please let us know all the ways you would like to hear from us:

- Send us email updates on events in relation to my event such as food tasting events, open days, Ellingham Hall updates and information on upcoming events.
- Send us email updates on events after your event with us
- From time to time couples, photographers and videographers will send us images from event to showcase the day. Please tick this box to consent for us to use images you or your suppliers share with us.

The Client can change their mind at any time by emailing info@ellingham-hall.co.uk. Should The Client cancel their event for whatever reason, details will be removed from all marketing preferences following formal cancellation of the booking.

10. Confirmation

- I understand my duties and responsibilities in relation to this contract, which includes my responsibility to purchase comprehensive and credible wedding / event insurance.

We have read and agree with the above terms and conditions and I sign on behalf of both parties to confirm that we will abide by them.

Signature:

Print:

Date:

