



Terms & Conditions of Hire

We would like to advise you of the following "Terms & Conditions of Hire." These apply to all bookings at Woodhorn & must be agreed to by the hirer either in writing or via e-mail prior to any confirmation.

1. IDENTIFICATION:

This set of terms and conditions form part of the contract signed between 'the business' (trading as Woodhorn) and yourself, 'the client'. No member of staff has the authority to vary these arrangements verbally, only changes authorised in writing by a senior member of the Woodhorn Management Team will be accepted as a valid source of information.

2. BOOKING PROCEDURE:

All bookings will be treated as provisional until a booking form, duly signed by the client is returned to Woodhorn. Once received and accepted the booking is under contract and subject to the usual deposit required. Woodhorn will not accept proof of postage as proof of receipt for late payments.

3. FINANCE - DEPOSITS & PAYMENTS:

Woodhorn reserves the right to request a non-refundable deposit for all bookings. For the purposes of calculating a percentage deposit, the total cost is taken from all pre-booked facilities including; function catering, venue hire, groups and tour fees and additional equipment hire.

Functions & Events - 20% of the total cost identified upon confirmation of booking. Final accounts must be settled in advance, 14 days prior to the proposed event date.

Credit Accounts - Credit facilities may be obtained upon application to the administration team at least 4 weeks prior to an event. All charges incurred against this account are due for payment within 14 days of the event. The client as the event organiser must sign and agree all items before his/her departure and shall be ultimately responsible for the whole payment of any/all outstanding accounts which are not allocated to individuals accompanying or connected to the organiser and any which remain unpaid prior to your departure from the complex.

Cheques - Should be made payable to: Woodhorn c/o Northumberland County Council

4. ROOM HIRE FEES:

Woodhorn will agree an acceptable room hire rate with the booker prior to confirmation with the client. Should the client require a function suite for only a short period then a minimum a minimum charge will be incurred.

5. CANCELLATION OF BOOKING:

Should you have to cancel your booking a charge will be made, this will be calculated as a percentage of the total booking value. All cancellations must be confirmed in writing to the Woodhorn Administration Team where final accounts will be calculated and charged according to the scale below. Any costs incurred for a particular event, that otherwise would not have been incurred; will be charged to the client in the event of a cancellation unless Woodhorn are able to mitigate their loss.

Cancellation Notice	% Charged Prior to Event
1 YEAR	5%
6 MONTHS	25%
2 MONTHS	50%
1 MONTH	75%
14 DAYS	100%

6. EVENT NUMBERS:

Final numbers must be submitted to Woodhorn 21 days prior to the proposed event. The final amount payable by the client will be calculated on the numbers given and invoiced accordingly. Woodhorn reserves the right to set a minimum chargeable number for each event. Any reduction in numbers in the final days prior to an event will be charged at 50% of the agreed rate, unless the minimum number to be charged is applicable.

7. CONSUMPTION POLICY & CORKAGE FEES:

The client and their guests may NOT bring any wines, spirits or food into the complex for consumption on the premises whilst attending an event. This includes any items which may be received as a gift or given away as a prize. Should the client wish to provide guests with a beverage from their own supply, a previously agreed amount will be charged as corkage for each individual bottle.



8. DAMAGE POLICY:

The client will be responsible for any damage caused to the complex by an employee or a guest involved in a careless act and must pay the total amount required to make good any such damage. Woodhorn can not be held responsible for any loss or damage to the client's property or that of their guests.

9. FUNCTION FINISHING TIMES:

These must be agreed upon at the booking stage to ensure staff coverage. Extensions to these times will not be possible without 21 days prior agreement with a senior member of the management team. The client will be responsible for the cost of a late licence or any other charges incurred. Entertainment must be pre-identified and must be finished by 11pm unless otherwise agreed upon.

10. AMENDMENTS & CHANGES:

Due to circumstances beyond Woodhorn's control it may be necessary to change or cancel your booking. Where the change is considered major, as decided by Woodhorn, you will be offered the option to accept the change or to receive a full refund of any monies paid against the booking. Woodhorn is not responsible for any other costs, expenses or damages which may have been incurred by the client or their guests as a result of the change.

11. INSURANCE & LIABILITY:

Woodhorn will not be liable for failure to comply with any of the terms and conditions stated within this agreement to the extent such compliance is prevented, hindered or delayed by any cause beyond its control including but not limited to; a fire, storm, explosion, flood, power shortage, an act of God, the actions of any Government or Government Agency, shortage or shortfall of goods or supplies, an employee strike or a facility lock-down.

12. HEALTH AND SAFETY POLICY:

All clients hosting an event are deemed responsible and must ensure full compliance with Woodhorn's Health & Safety policy, a copy will be provided upon request. We reserve the right to refuse connection of water, electricity or gas to the client's equipment if we consider it to be unsafe or a hazard to the public. All our prices are valid at the time of printing.

13. DISCLAIMER:

I, the client have read, understood and agree to the above terms and conditions of hire.

SIGNED:.....

DATED:.....

Please return to:

WOODHORN ~ FUNCTIONS & VENUE HIRE
NORTHUMBERLAND MUSEUM, ARCHIVES & COUNTRY PARK
Q.E. II COUNTRY PARK, WOODHORN
ASHINGTON
NORTHUMBERLAND
NE63 9YF

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