

# Wedding Terms & Conditions

Terms and conditions for weddings at Tunnels Beaches.

## Provisional Bookings

We are happy to hold your booking for 5 days after which time, should we have not heard back from you, the date will automatically be released.

## Confirmation of Your Booking

Bookings will be confirmed on receipt of a non-refundable booking & administration fee of £3500, a signed booking form and a signed copy of these Terms and Conditions. This will then be acknowledged by a confirmation letter sent via email.

## Payment Schedule

Venue hire fee - 50% payable 12 months prior to your wedding, 50% payable 6 months prior to your wedding. Settlement of full remaining wedding balance minus booking & administration fee of £3500 - 8 weeks prior to your wedding.

## Payment

We accept payment by BACS transfer, debit/credit card inc. Amex. BACS transfers can be made to Lloyds Bank, A/C number: 44935260, Sort code: 30-90-49, Tunnels Beaches Limited.

IMPORTANT: Please use your wedding date as reference when making BACS payment. Please call us to make debit/credit card payments... 01271 879882.

## Late Payments

Unfortunately, if payments are overdue by 2 weeks, your wedding booking will be cancelled. If for any reason you are struggling to make an outstanding payment, please email us to discuss your options.

## Booking & Administration Fee

Payment of your booking & administration fee (£3500) is deemed as your acceptance of our terms and conditions as detailed herein. This payment, in conjunction with signed contracts and terms and conditions, secures your booking at Tunnels Beaches, and is entirely non-refundable or transferable.

## Damage Deposit

Any damages caused by guests are your responsibility. Any damage will be invoiced to you after the event.

## Minimum Requirements

We accept your wedding booking on the basis that your final guests numbers are above our minimum required level and that you provide a minimum of a full meal and drinks package per person. Canapés and evening food are recommended but not compulsory. Please note: Our minimum numbers are set at 40 adult guests (inc. yourselves!). Our policy is to charge an additional £100 venue hire fee surcharge per adult under the minimum guest numbers. So for example, 30 adults would attract an additional venue hire charge of £1000.

## Insurance

It is a condition of your booking that you take out adequate insurance (holiday or wedding) to cover all costs arising from cancellation to protect both our interests. We suggest that you take out this insurance as soon as you book your stay or wedding at Tunnels Beaches, we can recommend suitable insurers. We require proof of cover (certificate and Policy schedule) via email within 30 days of your confirmation of booking. Cover must be at least the cost of your wedding as shown on your statement of account plus 25%.

## Licenses and Timings

Our music license runs until 12.30am for live and amplified (DJ) music. Music MUST cease by these times. Our license to serve alcohol runs alongside the music license and therefore the bar must cease trading at 12.30am (if not shortly beforehand to allow for 'drinking up' time). We ask that all non-resident guests are encouraged to book taxis for shortly after the bar closes, in order that all non-resident guests have departed from Tunnels Beaches by 1am. DJ's and bands MUST setup indoors and we reserve the right to close doors after 11pm to minimise noise pollution.

### **Cancellation Policy**

1. The £3500 booking and administration fee is strictly non-refundable in any circumstances
2. Cancellations must be made in writing.
3. Cancellation time:

- Within 12 months of your Wedding date - 100% of current statement balance payable.
- Within 9 months of your Wedding date - as above plus £2000 cancellation fee.

We will only cancel the booking if Tunnels Beaches has to close in circumstances beyond its control. We reserve the right to cancel a booking if the client is more than 2 weeks in arrears with any payment.

Cancellation of your Wedding by yourselves must be made in writing by each party individually and confirmation of registrar cancellation is also required.

### **Postponement Policy**

- Within 1 month of booking - no problem to change wedding date.
- After 1 month of booking - treated as a wedding cancellation (see cancellation policy above...)

Please note: Any new wedding date booked with us would be charged at the current tariff for that date.

### **Liability**

Our liability will not exceed the total amount which you agree to pay us under this agreement. You will indemnify Tunnels Beaches from all claims, loss or damage affecting Tunnels Beaches, its employees or third parties caused by you, your guests, or agents under this agreement or otherwise. These terms and the contract for hire contain the full terms of our contract and neither party relies on any other documents or oral statements.

### **Force Majeure**

Neither party shall have any liability under, or be deemed to be in breach of, this agreement for any delays or failures in performance of this agreement which result from circumstances beyond the reasonable control of that party. The party affected by such circumstances shall promptly notify the other party in writing when such circumstances cause a delay or failure in performance, and when they cease to do so.

### **Complaints and Feedback**

Any complaints (there have never previously been any) should be made to the on-site manager or member of the family as soon as they arise. No complaints will be entertained at the end of the hiring period, or after the guests have departed. On the other hand, any feedback you care to offer will be gratefully received.

### **Visits Outside Your Booking Period and Deliveries**

Visits to Tunnels Beaches must be by appointment only. Any deliveries (including decorations, music equipment, flowers etc) should be organised to arrive and be removed during your period of exclusive hire. Earlier deliveries may be able to be arranged by prior appointment.

### **Cleaning**

If any extra or intensive cleaning is required after departure, guests are liable to a minimum charge of £100. This is to cover the cost of extra cleaning that may be required in the event of staining to linen, flooring, furniture, paintings and walls. This charge will only be levied in the event that it takes our team of cleaners an extra time and effort to clean the venue over and above normal usage.

### **Confetti**

If you would like to use confetti, it must be bio-degradable (although not rice), and limited to real petals or bubbles. Use of confetti is strictly limited to outdoor areas.

### **Cars**

All cars and vehicles are parked at your own risk. Tunnels Beaches does not accept any responsibility for damage to, or theft from, or theft of, vehicles parked on Estate grounds.

### **Transport and Taxis**

Please note, and advise your guests accordingly, that it is not advisable to book taxis during the evening. Taxis should be booked well in advance. For your convenience we have detailed local taxi numbers on our preferred suppliers list but please note that we accept no responsibility for non-arrival of these taxis. We recommend that you include taxi numbers with your invitations, and ask guests to pre-book them. It's a good idea to stay within walking distance of our venue.

**Smoking**

Smoking is not permitted inside the venue at any time. We ask guests to smoke outside, away from any open doors and windows and to ensure that they use the sand filled buckets for all butts. Any rubbish should be placed in appropriate bins.

**Directions**

Available on our website.

**Pets**

We are unable to provide accommodation or provision for pets. Dogs may be brought along for the ceremony by prior arrangement only.

**Children**

Children are very welcome at Tunnels Beaches, although due to the nature of the roof terrace, the extent of the coastline and coves and associated risks, they should be accompanied at all times. The safety of children visiting Tunnels Beaches is wholly the responsibility of their parent/guardians.

**Ceremonies**

Tunnels Beaches is licensed to hold civil ceremonies and partnerships in the garden gazebo or first floor venue function room.

**Registrar**

The availability and booking of the registrar must be confirmed and organised by yourselves. You should book the registrar as soon as you have confirmed your venue to avoid disappointment. See our website for contact information for our local Registry Office.

**Music for the Ceremony or Reception Background Music**

Please note that regulations imposed by the Registrar prohibit the use of 'religious music' during a wedding ceremony. If in any doubt, please check directly with them.

**Toastmaster/Master of Ceremonies**

You are asked to designate someone (e.g. Best Man/Maid of Honour or Usher) to act as informal Toastmaster.

**Loss of Property**

We cannot be held responsible for the loss of any property at Tunnels Beaches. Security cameras are recording 24 hours for your protection.

**Right of Entry**

We reserve the right to enter the property at any reasonable time for inspection purposes or to carry out necessary repairs or maintenance.

Tunnels Beaches has the right to update or change the terms and conditions within reason and without prior notice, in order to comply with both local council considerations and matters relating to health and safety.