

**BENTLEYS RESTAURANTS LIMITED**  
**ISAAC LORD MERCHANT QUARTER,**  
**7 WHERRY QUAY, IPSWICH, SUFFOLK IP4 1AS**  
**TERMS AND CONDITIONS**  
**WEDDINGS, EVENTS AND CONFERENCES**

Throughout this document, Bentleys Restaurants Limited t/as Isaacs, Merchant's House, t/as Venue 77 t/as The Gardeners Arms and t/as Briarbank Brewing Company, will be referred to as the "Company" and the person or persons holding the event will be referred to as the "Customer".

### **CONTRACT**

The Customer making a booking is reminded that a contract exists between them and the Company. These Terms and Conditions set out the basis of that Contract. The Company reserve the right to make reasonable changes to these conditions and will notify the Customer 30 days prior to any event or booking taking place.

### **CONFIRMATION OF BOOKINGS AND DEPOSITS**

All bookings are considered provisional until a signed copy of these Terms and Conditions with a deposit as applicable, are received from the Customer and approved and signed by the Company. The signed copy of these Terms and Conditions and deposit, as applicable, are to be sent to the Company within seven days of the provisional booking. The Customer's final detailed requirements, such as menu choices and final numbers, will be agreed once the booking has been confirmed as above. We reserve the right to cancel any provisional booking if the signed Terms and Conditions, together with the deposit as applicable, are not sent to us within seven days of the provisional booking date.

#### **Conference and Events**

The Company requires the total hire cost quoted to be paid at the time these Terms and Conditions are signed and returned. If the conference/event is cancelled, the total hire cost is non-refundable.

#### **Weddings/Social Functions**

If the Wedding/Social Function totals £500 plus VAT or below, the full payment will be required in advance in one instalment.

For Weddings/Social Functions over £501 plus VAT, the Company will require a non-refundable deposit of 33% of the total cost quoted to be paid at the time these Terms and Conditions are signed and returned. A further 33% of the total cost will be required to be paid 12 weeks before the date of the wedding and the final outstanding balance to be paid within seven days before the date of the wedding.

#### **School Proms**

The company requires a deposit of 50% of the total cost quoted to be paid at the time these Terms and Conditions are signed and returned. This deposit is non-refundable. The final outstanding balance is to be paid fourteen days before the date of the prom. These terms and conditions are required to be signed by a person over the age of 18yrs.

#### **Dome Hire**

The company requires a holding deposit or pre authorization payment for the hire of a Dome prior to booking..

## **CONFIRMATION OF NUMBERS**

Any changes to numbers within the seven day period before the wedding, event, or conference are still payable and the amount payable by the Customer shall be calculated on this final number or the numbers actually attending, whichever is greater. No refund can be made after the event.

## **CANCELLATION BY THE CUSTOMER**

Any cancellation must be in writing and signed by the Customer. Cancellation charges are as follows:-

### Conference and Events

The cancellation of any conference/event/booking after receipt of the signed Terms and Conditions has been received will be charged as follows:-

- 24 hours or less – 100% of all costs
- 24 hours or more – the hire charge will be retained

### Weddings/Social Functions

The cancellation of a Wedding/Social Function totalling £500 plus VAT or below, after receipt of the signed Terms and Conditions has been received, will be charged as follows:-

- 1) Within 6 months - £100 plus VAT will be retained.
- 2) Within 3 months – 100% of the cost will be retained.

The cancellation of a Wedding/Social Function of £501 plus VAT and above, after receipt of the signed Terms and Conditions has been received, will be charged as follows:-

- a) 7 Days Or Less – 100% of the cost
- b) 1 Week-12 weeks – 66% of the cost
- c) 12 weeks or more the deposit will be retained.

### School Proms

The cancellation of a School Prom after receipt of the signed Terms and Conditions has been received will be charged as follows:-

- a) 14 Days Or Less – 100% of the cost
- b) 15 Days Or Prior – 50% of the Cost

### Dome Hire

Dome Hire The cancellation of a Dome hire after confirmed booking

- a) 14 Days Or Less – 100% of the deposit
- b) 15 Days Or Prior – 50% of the deposit

### Other

The customer may reschedule booked events/dates or cancel and obtain a full refund if due to Covid-19 restrictions.

## **CANCELLATION BY THE COMPANY**

The Company may cancel the booking: -

- a) If the property or any part of it is closed due to fire, dispute with employees, alteration, decoration, by order of any Public Authority, or anything which is outside our control ie Covid-19 restrictions.
- b) If the property or any part of it is sold or leased by the company.
- c) If the Customer becomes insolvent or enters into liquidation or receivership.
- d) If the Customer is more than 30 days in arrears with payment to the Company for previously supplied services.
- e) If the deposit is not paid when these Terms and Conditions are signed and returned or if the deposit is paid by cheque and that cheque is dis-honoured.

## **PAYMENT**

The outstanding balance of the account is payable by the Customer before the completion of the wedding/social function/event/conference, unless alternative arrangements have been agreed with the Company. The Customer is responsible for the checking and settlement of all accounts.

## **ENTERTAINMENT LIVE MUSIC**

We request that if any area is used for evening entertainment, including live music and a DJ Disco that the preferred arrangement is firstly via the Company's approved suppliers where applicable. However, when this is not possible, the Customer may arrange their own evening entertainment i.e. live music and/or DJ Disco and is always subject to the Management's discretion. In all cases, strict limitations for noise levels are in place at all our premises and all performers must adhere to and sign our separate music contract which states that if these conditions are not followed the management have the right to cancel and/or stop the entertainment.

## **RESPONSIBILITY OF DAMAGE AND BEHAVIOUR**

The Customer assumes responsibility for any and all damage caused by persons attending the wedding/event/conference/function and Dome Hire whether in function rooms reserved or in any other part of the property.

We reserve the right to escort any guests from the premises, who, in the opinion of the management, are causing excessive disruption or damage. Noisy or rowdy behaviour in the surrounding outside areas of the Company's premises will not be tolerated. All premises are no smoking properties and any guests that do wish to smoke will be directed to the outside Terrace/Courtyards.

We request that at the end of the evening departing guests leave the premises as quietly as possible to ensure no disturbance to our neighbours.

We regret that we are unable to accept responsibility for the property of guests.

## **SUPPLY OF BEVERAGES AND FOOD**

It is not the policy of the Company to permit guests to supply their own beverage under any circumstances.

It is not the policy of the Company to permit guests to supply their own food for consumption on the premises under any circumstances.

## **PRICES**

Prices are subject to change without prior notice.

**VALUE ADDED TAX**

Our prices are plus VAT at 20%. Charges will be adjusted if there is any alteration in VAT rates.

Igloo hire price is inclusive of VAT and 12.5% service charge.

**E&OE**

Please note that, although every effort is made to ensure these terms and conditions are accurate, the Company cannot be held responsible for the consequences of any errors or omissions.

**Where applicable please return one signed copy of the Terms and Conditions to:-**

**Events Manager  
Bentleys Restaurants Limited  
Isaac Lord Merchant Quarter  
7 Wherry Quay  
Ipswich, Suffolk IP4 1AS**

**I have read, understood and will comply with all the Terms and Conditions as set out in this Contract.**

**Date of Event** \_\_\_\_\_

**Name of venue** \_\_\_\_\_

**Name of Client (print)** \_\_\_\_\_

**Address** \_\_\_\_\_

**Client Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Date signed** \_\_\_\_\_

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*For office use:*  
**Booking approved by** \_\_\_\_\_ **sign** \_\_\_\_\_ **Date** \_\_\_\_\_

**Deposit received: £** \_\_\_\_\_ **Method of Payment:** \_\_\_\_\_ **Date:** \_\_\_\_\_