

The Upper

House Hotel

WEDDING PACK

THE GREEN | BARLASTON | STOKE-ON-TRENT  
STAFFORDSHIRE | ST12 9AE  
WEDDINGS@THEUPPERHOUSE.COM  
01782 373790

Let us provide the footsteps to  
your happily ever after . . .

THANK YOU FOR CHOOSING TO VIEW THE UPPER HOUSE HOTEL, OUR DEDICATED WEDDING TEAM ARE ON HAND TO ANSWER ANY OF YOUR QUESTIONS WHETHER THAT BE EMAILS OR PHONE CALLS AND THEY WILL BE WITH YOU EVERY STEP OF THE WAY WHILST PLANNING YOUR SPECIAL DAY!

WE HAVE TWO DIFFERENT CHOICES THAT YOU CAN PICK WHEN BOOKING YOUR WEDDING HERE WITH US AT THE HOTEL;

**OPTION 1**

**VENUE HIRE, FOOD AND DRINK**  
EVERYTHING PRICED INDIVIDUALLY

**OPTION 2**  
**PACKAGES**

A WHOLE PACKAGE THAT HAS BEEN SPECIALLY CREATED BY OUR WEDDING TEAM

# Venue Hire Charge

## THE HIRE CHARGE INCLUDES:

USE OF TWO FUNCTION ROOMS

USE OF OUR SPECTACULAR GROUNDS FOR PHOTOGRAPHS

A DEDICATED WEDDING COORDINATOR

CARPET RUNNER FOR CIVIL CEREMONIES

CHAIR COVERS FOR CIVIL CEREMONY, WEDDING BREAKFAST &  
EVENING RECEPTION

EASEL FOR YOUR TABLE PLAN

CAKE KNIFE & CAKE STAND

A NIGHT'S STAY IN THE BRIDAL SUITE WITH BREAKFAST THE  
FOLLOWING MORNING  
WHITE POST BOX

IF YOU DECIDE TO BOOK YOUR WEDDING HERE, WE ASK FOR THE  
FOLLOWING PAYMENTS TO BE MADE:

DEPOSIT - 50% OF YOUR VENUE HIRE

6 MONTHS AFTER INITIAL DEPOSIT - REMAINING 50% OF YOUR VENUE HIRE

4 WEEKS PRIOR TO THE WEDDING - FOOD & DRINK INVOICE

# Venue Hire Charge

	January - February	March & April	May - September	October & November	December
<b>2022</b>					
<b>Monday – Thursday</b>	£1,950	£2,900	£3,550	£2,400	£3,000
<b>Friday</b> <small>(And Bank Holiday Mondays)</small>	£2,700	£3,350	£4,150	£3,250	£3,300
<b>Saturday</b>	£2,950	£3,750	£4,500	£3,300	£3,400
<b>2023</b>					
<b>Monday – Thursday</b>	£1,950	£2,950	£3,600	£2,600	£3,150
<b>Friday</b> <small>(And Bank Holiday Mondays)</small>	£2,800	£3,400	£4,200	£3,350	£3,400
<b>Saturday</b>	£3,000	£3,800	£4,550	£3,400	£3,500
<b>2024</b>					
<b>Monday – Thursday</b>	£1,950	£3,000	£3,600	£2,800	£3,200
<b>Friday</b> <small>(And Bank Holiday Mondays)</small>	£2,850	£3,500	£4,300	£3,400	£3,500
<b>Saturday</b>	£3,000	£3,900	£4,600	£3,500	£3,550

# Wedding Packages



OUR CURRENT WEDDING PACKAGES

**'HITCH KNOT'**

MARCH - APRIL

**'TRUE LOVERS KNOT'**

MAY - SEPTEMBER

**'TWILIGHT KNOT'**

OCTOBER - NOVEMBER

**'FESTIVE KNOT'**

DECEMBER

IF YOU DECIDE TO BOOK ONE OF OUR WEDDING PACKAGES, WE ASK  
FOR THE FOLLOWING PAYMENTS TO BE MADE:

**DEPOSIT - 25% OF THE PACKAGE PRICE**

**6 MONTHS AFTER INITIAL DEPOSIT - ANOTHER 25%**

**4 WEEKS PRIOR TO THE WEDDING - THE REMAINING AMOUNT**

(PRICES ABOVE VARY DEPENDING ON WHAT PACKAGE YOU CHOOSE)

# Ceremonies & Function Rooms

## THE ORANGERY

SEATS UP TO 100 GUESTS FOR A CIVIL CEREMONY  
AND 60 GUESTS FOR A WEDDING BREAKFAST

## WOODLANDS SUITE

SEATS UP TO 100 GUESTS FOR A CIVIL CEREMONY  
AND 100 GUESTS FOR A WEDDING BREAKFAST

## PAVILION

SEATS UP TO 90 GUESTS FOR A CIVIL CEREMONY

## WEDDING IN THE WOODS

SEATS UP TO 60 GUESTS FOR A CIVIL CEREMONY

# Bedroom Tariffs



## DISCOUNTED RATES

WE OFFER A DISCOUNT OF £10.00 PER ROOM,  
PER NIGHT FOR BED & BREAKFAST.

TO GET THE DISCOUNTED RATE, WE DO ASK THAT YOUR GUESTS  
PAY ON BOOKING.

## USEFUL INFORMATION:

THE UPPER HOUSE HAS 24 BEDROOMS IN TOTAL  
(INCLUDING THE BRIDAL SUITE)

THIS CONSISTS OF:

21 X DOUBLE BEDROOMS

2 X SINGLE BEDROOMS

1 X FAMILY BEDROOM (HOLDS UP TO 4 GUESTS)

Z-BEDS ARE AVAILABLE IF MORE THAN TWO IN A ROOM IS REQUIRED  
WE DO FOLLOW A FIRST COME FIRST SERVE BASIS.

IF YOU WISH TO BOOK A BEDROOM WE RECOMMEND BOOKING IN  
ADVANCE TO SAVE DISAPPOINTMENT!

# Frequently Asked Questions

## **CAN WE STAY THE NIGHT BEFORE THE WEDDING?**

YES! YOU ARE VERY WELCOME TO STAY THE NIGHT BEFORE YOUR WEDDING. IF WE DO HAVE A WEDDING TAKING PLACE, THEN THE BRIDAL SUITE IS INCLUDED IN THE HIRE CHARGE/PACKAGE PRICE—SO THIS DOES HAVE TO BE HONOURED TO ALL OUR COUPLES. WE WOULD BOOK YOU INTO ANOTHER BEDROOM, DEPENDING ON HOW MANY GUESTS ARE STAYING WITH YOU; THEN AS SOON AS THE BRIDAL SUITE HAS BEEN CHECKED OUT, CLEANED AND TURNED AROUND—WE WOULD THEN GET YOU CHECKED IN AS SOON AS POSSIBLE. THE USUAL TIME FOR THIS IS AROUND MIDDAY.

## **CAN WE SET THE FUNCTION ROOMS UP THE NIGHT BEFORE OR THE MORNING OF THE WEDDING?**

IF WE DON'T HAVE AN EVENT OR WEDDING TAKING PLACE ON THE NIGHT BEFORE, THEN THE SAME APPLIES—YOU CAN SET UP. IF WE DO HAVE AN EVENT OR WEDDING TAKING PLACE, THEN EVERYTHING WILL BE SET UP IN THE MORNING. ON A WEDDING DAY, THE WEDDING TEAM ARE PUT ON THE ROTA FROM 10.00AM; SO, NOTHING WILL BE SET UP UNTIL THEN. WE RECOMMEND THAT VENUE DRESSERS ACCESS THE HOTEL FROM 11.00AM ONWARDS, AS THIS GIVES US ENOUGH TIME TO GET STARTED IN THE FUNCTION ROOMS. IF YOU REQUIRE TO ACCESS THE ROOMS EARLIER, PLEASE CONTACT SAM OR ELLIE AND WE WILL FIND OUT IF THIS IS SOMETHING WE CAN ACCOMMODATE.

## **HAVE YOU GOT A TV AND MICROPHONE THAT WE CAN USE FOR OUR SPEECHES?**

YES, WE DO HAVE TWO 60-INCH TELEVISION SCREENS THAT YOU CAN USE. PLEASE MAKE A TEAM MEMBER AWARE IF YOU WOULD LIKE TO USE ONE, AND WHERE ABOUT IN THE ROOM THIS IS TO BE PLACED. WE DO ALSO HAVE MICROPHONES THAT CAN BE USED IN BOTH FUNCTION ROOMS.

## **CAN WE THROW CONFETTI?**

YES, YOU CAN USE ANY TYPE OF CONFETTI, BUT WE ONLY ALLOW THIS OUTSIDE.

## **WHEN IS THE FINAL DECISION MADE FOR THE CEREMONY TO BE OUTSIDE?**

WE USUALLY WAIT FOR THE REGISTRARS TO ARRIVE AND DOUBLE CHECK WITH THEM THAT THEY ARE HAPPY TO LET THE CEREMONY TAKE PLACE OUTSIDE, THE ONLY TIME THAT THE CEREMONY WON'T BE OUTSIDE IS IF IT'S RAINING OR VERY WINDY.

## **CAN WE HAVE A PHOTO BOOTH AND WHERE WOULD THIS GO?**

YES, YOU CAN HIRE A PHOTO BOOTH AND WE USUALLY PUT THIS IN THE ORANGERY DURING THE EVENING.

## **WHAT SIZE ARE THE TABLES THAT ARE USED FOR THE WEDDING BREAKFAST?**

WE HAVE TWO TYPES OF TABLES, A LARGER TABLE THAT IS 6-FOOT-WIDE AND SEATS UP TO 10 GUESTS; AND A SMALLER TABLE THAT IS 5-FOOT-WIDE AND SEATS UP TO 8 GUESTS. WE DON'T RECOMMEND GOING OVER THIS NUMBER, AS WE HAVE WORKED THIS OUT TO BE COMFORTABLE FOR YOUR GUESTS.

## **HOW MANY TABLES DO YOU PUT IN THE WOODLANDS SUITE FOR THE EVENING RECEPTION?**

TO HAVE ENOUGH DANCEFLOOR SPACE, WE USUALLY RECOMMEND PUTTING 6-7 LARGE TABLES IN THAT ROOM.

## **WHO IS RESPONSIBLE FOR OUR GIFTS?**

WE USUALLY PUT OUT A TABLE IN THE ORANGERY CORRIDOR FOR YOU TO PUT YOUR CARDS AND GIFTS ON, AT THE END OF THE EVENING WE DO RECOMMEND THAT YOU TAKE ALL OF YOUR CARDS AND GIFTS UP TO THE BRIDAL SUITE—OR ASK A MEMBER OF OUR TEAM AND THEY WOULD BE HAPPY TO DO THIS FOR YOU.



# Terms & Conditions

## 1. DEFINITIONS

THE VENUE\* REFERS TO "THE UPPER HOUSE HOTEL", "THE CUSTOMER" REFERS TO THE PERSONS FOR SAID ORGANISATION TO WHICH A BINDING AGREEMENT IS MADE WITH THE VENUE. "THE EVENT" REFERS TO THE WEDDING OR RENEWAL OF VOWS.

## 2. PRICES

FIXED PRICES FOR FOOD AND BEVERAGES ARE ESTABLISHED WHERE POSSIBLE NO LESS THAN THREE MONTHS PRIOR TO THE EVENT. ALL PRICES ARE STATED IN POUNDS STERLING AND INCLUDE VAT AT THE STANDARD RATE. ALL PRICE CHANGES DUE TO GOVERNMENT REGULATIONS WILL BE CHARGED TO THE CUSTOMER ACCORDINGLY. PRICES MAY CHANGE, DUE TO CIRCUMSTANCES BEYOND OUR CONTROL. THE VENUE, WHERE POSSIBLE, WILL GIVE THE CUSTOMER WRITTEN NOTICE OF ANY PRICE CHANGES.

## 3. MINIMUM NUMBERS

FOR A FRIDAY OR SATURDAY WEDDING IN MAY, JUNE, JULY, AUGUST AND SEPTEMBER A MINIMUM NUMBER OF 50 GUESTS FOR A WEDDING BREAKFAST AND 100 GUESTS FOR AN EVENING RECEPTION ARE REQUIRED.

## 4. PAYMENTS AND CANCELLATIONS

THE VENUE REQUIRES A PAYMENT TO SECURE THE DATE, WHICH WOULD BE 50% OF YOUR VENUE HIRE. THIS IS NON-REFUNDABLE & NON-TRANSFERABLE AND WILL GUARANTEE YOUR RESERVATION AT THE TIME OF BOOKING (UNLESS OTHERWISE AGREED AND STATED IN WRITING BY THE VENUE). THE BALANCE OF THE HIRE CHARGE IS PAYABLE SIX MONTHS AFTER THE INITIAL BOOKING, THIS IS A NON-REFUNDABLE PAYMENT AND, IN THIS REGARD, TIME IS OF THE ESSENCE. THE VENUE WILL ARRANGE A MEETING BETWEEN THE VENUE AND THE CUSTOMER AT LEAST 56 DAYS PRIOR TO THE EVENT WHEN THE CUSTOMER SHALL GIVE DETAILS OF FINAL NUMBERS, TIMINGS, FOOD AND DRINK. SHOULD THE CUSTOMER HAVE TO CANCEL, OR REDUCE THE NUMBERS AFTER THIS TIME, THIS MUST BE DONE IN WRITING TO THE VENUE. A CHARGE TO COVER THE LOSSES INCURRED BY THE VENUE WILL BE MADE, CALCULATED AS A PERCENTAGE OF THE TOTAL BOOKING VALUE, ACCORDING TO THE SCALE HIGHLIGHTED BELOW: IF CANCELLED BEFORE THE ABOVE MEETING, ALL PAYMENTS WILL BE LOST. IF CANCELLED 28 DAYS BEFORE THE EVENT A CHARGE OF 50% OF THE FOOD AND DRINK COST WILL BE APPLIED. IF CANCELLED BETWEEN 27 AND 8 DAYS PRIOR TO THE EVENT A CHARGE OF 80% WILL BE APPLIED. A CANCELLATION 7 DAYS PRIOR TO THE EVENT WILL INCUR THE FULL FEE PAYABLE. ANY COSTS INCURRED FOR THE EVENT, THAT OTHERWISE WOULD NOT HAVE BEEN INCURRED, WILL BE CHARGED IN THE EVENT OF A CANCELLATION UNLESS THE VENUE IS ABLE TO MITIGATE THE COST. (E.G. AUDIO-VISUAL EQUIPMENT, STAFF BOOKED FOR THE EVENT, FOOD, DECORATIONS, MUSICIANS(S) AND OTHER ENTERTAINER(S))

## 5. CIVIL CEREMONIES

THE VENUE IS FULLY LICENSED FOR CIVIL CEREMONIES AND COUPLES DO HAVE TO BOOK THE REGISTRARS THEMSELVES. WE KINDLY ASK THAT YOUR CEREMONY IS BOOKED FOR 1.00PM OR LATER, SO THAT WE CAN ENSURE THAT THE VENUE IS SET UP AND READY FOR THE CEREMONY. HERE AT THE HOTEL WE COME UNDER THE STAFFORD BOROUGH, THEREFORE YOU WOULD HAVE TO CONTACT STAFFORD REGISTRY OFFICE ON THE FOLLOWING NUMBER 0300 111 8000. JUST TO MAKE YOU AWARE, THAT THERE WOULD BE A FEE FOR THE CEREMONY TO TAKE PLACE.

## 6. LATE PAYMENT

THE VENUE RESERVES THE RIGHT TO CHARGE THE CUSTOMER INTEREST AT A RATE OF 3% ABOVE THE BANK OF ENGLAND BASE RATES ON ALL LATE PAYMENTS.

## 7. PAYMENT

THE VENUE CAN OFFER THE FOLLOWING METHODS OF PAYMENT: CASH, BAC'S (PROOF OF PAYMENT REQUIRED) CREDIT/DEBIT CARD OR CHEQUE (MADE PAYABLE TO THE UPPER HOUSE HOTEL LTD)

## 8. GUESTS NUMBERS

SUBJECT TO THE MINIMUM GUARANTEED NUMBERS, THE CUSTOMER MAY GIVE WRITTEN NOTICE TO THE VENUE NO LESS THAN 28 DAYS PRIOR TO THE EVENT, TO REDUCE THE NUMBERS NOT IN EXCESS OF 10% WITHOUT INCURRING CANCELLATION CHARGES. WHERE THE CUSTOMER SERVES NOTICE OF A DECREASE BY MORE THAN 10% OF THE NUMBER OF GUESTS ATTENDING THE EVENT, A SURCHARGE OF 100% OF THE TOTAL REVENUE RELATIVE TO EACH CANCELLATION WILL BE MADE.

## 9. CONTRACTORS

THE CUSTOMER'S CONTRACTORS (VENUE DRESSERS, FLORIST, DJ ETC) MAY NOT ENTER ANY AREA OF THE VENUE UNTIL THE AGREED TIME THAT IS PROVIDED FOR THE CUSTOMER. THE CUSTOMER OR CONTRACTORS WILL NOT ERECT ANY EXHIBITIONS, STANDS OR DISPLAYS WITHIN OR OUTSIDE THE VENUE PREMISES NOR MAKE ANY ALTERATIONS THERETO WITHOUT THE VENUE'S PRIOR WRITTEN CONSENT. THE CUSTOMER SHALL ENSURE THAT ENTERTAINMENT CONTRACTORS (DISCO, BAND ETC) PROVIDES THE VENUE WITH A COPY OF THEIR PUBLIC LIABILITY INSURANCE AND RELATIVE PAT CERTIFICATE. THE USE OF SMOKE MACHINES, STROBE LIGHTING AND INDOOR OR OUTDOOR FIREWORKS ARE PROHIBITED. ALL MATERIALS, DECORATIONS, SHOWCASES, STANDS, AND OTHER SIMILAR CONSTRUCTIONS MUST COMPLY WITH THE FIRE PREVENTION STANDARDS. IT IS THE RESPONSIBILITY OF THE CUSTOMER TO ENSURE THAT ALL CONTRACTORS RECEIVE A COPY OF THESE CONDITIONS AND AGREE TO ABIDE BY THEM. IN THE EVENT OF A FAILURE BY THE CONTRACTORS IN THIS RESPECT, THE CUSTOMER WILL BE RESPONSIBLE.

# Terms & Conditions

## 10. ACCESS AND TIMINGS

FUNCTION ROOMS WILL BE MADE AVAILABLE FOR THE TIME SHOWN ON YOUR CONTRACT AND YOU WILL BE EXPECTED TO VACATE BY THE END OF THAT PERIOD. IF REQUESTED THE VENUE WILL DO ITS BEST TO ACCOMMODATE THE CUSTOMER WITH ANY EXTENSION BUT THIS MAY NOT ALWAYS BE POSSIBLE. WHERE THE VENUE IS ABLE TO ACCOMMODATE THE CUSTOMER WITH AN EXTENSION THEN ADDITIONAL REASONABLE CHARGES MAY BE MADE TO COVER OVERHEADS AND LOSS OF POTENTIAL BUSINESS FROM OTHER CUSTOMERS. THE CUSTOMER WILL ENSURE THAT THE VENUE SHALL BE CLEARED OF ALL MATERIALS, EQUIPMENT AND DECORATIONS BROUGHT THERE, INCLUDING THOSE BROUGHT BY CONTRACTORS, WITHIN THE TIME MUTUALLY AGREED BETWEEN THE VENUE AND THE CUSTOMER. THE VENUE HOLDS NO RESPONSIBILITY FOR ITEMS LEFT AFTER THIS TIME. THE CUSTOMER SHALL ENSURE THAT THOSE ATTENDING THE EVENT ARE READY TO BE SERVED THE MEAL AT THE TIME AGREED BETWEEN THE VENUE AND THE CUSTOMER.

## 11. FOOD AND BEVERAGES

THE CUSTOMER WILL ENSURE THAT NO FOOD OR BEVERAGES OF ANY KIND (INCLUDING FAVOURS) ARE BROUGHT ONTO THE VENUE BY THE CUSTOMER OR ANY OF THE CUSTOMER'S GUESTS, INVITEES OR ANY OTHER PERSONS ATTENDING THE EVENT UNLESS PREVIOUSLY AGREED IN WRITING. IN RELATION TO THIS, THIS DOES EXCLUDE THE WEDDING CAKE. NO FOOD THAT IS PROVIDED BY THE VENUE CAN BE REMOVED FROM THE PROPERTY DUE TO FOOD HYGIENE REASONS.

## 12. DAMAGE TO THE VENUE AND PROPERTY

THE CUSTOMER SHALL TAKE ALL REASONABLE PRECAUTIONS NOT TO DAMAGE ANY PROPERTY ON THE VENUE OR PREMISES  
THE CUSTOMER SHALL ENSURE THAT NOTHING SHALL BE AFFIXED TO THE FLOORS, WALLS, CEILINGS OR COLUMNS BY NAILS, SCREWS, DRAWING PINS OR OTHER MEANS OR SUSPENDED FROM THE ROOFS OR CEILINGS THEREOF UNLESS PREVIOUSLY AGREED IN WRITING BY THE VENUE. THE CUSTOMER SHALL BE INFORMED AS SOON AS POSSIBLE AFTER THE CONCLUSION OF THE EVENT OF ANY LOSS OR DAMAGES TO THE VENUE PROPERTY. THE CUSTOMER SHALL BE DEBITED FOR THE TOTAL COST OF REPAIRING OR REPLACING THE VENUE PROPERTY THAT MAY HAVE BEEN DAMAGED, BROKEN, LOST, OR STOLEN, EVEN SHOULD THE RESPONSIBILITY FOR THIS BE ATTRIBUTED TO SOMEONE THE CUSTOMER MAY HAVE SUBCONTRACTED.

## 13. NOISE

THE CUSTOMER SHALL ENSURE THAT CONTRACTORS WILL KEEP THE LEVEL OF THE NOISE PRODUCED BY SOUND EQUIPMENT WITHIN REASONABLE LEVEL, AT ALL TIMES.

## 14. RIGHT TO EXCLUDE OR EJECT PERSONS

THE VENUE RESERVES THE RIGHT TO EXCLUDE OR EJECT, AS IT THINKS FIT AND REASONABLE, ANY PERSONS FROM THE EVENT OR THE VENUE WHO IT SHALL CONSIDER OBJECTIONABLE, INCLUDING ANY ENGAGED BY THE CUSTOMER TO PROVIDE ENTERTAINMENT OR PERFORM ANY OTHER DUTIES AT THE EVENT.

## 15. SECURITY

TO ENSURE THE SMOOTH RUNNING OF THE EVENT AND TO ENSURE THE SAFETY OF BOTH GUESTS AND STAFF, IT MAY BECOME NECESSARY TO PROVIDE INCREASED SECURITY MEASURES. IN THIS CASE THE VENUE WILL INFORM THE CUSTOMER WHERE POSSIBLE, IN ADVANCE OF THE INCREASED MEASURES TO BE TAKEN. ALL EXTRA COSTS FOR SECURITY MEASURES WILL BE CHARGED TO THE CUSTOMER. THE CUSTOMER WILL BE LIABLE, BY WAY OF INDEMNITY TO THE VENUE, FOR ANY LOSS OF REVENUE AS A RESULT OF BUSINESS INTERRUPTION DUE TO THE INCREASED SECURITY MEASURES, WHICH INFLUENCE THE DAY TO DAY RUNNING OF THE VENUE. ANY FURTHER COSTS RELATING TO POSSIBLE POLICING OF THE EVENT WILL BE THE SOLE RESPONSIBILITY OF THE CUSTOMER.

## 16. SUPPLY OF ADDITIONAL GOODS OR SERVICES

THE CUSTOMER AGREES TO PAY THE VENUE CHARGES FOR ANY GOODS AND SERVICES THAT HAVE BEEN PROVIDED BY THE VENUE AT THE REQUEST OF THE CUSTOMER OR ANY PERSON PURPORTING TO ACT ON BEHALF OF THE CUSTOMER AND HAVING OSTENSIBLE AUTHORITY TO DO SO.

## 17. FRUSTRATION OF THE CONTRACT

IF THE VENUE IS PREVENTED OR HINDERED FROM CARRYING OUT ITS OBLIGATIONS HEREUNDER BY CIRCUMSTANCES BEYOND ITS REASONABLE CONTROL INCLUDING GOVERNMENT INTERVENTION, STRIKES, LABOUR DISPUTES, ACCIDENTS, ACTS OF GOD, NATIONAL OR LOCAL DISASTERS OR WAR, THEN THE VENUE'S LIABILITY TO THE CUSTOMER SHALL BE NO GREATER THAN THE AMOUNT PAID BY THE CUSTOMER IN RESPECT OF THE EVENT. IF FOR REASONS BEYOND THE VENUE'S REASONABLE CONTROL THE ACCOMMODATIONS SO RESERVED CANNOT BE MADE AVAILABLE TO THE CUSTOMER, THE VENUE RESERVES THE RIGHT TO SUBSTITUTE SIMILAR OR COMPARABLE ACCOMMODATION FOR THE EVENT AND SUCH A SUBSTITUTION SHALL BE ACCEPTED BY THE CUSTOMER AS SATISFACTORY PERFORMANCE BY THE VENUE OF ITS OBLIGATION HEREUNDER TO PROVIDE THE ACCOMMODATION SO RESERVED.

## 18. WASTE

NO WASTE MATERIAL SUCH AS PACKAGING SHALL BE LEFT ANYWHERE ON THE VENUE PREMISES, THE CUSTOMER MUST ENSURE THAT ALL WASTE MATERIAL IS IMMEDIATELY REMOVED FROM THE VENUE PREMISES.

## 19. CANCELLATION BY THE VENUE

THE VENUE RESERVES THE RIGHT TO CANCEL THE BOOKING OR RESERVATION FOR THE EVENT, IN THE EVENT OF THE CUSTOMER FAILING TO PERFORM ANY OF ITS OBLIGATIONS HEREIN. THE VENUE SHALL BE ENTITLED TO CANCEL THE EVENT BY WRITTEN NOTICE TO THE CUSTOMER WHERE REASONABLY POSSIBLE, IF THE VENUE IS PREVENTED OR HINDERED FROM CARRYING OUT ITS OBLIGATIONS DUE TO CIRCUMSTANCES BEYOND ITS CONTROL. WHERE THE VENUE CANCELS THE EVENT, THE VENUE SHALL MAKE EVERY EFFORT TO ACCOMMODATE THE BOOKING IN AN ALTERNATIVE VENUE OR REPAY ALL MONIES RECEIVED. THIS IS THE FULL EXTENT OF THE VENUE'S LIABILITY TO THE CUSTOMER. SHOULD THE VENUE HAVE BEEN MISLED OR ILL-INFORMED ABOUT THE NATURE OF THE EVENT, OR CONSIDERS THAT HOSTING THE EVENT MAY THREATEN THE SECURITY OF THE VENUE, ITS STAFF OR GUESTS, OR DAMAGE ITS REPUTATION, IT RESERVES THE RIGHT TO CANCEL THE EVENT AND CHARGE THE CUSTOMER IN FULL FOR ALL PRE-BOOKED SERVICES WITHOUT RECOURSE.

## 20. VARIATIONS

NO ORAL REPRESENTATIONS OR ARRANGEMENTS ARE RECOGNISED BY THE VENUE AND THE CONDITIONS OF THIS CONTRACT CAN BE MODIFIED ONLY BY A SUPPLEMENTARY WRITTEN CONTRACT. BOTH PARTIES MUST SIGN THE SUPPLEMENTARY WRITTEN CONTRACT.

# Terms & Conditions

## 21. WEDDING CAKE

THE UPPER HOUSE HOTEL LIMITED DOES NOT TAKE ANY RESPONSIBILITY FOR THE WEDDING CAKE, AND WE DO NOT ACCEPT CAKES THE DAY BEFORE A WEDDING. ANY DAMAGE CAUSED TO THE CAKE WHILST IN OUR POSSESSION WILL NOT BE COMPENSATED FOR, THIS RISK REMAINS WITH THE CUSTOMER. WE ARE HAPPY TO CUT AND SERVE THE CAKE UPON REQUEST, AND ANY REMAINING WEDDING CAKE WILL BE SAVED FOR THE CUSTOMER, SO THAT IT CAN BE COLLECTED THE FOLLOWING MORNING. IF THE CAKE HAS NOT BEEN REMOVED BY THAT TIME, WE RESERVE THE RIGHT TO DISCARD THE REMAINS AT OUR DISCRETION.

## 22. BUFFET FOOD

THE BUFFET FOOD WILL BE PROVIDED FROM THE TIME THAT HAS BEEN AGREED IN THE FINAL MEETING, HOWEVER THIS CAN ONLY BE DISPLAYED FOR A MAXIMUM OF AN HOUR AND A HALF FOR HYGIENE AND HEALTH & SAFETY REASONS.

## 23. BEDROOMS

WEDDING GUESTS ARE OFFERED A DISCOUNTED RATE ON THE BEDROOMS, BUT IN ORDER TO RECEIVE THE DISCOUNTED RATE – ALL GUESTS MUST PAY WHEN BOOKING THE ROOM. ONCE THE PAYMENT HAS BEEN MADE, WE ARE UNABLE TO GIVE ANY REFUNDS. WE DO ALSO WORK ON A FIRST COME, FIRST SERVE BASIS FOR THE BEDROOMS – SO YOUR GUESTS MUST RING IN ADVANCE TO AVOID ANY DISAPPOINTMENT AS THEY DO NOT TAKE PRIORITY OVER NON-WEDDING GUESTS.

## 24. TIMINGS

THE LICENSED BAR AND ENTERTAINMENT WILL FINISH AT 12.00AM, ALL NON-RESIDENTIAL GUESTS AND SUPPLIERS MUST LEAVE THE HOTEL PREMISES BY 12.30AM. ALL EXTERNAL DOORS WILL BE LOCKED BY 1.00AM.

## 25. SPECIAL EFFECTS

DUE TO HEALTH AND SAFETY RESPONSIBILITIES FOR ALL OF OUR GUESTS, THE VENUE DOES NOT ALLOW CHINESE LANTERNS, CANDELABRA CANDLES, FIREWORKS, DANCE FLOORS OR ANY USE OF SPECIAL EFFECTS SUCH AS SMOKE MACHINES AND STROBE LIGHTING.

## 26. JURISDICTION

THE LAW GOVERNING THIS CONTRACT SHALL BE THE LAW OF ENGLAND AND WALES, AND ANY DISPUTE SHALL BE DEALT WITH IN THE COURTS OF ENGLAND AND WALES.

## 27. GUESTS

ALL CHILDREN UNDER THE AGE OF 16 MUST BE FULLY SUPERVISED BY A RESPONSIBLE ADULT.

NAME: -

SIGNATURE:-

NAME: -

SIGNATURE:-

DATE OF WEDDING:-

DATE SIGNED: -

TO CONFIRM THE BOOKING OF YOUR WEDDING, WE WOULD NEED A SIGNED COPY OF OUR TERMS AND CONDITIONS.

IF YOU HAVE ANY QUESTIONS REGARDING THE TERMS AND CONDITIONS, PLEASE DO NOT HESITATE TO CONTACT OUR WEDDING TEAM AND THEY WILL BE HAPPY TO ANSWER ANY OF YOUR QUERIES.

THANK YOU