

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 House, The Briarbank Brewing Company and The Gallery, 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 Booking

A minimum spend applies depending on booking type, which can include food or drinks or both (there is no additional hire charge). For all booking types, the lead bookers’ payment card will be authenticated to the value of the minimum spend. No monies are taken and this will not impact on card credit limits. The Company will only use this authentication in the event of a no show, late cancellation or to collect the balance of the minimum spend if not collected on the day of the booking. Customers will therefore be expected to pay for all their food and drinks either via www.isaacs.pub or via card terminal on the day of booking. We do not accept cash. Visit www.isaaclord.org/bookings for latest information on the Domes.

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

Domes

Cancellation of Dome bookings are determined by the booking type.

In the event of a no show or late cancellation, the lead booker's payment card will be charged the value of the minimum spend for Dome booking type.

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 as attached**, 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 have a zero tolerance policy for any breach of licencing regulations if, under any circumstances, the customer or their guests, breaches these regulations the booking will be forfeited and the customer and guests will be asked to leave. Examples of zero tolerance policies include drug usage, aggressive behaviour, noise nuisance, etc (this list is non exhaustive).

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 the current applicable rate. Charges will be adjusted if there is any alteration in VAT rates.

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**

Email: office@isaaclord.org

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 signed _____

For office use:

Booking approved by _____ **Signed:** _____ **Date:** _____

Deposit received: £ _____ **Method of Payment:** _____ **Date:** _____