



## Walled Garden Vineyard Booking Terms

**Terms & Conditions** for the rental of the Pavilion Stretch Tent located in the Walled Garden Vineyard - **The Site at Carlton Towers Events Ltd, Carlton, North Yorkshire DN14 9LZ. The Company Reg 09428538 and VAT 831453740.**

Please read these terms and conditions carefully as they set out the obligations and rights of your Event booking. **The Client** is the party making this booking. They must be a UK resident and at least 18 years of age.

### The Clients Obligations

- a) The Client is responsible for ensuring the Quotation accurately reflects his or her order. The Client must notify Carlton Towers Events Ltd of any errors within 48 hours of receipt. l
- b) Upon receipt of the Quotation, Carlton Towers Events Ltd will hold the Client's date for a period of 7 days. The Client agrees to pay the deposit within 7 days after which the date is automatically released.
- c) A Booking Deposit amount of 25% of the total cost of event is payable at the time of booking to secure the date for the Event. A
- d) The remaining 75% is required 10 days prior to the event date. This is calculated on all prebooked food, beverage, accommodation and hire fees.
- e) A minimum of 10 days prior the Client provides the Company with final numbers, menu selections, beverage requirements, dietary requirements and notification of any allergies for any of the guests attending.
- f) Each of these deposits are non-refundable
- g) Confirmation will be sent to the Client in writing when payment has been received and booking is confirmed. Payment of the Booking Deposit is evidence of the Client's acceptance of these terms and conditions.
- h) By paying the deposit the Client agrees to pay any damage incurred to the fabric of the Pavilion, fixtures, fittings, equipment, damage to associated spaces or damage to the vines and plants within the events space. The Client agrees not to tamper with the structure or any part of the Equipment and not to affix or suspend from the Equipment any item without the Company's prior written consent.
- i) The Rental Payment includes rental of the Pavilion Stretch tent, Exclusive use of the walled garden Vineyard (excluding the tea rooms), tables and Chairs but no decorations.
- j) Electronic invoices will be sent for the initial payment and all subsequent payments.
- k) Carlton Towers events uses electronic bank transfer, card payments as its only method of payment. No cash on the day. Please advise your guests.
- l) The Rental Period starts and finishes as noted on the booking confirmation for the event. It is important that these times are adhered to.
- m) Once confirmed the event will take place and be set-up regardless of the weather or site conditions.
- n) The Client may request that furniture is set up in accordance with a floorplan, however the space and size dictates that this can only be in long tables with chairs either side.
- o) Should additional equipment be required for a different table configuration then equipment hire costs will be provided.
- p) The Client agrees to be at the Site on the day should any items be due for delivery in order to show the team where the items are to be placed and also to sign the delivery note to confirm all equipment has been received and is in good condition.
- q) Carlton Towers Events Ltd reserves the right to stop any activity which it reasonably believes is likely to cause damage to the interior or exterior of the Equipment and risk the safety of people at the Site. In accordance with this, the Company will not tolerate any abusive behaviour by guests to any other guests or members of staff. The client is responsible for their guests and will be onsite for the duration of their event.
- r) The client must notify their guests that due to the topography and outdoor location of the event some of their guests with mobility issues may experience difficulties. If the Client has any doubt as to the suitability of a Site, they must discuss this with Empty Quarter Events at the time of booking. Where necessary a Site recce can be undertaken.
- s) No smoking is permitted in the site.
- t) The Client agrees to not use Contractors/fireworks/pyrotechnics/third-party heating sources within 50 metres of the Site.



## The Company's obligations

- a) Carlton Towers Events Ltd advises upon the use of services by a third-party structural engineer. Empty Quarter Events who will deliver the Equipment and proceed to erect the space for the event. Any issues with the Pavilion Stretch tent will be directed to this company and their insurance company, through Carlton Towers events Ltd.
- b) Carlton Towers Events Ltd employees will regulate the heat and the Client is to request them and only they can deploy the heaters.
- c) A "Wind Action Plan" will monitor and record wind speeds in accordance with the Pavilion provider and should they deem the structure unsafe Carlton Towers will endeavour to notify the client as soon as possible of any risk or potential change of location (if possible)
- d) Grass to be cut to a maximum length of 3 inches no later than 3 days prior to the Event. Please be aware however that heavy traffic may make these pathways muddy in bad weather, which is unavoidable.
- e) If Carlton Towers Events Ltd does not erect or deliver any equipment, the clients Deposit shall be refunded.
- f) The Company is responsible for providing a suitable power source and cabling for any lighting, heating, band, caterers.
- g) The Company will provide a dedicated event manager for the hire period. A single point of contact who will be responsible for the safe use of any heating Equipment, fire evacuations and your main point of contact in case of an emergency.
- h) The Company must notify the client during the rental period of any damages, loss or theft howsoever occurred. Prompt notification by both parties will assist in mitigating losses, particularly in relation to costs incurred to replace, repair or clean any equipment prior to subsequent bookings with other Clients.
- i) The Company will not charge a cancellation fee for events outside of the Client's control. This includes Client illness or death, or the death of a close family member or friend. Any postponements should be given by written notice by email to [info@cartontowers.co.uk](mailto:info@cartontowers.co.uk) Postponement fee for events outside of the Client's control. This includes national

emergency pandemic or epidemic lockdowns, war.

- j) The Company shall ensure appropriate Fire Safety and risk assessments are in place for the event.

### Please Note

a) The Pavilion structure is built to the highest international standards. We endeavour to ensure all structures are as watertight as possible. All structures are made from canvas and so in very rare cases condensation may occur in the colder months. As with all temporary structures, the Company cannot guarantee them to be 100% watertight in extreme weather conditions.

b) In the unlikely event of extreme weather conditions, the Company reserves the right to postpone any contract where it considers the weather conditions might pose a risk to health and safety and/or property.

C) Privacy The Client's contact and personal details may be kept by us for future mailings and news. If you do not wish to receive these, please do let us know. The booking process asks for your contact details, details of your Event and other relevant information required by us to fulfil your booking. Please note that your financial details are NEVER stored. We will not pass on or sell your details to any third parties. These are stored in the name of Carlton Towers Events Ltd.

D) The site provides a 5 x 7.5M p[pavilion with open sides, festoon light and heating. This does not include carpeting, decoration or any requests in changes to seating. The Site Pavilion seats 36 people.

E) Accommodation is available on request in our Estate Cottages booked online via Booking.com.

### Payment BACS information

Account name Carlton Towers Events Ltd

Sort Code 09-02-22

Account No 10357110

Contact details.

[Info@cartontowers.co.uk](mailto:Info@cartontowers.co.uk)

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