

Terms and Conditions

1) Securing your venue

After speaking with our events coordinator, we will be happy to provisionally hold the venue for your event for up to 7 days. After 7 days all non-confirmed bookings will be automatically released.

To confirm your booking a non-refundable/non-transferable deposit of £250 is required with a completed and signed terms and conditions form.

2) Final decisions and payments

For us to ensure that your event runs as smoothly as possible, you must make a formal appointment no less than 1 month before the date of the event to discuss all details and requirements. After this appointment a pro-forma invoice, based on the expected requirements will be issued (this will not include guest accommodation).

Payment in full of this invoice must be received 14 days prior to the event. On the day of the event a final invoice will be issued for any outstanding balance. This balance must be paid before departure.

All monies paid as deposit or balance are non-refundable and non-transferable to pay for any other parts of the event, for example accommodation or drinks. We accept payments made by cash, bank transfer, debit card or cheque. All cheques must be made out to Ringinglow Ventures Ltd. Please note that if you are paying by cheque your function will not be confirmed until the cheque has cleared. We require 7 working days to process personal cheques as payment.

3) Numbers

We reserve the right to set a minimum number to be charged for the event. Approximate numbers must be confirmed at the time of booking. Final numbers must be confirmed 14 days prior to the event and this will be the minimum number at which you will be charged on your pro-forma invoice.

4) Cancellations

If you cancel your booking, a charge will be made calculated on the total value of the booking at the time of cancellation. Charges will be calculated using the scale below:

30% - cancellation within 12 months prior to event.

50% - cancellation within 6 months prior to event.

75% - cancellation within 3 months prior to event.

100% - cancellation within 28 days prior to event.

5) Data Protection Act

All information that is supplied to The Norfolk Arms is held in accordance with the data protection act 1998. The information will only be used to inform you of any offers and promotions that we believe may be of interest. Under no circumstances will we disclose personal information to any other organisation or third party.

6) Corkage

Guests may not bring any beers, wines or spirits for consumption on the premises without prior written consent and the payment of corkage per item to The Norfolk Arms. This includes gifts and favours.

The Norfolk Arms reserves the right to remove from the premises any person deemed to be consuming any beers, wines or spirits that have either not been permitted or purchased from The Norfolk Arms.

7) Licensing

The Norfolk Arms reserves the right to refuse service of alcohol to any client that they deem unfit.

8) Personal property

The Norfolk Arms will not be held responsible for any loss or damage caused to personal possessions, cameras or vehicles brought onto the premises including gifts and favours. If any property that has been found by The Norfolk Arms requires posting then the total cost for postage will be charged.

9) Accommodation

Once your booking has been confirmed, you may block book all 13 hotel rooms, with your understanding that these are subject to availability, pricing variations and location throughout the hotel.

You are responsible for the allocation of rooms to your guests. A full list of allocations must be given to us in writing 14 days prior to your event.

Any rooms that are not allocated by that date will be released.

10) External entertainment and suppliers

All external entertainers and suppliers that are using the electrics of The Norfolk Arms must supply a portable appliance test certificate for equipment as well as a copy of their public liability insurance to a minimum of 5 million pounds.

11) Decorum

The Norfolk Arms reserves the right to refuse admission and remove from the premises any persons whose behaviour or condition in the opinion of the staff interferes or is likely to interfere with the enjoyment of other guests or clients of The Norfolk Arms.

12) Menu and Pre-orders

Please note all menus items are subject to change and in some circumstances may be substituted. Your menu choices must be submitted to The Norfolk Arms no later than 1 month prior to your event. If a guest has a serious allergy to a particular food, it is your responsibility to ensure that The Norfolk Arms is made aware of this in writing. We accept no responsibility for any adverse effects suffered as a result of this unless advised. When finalising banquet menu options only 1 choice per course may be selected with the exception of vegetarian options and dietary requirements

13) Brochure and buffet information

All information and prices that are within this brochure are correct at the time of printing and are subject to change without prior notice. The Norfolk Arms cannot accept any responsibility for errors or omission and all arrangements featured are subject to availability. Photographs are for illustrative purposes only.

14) Damage

The Norfolk Arms is a grade II listed building. You are responsible to make good any damages to any fixtures, furniture, buildings and outside areas that are caused by you, your guests, agents or their employees (this list is not restricted to those persons mentioned).

The Norfolk Arms advises that it will take whatever action it considers necessary to protect its property, contents, employees and/or agents if they consider these to be threatened in any way by the actions of you, your guests, external entertainers, suppliers or contractors. The Norfolk Arms accepts no liability for any loss or damage that you, your guests, external entertainers, suppliers or contractors may suffer under these circumstances.

15) Miscellaneous Items

Permission must be obtained from The Norfolk Arms before any decorations are attached to the walls, floors and ceilings.

Under no circumstances are fireworks or Chinese lanterns to be used, due to the damage that they can cause to the surrounding agriculture and wildlife.

Should you fail to comply with this rule, The Norfolk Arms and its parent company Ringinglow Ventures Ltd accepts no liability for damage to the surrounding areas or businesses, therefore you understand that you are liable for any damage or charges that are brought.

16) VAT

All prices quoted include Value Added Tax which is issued by the government. At the time of printing all VAT rates are correct but The Norfolk Arms reserves the right to adjust the prices to reflect any changes issued by the government.

17) Failure to comply

The Norfolk Arms will not be liable for failure to comply with any terms and conditions of this agreement to the extent such compliance is prevented, hindered or delayed by any cause beyond its control. This includes but not limited to storm, fire, explosion, flood, action of any government or governmental agency, shortage of materials or goods, strike or lock-out and acts of god.

I have read and agree with the terms and conditions listed in this document

Signed: _____

Print: _____

Date: _____