

These terms and conditions ("Terms") apply to the Agreement made between West Tower Country House Limited ("the Venue"), and its Client and apply to all reservations, bookings and agreements for the Hire of the property. Clients are invited to read these Terms and Conditions carefully and particularly note their responsibilities, cancellation terms and limitations on the liability of the venue

INTERPRETATION

Agreement

means the agreement for the provision of the Services including these terms:

Client

means the party for whom the venue has agreed to provide the services in accordance with these terms

Payments

means the payment specified in clause [2] and (where applicable) the booking contract

External Supplier

means any supplier contracted by the Client other than the venue who shall require access to the venue or whose equipment shall be used in the venue including without limitation musician, performers, florists, photographers, DJ's and any other party who is contracted by the client in connection with any of the services;

Information

any information reasonably requested and required by the venue to fulfil the provision of the services, specific information required by the venue is set out in the schedule (where applicable)

Services

means the provision of any of the following services: accommodation, venue hire, food, beverages and other services agreed in writing by the venue and client

Standard Charges

means the charges shown in any brochure or tariff or other published literature relating to the services in force at the time

1 PROVISIONAL BOOKINGS & CONFIRMATION

- 1.1 An exclusive hire date will only be held provisionally for seven (7) days after being requested.
- 1.2 Confirmation of the date requires a signed copy of the Contract together with a cleared funds deposit of £2,000.
- 1.3 Receipt of the deposit without a signed copy of the Contract still forms a binding agreement as a deposit implies acceptance of these terms and conditions.
- 1.4 All bookings and reservations are accepted at the venue's discretion and are conditional on the Client supplying satisfactory information and authority with regards to payment terms.

2 PAYMENTS

- 1.2 In making your booking you agree to pay the package price by way of the scheduled payments as set out in your Booking Contract.
- 1.3 If you fail to pay any scheduled payment by the due date in your Booking Contract and this remains unpaid 14 days after you have been contacted to make such payment, we may, by notifying you in writing deem this to be a cancellation by you, taking effect on the date that payment was originally due. In this case, our cancellation policy will apply.
- 1.4 All payments made will be retained in the event of a booking being cancelled by the Client.

3 CHARGES

- 1.1 The charges payable by the Client shall be detailed in writing by the venue. If no charges are specified, the client shall pay the Standard Charges at the prevailing rate on the day the services are provided and any additional sums which are agreed between the venue and the Client.
- 1.2 VAT is included in all prices advertised and is charged at the prevailing rate.

4 CANCELLATION BY THE CLIENT

- 4.11 To safeguard against cancellation charges the venue strongly recommends the Client take out wedding insurance to provide for any costs that unforeseen circumstances may incur.
- 4.12 In the unfortunate event of a cancellation by the client, the venue must be notified in writing. If the venue does not receive written cancellation, the venue will assume the booking is still active and further charges will be incurred.
- 4.13 All payments made will be retained
- 4.14 All payments are non-refundable and non-transferable

5 CANCELLATION BY THE VENUE

- 5.11 The venue may (without limiting any other remedy) at any time immediately terminate the Agreement by giving written notice to the Client if the Client commits any breach of these terms. Where the venue has so terminated the agreement then cancellation charges, per clause 4 above, shall still apply and be levied upon the Client.
- 5.12 If the booking shall, in the reasonable opinion solely of the venue, prejudice the reputation of the venue, then the venue may terminate the Agreement immediately by giving written notice to the Client. In such a situation, the Client shall be entitled to a full refund of all payments already made to the Venue up to this date.
- 5.13 The venue shall not be held liable for any failure to provide access to or use of the venue arising from circumstances outside of its control: instances of this would be an occurrence of a natural disaster or an event or events beyond the reasonable control of the venue. Under such circumstances any monies paid will be retained by the venue.
- 5.14 In the event that the venue cannot provide access to or use of the venue due to restrictions arising from a national pandemic (such as COVID-19) or other such enforced closures, no refund will be offered however the venue will make reasonable endeavours to provide an alternative date for the Client's event at the same contract value. Year on year increase charges will be applicable. Should an appropriate date not be available within one year of the event date, the Client may cancel their event. The venue will retain the Client's payment. For all Special offer packages, alternative dates will be offered based on closest matching value date to original contract but will not be transferred at the same discounted rate.

6 ACCOMMODATION

- 6.11 A room allocation list must be submitted to the venue no later than 6 weeks prior to the event date.
- 6.12 Guests are required to provide the venue with their own personal details to confirm their room booking.
- 6.13 Full payment is required in advance on booking of a room.
- 6.14 On the day of arrival "no shows and cancellations" will be fully charged.
- 6.15 Arrival and departure times for guest accommodation are 3.00pm and 10.30am respectively. The bridal suite can be accessed from 12 noon where available and upon request.
- 6.16 All unsold contracted rooms will be charged to the client at £75 per external room or £100 per room in the house.
- 6.17 The Cristal Suite dressing room is available at an additional cost from 8am, earlier access may be agreed with prior arrangement. This dressing room is to be vacated by 3pm.

All payments are non-refundable and non-transferable.

We strongly recommend you take out wedding insurance to provide for any costs that unforeseen circumstances may incur.

7 CIVIL CEREMONY

- 7.11 It is the Clients responsibility to book the Registrar at Preston Registry office. (Tel: 0300 1236705; www.lancashire.gov.uk/births-marriages-and-deaths/ceremonies). This can be done from 3 years prior to the requested event date
- 7.12 Due to registrars' rules the venue is unable to serve refreshments before a civil ceremony unless using a different bar service room from the ceremony room itself.
- 7.13 Ceremonies taking place outdoors are strictly weather permitting at the discretion of the registrar conducting the ceremony.
- 7.14 West Tower is licenced for ceremonies to take place Sunday to Thursday 12pm - 5pm, Fridays & Saturdays 12pm - 7pm
- 7.15 Outdoor ceremony fee may be transferred if the venue is unable to set-up due to weather conditions. If set-up has been completed, all fees are non-transferable or refundable.
- 7.16 Any child under the age of 5 years must be accompanied down the aisle by someone aged 10 or above, whether this be an indoor or outdoor ceremony.

8 EXTERNAL SUPPLIERS

- 8.11 West Tower provides a list of preferred and reputable suppliers for a variety of services.
- 8.12 The Client must supply the venue with any documentation in connection with the External Supplier including, without limitation, copies of public liability insurance policies of the External Supplier.
- 8.13 Any electrical equipment or equipment the Client chooses to use that is not the property of the venue or a recommended supplier, can only be used with the venue's consent. All equipment must comply with all relevant regulations & safety standards. Supporting documentation, such as PAT testing certificates may be requested.
- 8.14 An external supplier may be refused access if, in the reasonable opinion of the venue, they could prejudice the reputation of the venue or the safety of guests, staff and the site. We always recommend Clients use those suppliers on the venue's preferred supplier list.
- 8.15 All items whether hired externally or personal belongings must be removed from the venue by 10.30am the morning of departure. Any items left onsite after this time will be removed and may be disposed of without liability to the venue. The venue cannot be held responsible for any damage caused and the client will be liable for any costs incurred.
- 8.16 All suppliers for Firework displays must provide a complete Risk Assessment which should be submitted to the venue to ensure adequate cover prior to payment of deposit to supplier. The supplier must send a copy of their Public Liability Insurance to the value of £10million and only low noise fireworks to be used.

9 CLIENT RESPONSIBILITIES

- 9.11 Clients are responsible for ensuring all dietary requirements & allergy information is obtained from their guests prior to arrival. Any guests with severe allergies must ensure they have their own medication about their person at all times.
- 9.12 All Children must be accompanied by a responsible adult at all times. West Tower does not accept responsibility for the supervision of children.
- 9.13 Clients are responsible for ensuring all External contractors are fully insured and can show proof of all health and safety documentation.
- 9.14 Clients are responsible for the conduct of their guests during an event. Should guests act in an improper or disorderly way, or refuse to comply with reasonable requests, the venue reserves the right to escort any persons from the premises that, in the opinion of the management, are causing disruption or damage. The manager's decision is final.
- 9.15 The venue may terminate an event if the venue reasonably believes that the event is not being conducted in an orderly and lawful manner.
- 9.16 Any outstanding bills must be settled upon checkout or departure from the premises. Any outstanding bills not settled will be charged to the Client including bedroom and bar bills.

10 VENUE LIABILITY

- 10.11 By accepting these terms and conditions the Client hereby agrees that any charges outstanding from the account howsoever incurred remain the responsibility of the Client and hereby the Client agrees to pay such charges.
- 10.12 The Venue will not be held responsible for the property of the Client or guests, including without limitation, all gifts and decorations, whilst on the premises.
- 10.13 The venue reserves the right to charge the Client the cost of rectifying damage, caused by the deliberate, negligent or reckless acts of the Client or their guests to the property, fixtures or structure of the venue. Should this damage come to light after the Client has departed, the venue reserves the right to make a charge to the client's credit/debit card, or to send an invoice for the amount to the client's registered address. The venue will, however, make reasonable efforts to rectify any damage internally prior to contracting specialists to make the repairs, and therefore will make reasonable efforts to keep any costs that the Client will incur to a minimum.
- 10.14 The venue reserves the right to charge the Client the cost of replacing any items that are removed from the premises by the Client or by their guests without consent. The charge will be the full replacement value of the missing item, including any carriage and VAT. Should the fact that the item is missing come to light after the Client has departed, the venue reserves the right to make a charge to the client's credit/debit card, or to send an invoice for the amount to the client's registered address.
- 10.15 All vehicles parked are parked at their owner's risk. Should a problem occur with a vehicle in the venue car park, , the venue cannot accept any liability.
- 10.16 The venue cannot be held responsible for the storage or heating of any food items that have not been sold or prepared on site. Permission must be sought and a disclaimer must be signed to allow the safe reheating, and storage of such items on site or for any food items prepared at the premises to be taken away.
- 10.17 Should there be any supplier chain issues, relating to food and beverage, we will source the closest possible alternative.
- 10.18 The only animals allowed on the premises are assistance animals providing assistance to individuals with disabilities. For any other animal, permission must be sought from the venue at least 4 weeks prior. West Tower does not accept responsibility for the supervision of animals

11 TERMS OF GENERAL POLICY

- 11.1 All payments are non-refundable and non-transferable
- 11.2 Hire of the premises are from 1 hour prior to guests' arrival to 9am the following day respectively.
- 11.3 No vehicles are allowed to be left on site overnight without the prior consent of the General Manager. Unattended vehicles may be towed away at the General Manager's discretion.
- 11.4 Chinese lanterns are not permitted onsite.
- 11.5 Fireworks are permitted see clause 8.16
- 11.6 The venue will have final approval of table Plans at the final planning meeting no later than 6 weeks prior to the event date.
- 11.7 Any items that have not been collected after the event will be disposed of within fourteen (14) days thereafter.
- 11.8 Smoke machines are not permitted on the premises.
- 11.9 Any confetti or any other such materials to be used on the venues grounds must be fresh or dried petals only.
It is illegal to sell alcohol to any person aged under 18 years of age. 16 or 17 year olds can only drink wine, beer or cider with a table meal if the drink has been bought by an adult and if they are accompanied by an adult.
- 11.10 The venue does not offer corkage.
- 11.11 No alcoholic favours are permitted as gifts to guests unless purchased direct from the venue.
- 11.12 The Venue is licensed to serve alcohol Monday to Saturday until 1am, Sunday until 12 midnight, Bank Holidays will vary. Subject to the permitted hours, the bar shall close at 1am for parties with over 100 evening guests or at midnight for less than 100 guests unless otherwise specified within the individual contract.
- 11.13 The venue reserves the right to refuse to serve alcohol to any persons who are, or look under the age of 18 years old. Identification will be asked for proof of age; the venue's bar operates a "challenge 25" policy.
- 11.14 Adults are not permitted to supply or provide alcohol for people under the age of 18 years old.
- 11.15 Any alcohol found onsite not purchased from the venue will be disposed of immediately. It is against the Law for any guests to supply alcohol to any person on the premises without the permission of the licensee. The venue reserves the right to close the bar and cease entertainment should guests be found supplying their own alcohol
- 11.16 Smoking and consumption of illegal drugs are not permitted anywhere on our site. The venue does not condone the possession, use or supply of illegal drugs. Anyone found in possession of or taking any illegal substance will be asked to leave and the matter may be reported to the police.
- 11.17 Only the wedding couple's dog is permitted to attend the wedding ceremony and be present for outdoor photographs. No other dogs or pets are permitted to attend the wedding.

CLIENT RESPONSIBILITIES continued

- Any open bar requests must be secured by a pre-authorised credit/debit card.
- The only animals allowed on the premises are assistance animals providing assistance to individuals with disabilities All animals must be supervised by a responsible adult who must be in control of the animal at all times. For any other animal, permission must be sought from the venue at least 4 weeks prior The client is responsible for the removal of all waste. West Tower does not accept responsibility for the supervision of animals.
- No smoking or vaping inside any of the buildings, includes Main House, Cottages, Coach House & Stables.

We acknowledge that it is our own responsibility to obtain comprehensive and credible wedding insurance to cover any losses incurred due to unforeseen circumstances, which may result in the postponement or cancellation of our wedding. This insurance must cover the full wedding fees.

If we choose not to take out wedding insurance we accept that West Tower is not responsible for refunding or transferring any payments made in the event of postponement or cancellation for any reason.