GRITTLETON HOUSE CHRISTMAS PARTY NIGHTS

TERMS & CONDITIONS

BOOKING: In booking you are confirming you have read and accepted these Terms and Conditions, and have made your guests aware of these Terms and Conditions. Full payment is required upon booking. Your booking is non-refundable. It is not possible to refund individual guest places or whole tables. If the event is cancelled by the venue and not able go ahead you will be offered a full refund. This event is for adults over 18 years only.

ARRIVALS: Guests are requested to arrive at the publicised time. Service will commence promptly at 8pm. Due to the size of the event, service cannot be held for latecomers.

DINING ROOM SELECTION: Grittleton House will always try to allocate your group to their preferred dining room. Where a dining room choice is no longer viable, Grittleton House reserves the right to move your group to an alternative dining room.

MENU: Due to the current climate some ingredients are becoming increasingly difficult to obtain. Should we have an issue with the delivery of goods, or a menu item is no longer viable, we reserve the right to make any reasonable alterations to the publicised menu.

MENU CHOICES: You are required to provide menu choices for your entire group. These menu choices can be changed up to the advertised date, after which it is not possible for you to make any further amendments.

ALLERGENS: When selecting menu choices, it the guest's responsibility to select a menu that is suitable for their allergens. Please only select the menu item suitable for the guest's dietary needs, menus cannot be amended from those advertised. The guests name, allergen, menu choices and table name must be provided for all guests with a food allergy. This can be provided on the menu selection form.

PRE-ORDERED DRINKS: You can pre-order your drinks, using the pre-order drink form and instructions provided. Where a particular wine is no longer available, we reserve the right to replace with a similar type/price. All pre-ordered drinks must be paid for in advance of the night. Where payment is not received the order will be cancelled.

FOOD PLACE SETTINGS: Groups are required to bring their own table plan and name places. The name places must clearly indicate the guest's menu choices and importantly highlight any allergens.

ENTERTAINMENT: The Dodgems are provided for use at your own risk.

PERSONAL BELONGINGS & LOST PROPERTY: Vehicles are parked entirely at the owner's risk & may be left overnight. Any vehicle left overnight is at the owner's risk & is to be collected no later than 11.00am the following day. Failure to collect a vehicle by the specified time, may result in removal of the vehicle by Grittleton House. Grittleton House will not be held responsible or liable for any damage caused to the vehicle by its removal. Grittleton House will not accept liability for any lost, stolen or damaged gifts or belongings of the booked group throughout or following the event. Any unclaimed lost property items will be kept for a period of 28 days after the event.

CARRIAGES: The event closes at midnight. Please leave the building quietly and respectfully.

TAXIS: ALL TAXIS MUST BE PRE-ORDERED. Due to the rural location, it is not possible to get an Uber and taxis will not come if not booked. Once the event has finished, guests will be required to leave the premises., gates are locked at 1am.

DRINKING/ID: We ask all patrons to drink responsibly & be Drink Aware. We follow the Challenge 25 ID policy, & advise you to bring suitable ID. We do not provide a corkage facility, only beverages purchased at Grittleton House may be consumed on the premises (House and Grounds). Drinks not purchased at the venue will be disposed of, and we retain the right to ask the guests to leave.

BEHAVIOUR & CONDUCT: The lead booker will be held responsible in all cases for any damage how so ever caused by any of the booked group. Smoking/vaping is not permitted within the main house, or the guest accommodation, designated external smoking areas must be used. All internal areas are non-

smoking areas. Grittleton House has a zero-tolerance policy towards drugs in relation to possession, dealing or using.

We have a zero-tolerance policy to violent or abusive behavior towards any of our staff & we will remove individuals from the Venue immediately if we believe they are acting inappropriately.

The following charges will be made to cover professional cleaning. Should a guest be sick in any of the rooms a minimum charge of £100 per affected room. Should any guest be found to be smoking inside, including e-cigarettes a charge of £500 will be made per guest involved.

PHOTOGRAPHY and CCTV: For marketing and advertising purposes, photographs will be taken during the event. By entering into this Agreement, you agree to give us permission to use photographs from this event for advertising, social media & website purposes. Grittleton House operates CCTV with 24hr recording in the House and Grounds. Images are monitored for the purpose of crime prevention and public safety. The CCTV is operated by Grittleton House, for more information contact: mail@grittletonhouse.co.uk

COMPLAINTS & DISPUTES: Should you have any complaint or query, please let the senior staff member at Grittleton House know at the time of occurrence & confirm this in writing within 7 days following the relevant incident. In the case of a dispute the Venue reserves the right to pass on any additional in-house costs, these will be charged at £25 per email or phone call & £100 per additional visit. Any additional external costs, including legal costs, will be charged as invoiced.

OTHER: Management and their representatives, reserves the right to refuse entry or ask a member of your party to leave, at any time if they are behaving in an unreasonable manner.

Grittleton House is a beautiful and historic building, any damage caused to the fabric of the house or artefacts within, will be chargeable and further action will be taken against the lead booker.

Grittleton House reserve the right to make reasonable amendments to this Agreement at their discretion & will use reasonable endeavor to give as much notice as possible to any such changes, should they occur.

PLEASE ENSURE ALL MEMBERS OF YOUR PARTY ARE MADE AWARE OF THESE T&Cs

Ref Christmas2026