



### Terms and Conditions

The terms and conditions set out below apply to the Customer's booking and will form part of the contract between the Customer and The College Arms. The Customer's booking will be confirmed upon receipt of the completed and signed booking form and deposit (if required) from the Customer

### Deposits

\* A non refundable deposit of £10 per person is required to secure all reservations for tables of 14 and over and £100 for a buffet. Throughout December a deposit of £10 per person is required for all tables of 10 and over. The deposit is non refundable unless the meal or event is cancelled within the required timescales (minimum of 48hrs in advance of the booking for groups up to 20 people and 72hrs for groups over 21 people).

\* The deposit will need to be paid within 2 weeks of a provisional booking having been made. If we have not had written confirmation or a deposit paid by this time we will release the provisional date. Please note your booking will not be treated as confirmed until the deposit is received.

\* Deposits paid for non-arrivals will be forfeited and cannot be transferred to cover food or drinks by other members of the party.

### Minimum Spend

\* If the booking form includes a minimum spend, then this is the absolute minimum that the Customer has agreed to pay for the food and drink. If, at the end of the meal or event, the sum actually spent by the Customer is less than the minimum spend, then the difference will be charged in order to bring the total up to the agreed amount.

\* Any drinks ordered and paid for at the bar by the guests of the booking are taken into account when calculating the minimum spend.

### Changes

\* Any reductions, increases or changes to party size or menu must be advised *at least* 24 hours prior to the date of your booking. After that time no changes can be made and the full amount of the meal will be charged. *All* amendments or cancellations *must be* in writing to the GM and acknowledgment of changes must be received by the party organiser.

\* Please advise as soon as possible if the number of people in your party changes. An increase in party size may not always be possible but please contact us to enquire and we will do our best to accommodate.

#### Pre-Orders

\* We will require a food & drink pre-order at least 2 weeks prior to the booking. Throughout December a pre-order is required for tables of 10 and over. You will receive a pre-order form, via email, along with your menus.

#### Music/Entertainment

\* Live music, either a musician or DJ, can play in our Garden Room until 11pm. You can play music through our speakers via a portable device until 11pm Monday-Thursday, 11.30pm on Friday and Saturday and 8pm on Sunday.

#### Service Charge

\* An optional 10% service charge will be added to your function bill for pre-ordered food and drink. An optional 5% service charge will be added to buffets.

#### Payment

\* All accounts must be settled on the day of the event unless other arrangements have been made in advance with the general manager.

#### Timings

\* We request all guests arrive at the time specified on your booking form. Please call if your party is going to be late. If your menu is pre-ordered we will delay service for 15mins, after which time you may incur slight delays in service due to business demands. We request that guest vacate their table within the time limit, if applicable.

#### Customer's Property

\* The College Arms is not liable for the property of the Customer or their guests whilst on the premises.

#### Declaration

I confirm that I have read and understood the terms and conditions.

Print Name

Signature

Date