



## **New Leaf Catering Partnership Ltd GENERAL TERMS AND CONDITIONS**

JANUARY – DECEMBER 2023

1. A telephone call will enable you to make a provisional booking. Our office is open seven days a week, 9am to 5pm.
2. Should you decide to make a definite reservation, please confirm your booking together with a deposit of £3.00 per person.
3. Full payment is due 7 days prior to your event.
4. Please inform us of your menu choices at least 7 days prior to your event.
5. If drinks are ordered at the table, other than what has been provided in your initial booking, one full bill will be presented, containing all the additional items. This will need to be settled, in one transaction by the organiser on the day.
6. For all conferences, meetings and restaurant evening events we have a cancellation policy which is as follows:
  - More than 7 days before the event - loss of deposit.
  - 7 days or less - 25% of the total booking value.
7. For all Restaurant bookings during the day, we have a cancellation policy which is as follows:
  - Cancellation of whole event:
    - More than 14 days before the event – deposit can be used against future booking.
    - Less than 14 days before the event – loss of deposit.
  - Partial cancellation (i.e. reduced numbers):
    - Cancellation before 9.30am on day of booking – loss of deposit.
    - Cancellations made after 9.30 on day of booking – payment in full.
8. No responsibility is accepted for loss or damage of any item brought on to the premises by the client, or persons authorised by the client.
9. No food, wine, beer or spirits may be brought onto the premises for consumption by the client, customer or guests.
10. We are not insured for any items you bring onto the premises, eg. audio, visual and presentation equipment.
11. The client shall be responsible for the orderly conduct of the meeting. It will be the clients' responsibility for any damage or loss of property from Carsington Water caused by their guests.
12. All activities and accommodation are arranged subject to availability.
13. These prices are for 2023 only and VAT of 20% is applied as stated on the menu. The prices will be subject to change from 1<sup>st</sup> January 2024.

**The management reserve the right to make any alteration without notice.**

