

# Christmas at Keele 2024 *Terms and Conditions*



## Your Booking

It is the responsibility of the party organiser to inform their guests of these terms and conditions.

- 1 A £10 per person non-refundable deposit is required at the time of booking.
- 2 Deposits paid are non-refundable and non-transferable. If guests cannot attend the event their deposits can be transferred to a replacement guest but cannot be used to pay any of the outstanding balance of the event cost or transferred to a wine pre-order. By paying your deposit you are agreeing to our terms and conditions.
- 3 The final balance must be paid in full 28 days before the date of your booking. Please note for large parties of more than 100 guests we may request full payment prior to 28 days. We reserve the right to cancel any parties if the final balance has not been paid in time. Once the final balance is paid, it is non-refundable and non-transferable.
- 4 Payments are only accepted by debit/credit card. We regret we cannot accept BACS payments.
- 5 Any changes to your booking must be made at least five working days prior to your event. Any changes made are at the discretion of us and may be subject to an administration charge.
- 6 In order to cancel your booking you must notify us in writing. Payments already made are non-refundable.
- 7 If we have to alter or cancel your Event, we may, at our discretion, refund any advance payments made and/or use reasonable endeavours to offer you an alternative location and/or date for your event, but we will have no further liability to you other than this.
- 8 We have the right to amalgamate Christmas events if numbers are low. This will ensure the atmosphere is maintained.
- 9 To assist with a smooth service on the evening we require the main organiser to collate individual menu choices and provide us with a seating plan for the party. Further information is provided closer to.
- 10 Please note that children under the age of 16 are not permitted to attend any Christmas Party Evening hosted by Keele, and if any member of your party is under the age of 18 please notify us when confirming your booking.
- 11 Please note we are happy to accommodate guests with special dietary requirements/allergens (notice must be given at least 14 days prior to the event) the menus detailed in our brochure are set and alternatives cannot be substituted. Your party's safety is our greatest concern and allergies can be life-threatening. We are proud of the service that we provide to guests with allergies/intolerances, and we work hard with our suppliers and our teams on processes and checks around allergens. However, you should be aware that we have hundreds of ingredients in our kitchens, and it is always possible that a mistake can happen along the food chain. For this reason, we cannot 100% guarantee that any of our dishes are allergen free.

- Please do make your guests aware of this and ensure that they make themselves known to staff during the event if they have an allergy or intolerance.
- 12 All bookings fewer than 10 people may be asked to share a table with another party.
  - 13 Table position requests can be noted however, we are unable to guarantee them. Please note that all tables for our Christmas Party evenings will be long or square, no round tables will be available.
  - 14 All alcohol consumed must be purchased on the premises; you are not permitted to bring any alcohol into our Venues.
  - 15 We have the right to refuse entry to any event, and have the right to charge the organiser, company or individual for any damages caused by unreasonable behaviour.
  - 16 We reserve the right to substitute any menu item, for circumstances beyond our control.
  - 17 To ensure all your guests have a pleasant dining experience, it is our service policy to clear courses when all guests have finished each course.
  - 18 If you pre order wine and your chosen wine is not available we reserve the right to replace your order with a similar alternative of equal or higher value.
  - 19 We may photograph/video specific events. If this is the case, all guests will be notified and will not be photographed/filmed without permission.

## On the Evening – May we ask that you highlight this to all your guests

- 1 The dress code for all Keele venues is smart dress with strictly no jeans or trainers (unless otherwise stated in our Brochure). Please note admittance may be refused by not following the dress code.
- 2 For your own comfort and safety whilst attending any event at Keele University, you may be asked to disclose the contents of your handbags, carrier bags, boxes, etc. by a member of our Security. We have the right to retain any objects and any sealed and non-hazardous items will be returned to you at the end of the night. We reserve the right to dispose of unsealed items and hazardous items. Please note that alcohol, including Christmas gifts that are alcohol, should not be brought into the venue.

From June 2024, Keele Hall will be a cashless venue.

This will give you a better and much speedier experience when purchasing from our bars.

Keele University Events and Conferencing privacy statement can be found here [keele-conference.com/privacy-policy](https://keele-conference.com/privacy-policy)

We will always request permission to market to you on special events. If you would like to be added to our special events database, please email [commercial.specialevents@keele.ac.uk](mailto:commercial.specialevents@keele.ac.uk)