

VENUE HIRE AT THE

National Space Centre



NATIONAL SPACE CENTRE – CHRISTMAS PARTY TERMS AND CONDITIONS

Booking Terms and Payments

- Bookings are confirmed on receipt of a non-refundable deposit of £40 per person.
- Provisional bookings will be released if the booking form and deposit are not received within 10 days.
- Payment of the deposit confirms acceptance of these Terms & Conditions by the organiser (“you”) on behalf of all guests.
- All payments (including deposits, balances and pre-orders) are non-refundable and non-transferable.
- Final details including payment, numbers, menu choices, pre-ordered drinks and dietary requirements must be submitted by Friday 30th October.
- Bookings made after this date require full payment within 10 days of booking.
- If the final balance is not received by the due date, we reserve the right to cancel the booking, retain all payments made, and the full balance will remain payable.
- A minimum booking of 8 guests applies. If numbers drop below this, full payment for 8 guests is still required.
- All payments must be made as a single transaction by the organiser.
- Payments can be made by credit/debit card (excluding Amex) or BACS using your booking reference.
- Prices include VAT at the standard rate.

Online Booking and Payments

- Bookings and payments for Christmas parties are processed via our third-party booking platform, Fango.
- By making a booking, you agree to your data being processed by Fango for the purposes of managing your booking and payment.
- All payments are securely processed via Fango and its payment providers. The National Space Centre does not store full card details.
- It is your responsibility to ensure that all booking details submitted are accurate.

Booking Changes

- We will endeavour to accommodate changes but this cannot be guaranteed.
- Cancelled tickets may be resold at our discretion. This does not affect the original booking terms or payments due.
- Cancelled tickets can only be reinstated subject to availability and full payment.

- Changes to bookings, menu choices or pre-orders cannot be made on the day of the event.

Table Plan

- Groups of 11 or more may be seated across multiple tables.
- Accessibility requirements must be provided in advance.
- Table allocations will be confirmed during the week of the event.
- Organisers must submit seating plans via the online system by Friday 30th October.
- Table plans will be displayed on the night using the information provided and securely disposed of after the event.

Catering

- Menus and wine lists are subject to change based on availability.
- Dietary requirements must be submitted with menu choices and the persons name.
- Once the guests are seated, the waiting staff will check that the guest(s) with special dietary requirements are sitting in their allocated seats, according to the table plan provided by the organiser in order to assist with service.
- We will endeavour to accommodate changes but cannot guarantee this if notified less than 2 weeks before the event.

Venue

- No food or drink may be brought onto the premises. Bag checks will be carried out.
- This is an over-18s event. ID may be required (Challenge 25 applies).
- We reserve the right to refuse alcohol service, reduce alcohol service, or close the bar at any time to manage guest behaviour.
- We reserve the right to refuse admission or remove any guest at our discretion.
- The organiser is responsible for any damage caused by their guests.
- We accept no liability for loss or damage to personal belongings.
- This is a ticketed event; guests must state their company name on arrival.
- Event timings must be adhered to.
- Parking is free and vehicles are left at the owner's risk.

Dress Code

We reserve the right to refuse admission if guests are not dressed appropriately.

Cancellation

- All payments are non-refundable and non-transferable.
- Cancellations must be made in writing to: christmas@spacecentre.co.uk
- Telephone cancellations will not be accepted.
- If individual guests cancel, no refunds will be given.
- Any exceptions are at the sole discretion of the National Space Centre.

Travel Disruption and Force Majeure

- The National Space Centre is not responsible for non-attendance due to circumstances outside our control, including but not limited to travel disruption, visa issues, or international events.
- Such circumstances do not affect the payment obligations under the booking.
- We shall not be liable for failure to deliver the event due to events outside our reasonable control (including but not limited to government restrictions, transport disruption, or emergencies).

Drink Pre-Orders

- All pre-ordered drinks are non-refundable.
- Orders must be submitted and paid for by Friday 30th October.
- Pre-order pricing applies only in advance; additional drinks will be charged at standard prices.
- Drinks will be served to your table on arrival.
- Drink vouchers will be given and signed for by the organiser on arrival.
- Vouchers are non-exchangeable for cash and valid only on the event night.
- Alcohol brought onto site (including within gifts) will be confiscated and returned on departure.
- Unfinished drinks cannot be taken off-site.

Health & Safety

- All guests must comply with health and safety requirements and staff instructions.
- No hazardous or prohibited items may be brought onto the premises.
- Smoking and vaping are not permitted.

Attendee Behaviour

- The organiser is responsible for the conduct and behaviour of all guests within their booking.
- All guests must behave in a respectful and appropriate manner at all times.

Guests must:

- behave courteously and respectfully towards staff and other guests;
- not engage in harassment, bullying, intimidation, threatening or abusive behaviour;
- treat the venue, exhibits and facilities with care and respect;
- follow all staff instructions relating to health, safety and event management;
- not bring or use illegal drugs or engage in unlawful activity;
- comply with all venue rules.
- The National Space Centre operates a zero-tolerance policy towards inappropriate, unsafe or disruptive behaviour.
- We reserve the right to refuse admission or remove any guest immediately if required.
- Any guest removed will not be eligible for a refund.
- The organiser must co-operate fully with staff if removal of a guest is required. Security or police may be involved where necessary.
- Where guest behaviour results in:

- damage to the venue or exhibits;
- additional cleaning;
- additional staffing or security;
- disruption to the event or other guests;

we reserve the right to recover all reasonable associated costs from the organiser.

- Any action taken to manage behaviour, including removal of guests, does not affect the full payment due for the booking.

Indemnity

- The organiser agrees to indemnify the National Space Centre against any loss, damage or claims arising from the event or guest behaviour.
- You shall fully indemnify the Space Centre, and keep the Space Centre fully indemnified, from and against all liabilities, costs, expenses, damages and losses (including indirect or consequential losses, loss of profit, loss of reputation), and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other professional costs and expenses suffered or incurred by the Space Centre arising out of or in connection with:
- Any damage to any part of the Space Centre (including, without limitation, the artefacts and any equipment or furnishings) caused by the Attendees or to the Venue during the course of the Event.
- Any claim made against the Space Centre by a third party in respect of death, personal injury or damage to property arising out of or in connection with any breach of the Contract or any negligence by you or your Attendees in connection with the Event.

Marketing

- The National Space Centre wishes to share the events it hosts with others, and as such, is active on social media channels. We will highlight our Christmas Party Nights and include images and testimonials from each event.
- By signing these terms you agree for the National Space Centre to use any feedback and images shared with us, on our social media channels
- The National Space Centre will have a professional photographer onsite taking pictures.
- After the event, these images will be saved on our secure server at the National Space Centre and will be used on our website, social media, press releases, and in other marketing materials to raise the profile of Christmas parties, including our annual Christmas brochure that promote our party nights.
- We will advise the event organiser in advance if a photographer will be on the party night you have booked.
- If you would prefer to not be in any of the images, please advise in advance or communicate to a member of staff on the evening of the party.
- You can withdraw images at any time by clicking on the button below or by contacting us on: info@spacecentre.co.uk

Data Protection

- We process personal data in accordance with our Privacy Policy, which can be found on our website.

- This includes how we use third-party providers (such as Fango) to manage bookings and payments.