

TERMS AND CONDITIONS

BOOKING TERMS AND PAYMENTS

- Bookings can only be confirmed on receipt of the deposit (of £35 per person). The deposit is made on confirmation of booking and is non-refundable.
- The provisional booking will automatically be released if the booking form and group deposit is not returned within 10 days.
- Deposit payment serves as confirmation that these Terms & Conditions have been read and that the party contracting with National Space Centre (hereinafter 'you') and all guests agree to abide by these terms and conditions.
- Deposits are non-refundable in any event and payments due can only be accepted from you as the organiser.
- Final details including payment, numbers, menu choices, pre-ordered drink choices and dietary requirements are required by Thursday 31st October, you will be notified via email when this is available for you to submit.
- Bookings made after Thursday 31st October will require full payment within the earlier of 10 days from booking. The balance is non-refundable.
- Non-payment of the final balance by the due date will render the contract void.
- The total amount due on each invoice must be settled with a single payment. Multiple payments are not accepted.
- Minimum booking number of 8 per group
- Payments can be made by online credit or debit card. Please note we do not accept Amex.
- If you would like to proceed by BACs payments, your online booking will provide a reference number that will be required as a reference when making this payment. Your booking will not be confirmed until this payment is received.
- Credit card details will not be accepted via email.
- All prices include VAT at the standard rate.
- We employ a no refund policy on all payments.
- Guests must be 18 or over to attend the National Space Centre Christmas Parties.
- If you would have any queries about BACs payments, please call our finance team direct on - 0116 261 0261 – and select the finance option.
- VAT receipts can be pulled from the website

BOOKING CHANGES

- The National Space Centre will endeavour to accommodate late changes or requests but cannot guarantee this will be possible if not communicated on confirmation of booking.
- Places may be reallocated should a party size drop.
- If your booking drops below the minimum requirement of 8, you will still be required to make full payment for 8 guests.
- Tickets that have previously been cancelled can only be reinstated subject to availability and will require full payment.
- The National Space Centre regrets that changes to bookings, menu choices or wine orders cannot be made on the day of the event.

TABLE PLAN

- Groups of 12 or more may be seated on more than one table.
- Please advise of any accessibility requirements and a table will be positioned accordingly.
- Due to on-going changes in configurations, tables will not be allocated until the week of the event.
- Should individual place settings be required, you will be able to provide these during the drinks reception, provided that this is agreed in advance with a member of the National Space Centre staff.

CATERING

- All menus and wine lists are subject to change in the event of shortages of a particular item.
- Please advise on menu confirmation of any special dietary requirements, menu choices and the person's name e.g. vegetarian, vegan, gluten free, halal, nut allergies etc
- The National Space Centre will endeavour to accommodate menu changes but will not be held responsible for failure of any changes if they were communicated less than 2 weeks before the event date.
- Menu choices must be received by Thursday 31st October.
- Where a party booking is for more than 1 table, please note that, once the guests are seated, the waiting staff will check at which table the guest(s) with special dietary requirements are sitting in order to assist with service.

VENUE

- Food and drink are not permitted to be brought onto the premises. Bag checks will be in operation on arrival and throughout the evening.
- Over 18's only. We reserve the right to ask for identification if guests appear to be under the age of 25.
- The National Space Centre reserves the right to refuse alcohol to any attendee at its discretion, and to close the bar at any time during the event (either temporarily or for the duration of the event), should we consider the behaviour of the attendees to be inappropriate or offensive.
- The National Space Centre staff reserve the right to refuse admission or to remove any persons from the venue if, in their opinion, a guest's demeanour or behaviour is inappropriate.
- Any loss or damage to the venue or its property is the responsibility of the party organiser under whom the offending guests are booked.
- The National Space Centre cannot take responsibility for loss or damage to personal possessions.
- This is a ticketed event; guests will need to state their company name on arrival
- Unless otherwise agreed by the National Space Centre, the event start time and the event end time shall strictly adhere to the times stated on the itinerary.
- On-site car parking is free of charge to all guests, but we cannot reserve or guarantee car parking spaces under any circumstances.
- You acknowledge and accept that the National Space Centre shall not be liable for any loss of or damage to any car parked on our car park by Attendees. All attendees park at their own risk.

DRESS CODE

In the interest of our guests, we reserve the right to refuse admission if we feel guests are not dressed appropriately or adhered to the dress code.

CANCELLATION

- The National Space Centre reserve the right to cancel a party night and regrettably will not accept any liability for cancellation. In the event of the National Space Centre cancelling a party night, a full refund will be given.
- Deposits are non-refundable and non-transferable and cannot be used for any other goods or services provided by The National Space Centre (including but not limited to the balance payment or drinks orders).
- Whole booking cancellations can only be made by you and must be made in writing to: christmas@spacecentre.co.uk Cancellations over the telephone cannot be accepted.
- We employ a no refund policy on all payments.
- If you cancel a member/s within you group after confirmation of a booking form, the National Space Centre do not give refunds.

DRINK PRE-ORDERS

- We employ a no refund policy on pre-ordered drinks.
- All pre-ordered drinks options must be received by your online booking and paid for no later than Thursday 31st October.
- The price offered is for pre-orders only. Any re-filling of drinks on Christmas party nights will be charged at full price.
- All pre-order drinks will be served on arrival at your table in glassware the National Space Centre deems appropriate.
- Pre-ordered drinks and vouchers cannot be purchased on the party night.
- Drink vouchers can be exchanged at the main bar for a single drink of your choice (excluding cocktails, champagne and our premium spirits).
- A single drink is equivalent to a bottle of beer, standard soft drink, small glass of house wine or a single measure of a standard spirit and mixer.
- Drink vouchers cannot be exchanged for cash on the evening.
- Drinks vouchers will only be given to the organiser on arrival.
- Any alcohol brought onto the premises, (including secret Santa gifts), will be removed and returned to the owner on their departure.

HEALTH & SAFETY

- The National Space Centre will take all steps considered reasonably necessary to control issues relating to health and safety in respect of use of the Premises.
- You will use your best endeavours to ensure that all your Attendees adhere to our health and safety rules and regulations, and promptly obey any instructions provided by a staff member of the National Space Centre in relation to any health and safety issue, including during the Event.
- You may not bring into or place in the Premises or its environs any flammable, combustible, dangerous or objectionable items, substances or liquids.
- Smoking is not permitted anywhere in the Premises.

ATTENDEE BEHAVIOUR

- It is your responsibility to ensure that your Attendees are well behaved and do not cause any nuisance, offence or disruption to the National Space Centre, its employees, tenants and/or any other visitors to the Premises.
- You will use your best endeavours to ensure that your Attendees treat the Premises, and any artefacts and installations, carefully and do not cause any damage or breakages.
- We reserve the right to charge you if additional cleaning required, for any breakages, spillages or soiling of any kind caused by Attendees.

INDEMNITY

- 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

You can find our privacy policy by clicking on the button below or visiting [our website](#)