

# TERMS & CONDITIONS

## Booking

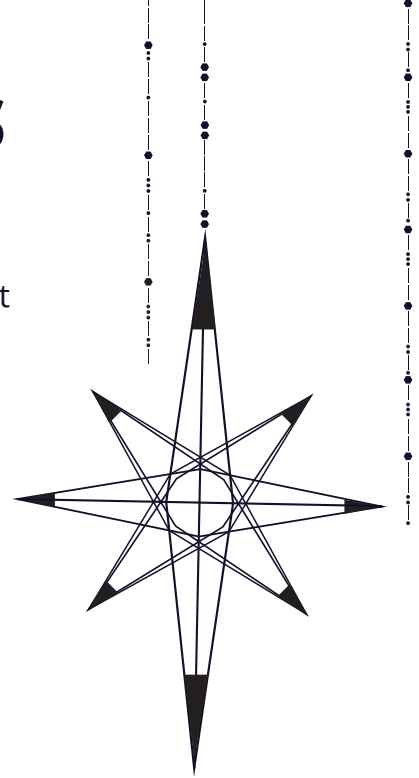
- To confirm your booking, please return the booking form and deposit
- The provisional booking will automatically be released if the booking form and group deposit is not returned within 10 days
- The booking will be cancelled if the final payment is not made by 1st October
- Final details including numbers, menu choices, pre-ordered drink choices and dietary requirements are required by 1st October
- Minimum number of 8 per group
- 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

## 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
- Any alcohol brought onto the premises, (including secret Santa gifts), will be removed and returned to the owner on their departure
- Over 18's only. We reserve the right to ask for identification if guests appear 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
- In the interest of our guests, we reserve the right to refuse admission if we feel guests are not dressed appropriately
- 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
- The National Space Centre staff have the right to refuse guests if they have not adhered to the dress code
- This is a non-ticketed event, guests will need to state their company name on arrival
- Unless otherwise agreed by the 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 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.

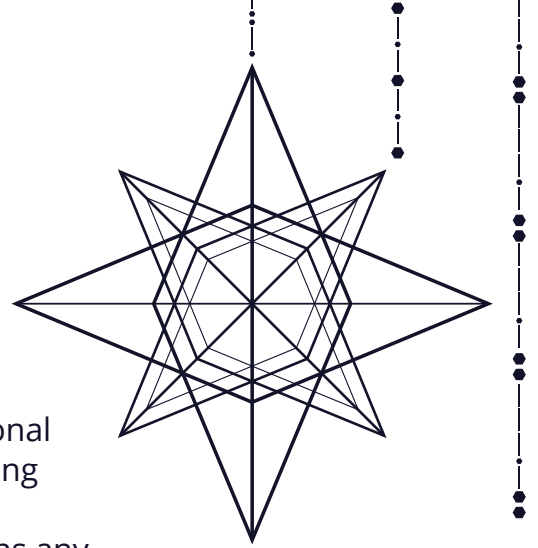
## Catering

- All menus and wine lists are subject to change in the event of shortages of a particular item
- Please advise on menu confirmation form of any special dietary requirements, menu choices and the persons name e.g. vegetarian, vegan, gluten free, halal, nut allergies etc
- We cannot guarantee that we can cater for dietary requirements that are made aware to staff on the party night.



## Health & Safety

- The National Space Centre may 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.



## Behaviour of Event Attendees

- 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.

## 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 contacting us on [info@spacecentre.co.uk](mailto:info@spacecentre.co.uk). Our privacy policy can be viewed on <https://venuehire.spacecentre.co.uk/privacy-policy/>

## Table plan

- Groups of 12 or more will be seated on more than one table
- Please advise of any accessibility requirements and a table will be positioned accordingly

## Payment

- Deposit payment is required within 10 days of making a provisional booking. The deposit is non-refundable
- Final payment of balance required by 1st October. The balance is non-refundable
- Payments can be made by cash, credit card, BACS, debit card or cheque. Please note we do not accept Amex

- Payment by cheque are not accepted two weeks prior to your party date due to clearance time required. Cash or credit card only
- Please note that only one cheque or credit card payment per party will be accepted
- Credit card details will not be accepted via email
- Please do not send credit card details via email
- All prices include VAT at the standard rate
- We employ a no refund policy on all payments

### **Drink Pre-Orders**

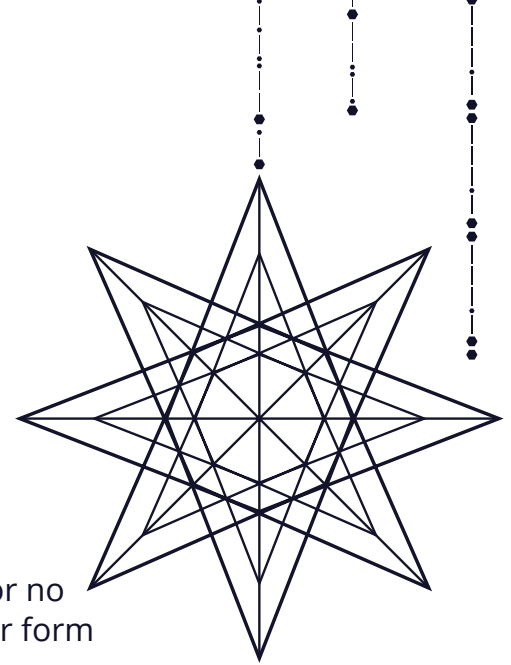
- We employ a no refund policy on pre-ordered drinks
- All pre-ordered drinks options must be received and paid for no later than 1st October, these can be ordered on the pre-order form in the brochure.
- The price offered is for pre-orders only. Any re-filling of drinks on Christmas party nights will 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
- Account bars need to be arranged in advanced of the party night at the final details stage (1st October). These cannot be set-up on the evening of the party.
- Account bars cannot have bespoke stipulations e.g no bottles of wine.
- Account bars will only be accepted with a minimum advance payment of £500, any balance remaining after the event will be refunded.

### **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.
- If you cancel a member/s within you group after confirmation of a booking form, the National Space Centre do not give refunds.

### **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 other breach of the Contract by you
  - 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.

### **Force majeure**

- The Space Centre shall not be in breach of the Contract nor liable for any failure or delay in performance of any obligations under the Contract arising from or attributable to acts, events, omissions or accidents beyond its reasonable control ("Force Majeure Event"), including but not limited to any of the following:
  - Acts of God, flood, earthquake, windstorm or other natural disaster or adverse weather conditions; any damage or other emergency
  - Relating to the Venue, or collapse of building structures or failure of machinery; closure of roads or cancellation of any air travel relevant to the Event; interruption or failure of utility service, including but not limited to electric power,
  - Gas or water; fire, explosion or accident; epidemic or pandemic; any law or government order, rule, regulation or direction, or any action taken by a government or public authority, including but not limited to imposing an embargo,
  - Export or import restriction, quota or other restriction or prohibition, or failing to grant a necessary licence or consent; any labour dispute, including but not limited to strikes, industrial action or lockouts; and
  - Non-performance by suppliers or subcontractors.
- We will use reasonable endeavours to give you reasonable advance notice if we believe a Force Majeure Event may affect the Event or require its cancellation or postponement. In such circumstances we will co-operate with you to seek to find a suitable alternative date for the Event.
- If we are required to change, cancel or postpone the Event as a result of a Force Majeure Event, we shall use all reasonable endeavours to seek alternative dates or a suitable alternative Venue (either within the Premises or otherwise as is reasonable and appropriate) to hold the Event.
- If the Space Centre is prevented, hindered or delayed from performing any of its obligations under the Contract by a Force Majeure Event, we shall not be in breach of the Contract or otherwise liable for any such failure or delay in the performance of such obligations. You shall remain liable to pay all charges relating to Third Party Services, and all Event Charges relating to Event Services which we are unable to cancel or mitigate.

