

## **Terms & Conditions**

### **1. Booking Terms & Payments**

- a. Bookings can only be confirmed on receipt of the deposit (of £10 per person)
- b. If, in the first instance, you would prefer to make a telephone enquiry, a provisional booking can be held for a maximum of 10 days
- c. Should the deposit not be received within 10 days, the booking will automatically be released.
- d. Deposit payment serves as confirmation that the Terms & Conditions have been read and that the Party Organiser and all guests agree to abide by these terms and conditions.
- d. Deposits are non-refundable in any event and payments due can only be accepted from the Party Organiser.
- e. Non-payment of the final balance by the due date will render the contract void.
- f. A VAT invoice will be issued when payment has been received. A proforma invoice may be issued prior to receipt of payment.
- g. The total amount due on each invoice must be settled with a single payment. Multiple payments are not accepted.
- h. A 2% surcharge will be applied to all credit card bookings. There is no surcharge on payments with debit card, by BACS or cheque.
- i. If all payments for your Christmas Party are paid by BACS/electronic bank transfer the organiser will be sent 1 free drinks voucher along with the tickets.

### **2. Booking Changes**

- a. Booking changes are only acceptable when received from the Party Organiser.
- b. Places may be reallocated should a party size drop
- c. Athena will endeavour to accommodate menu or detail changes but will not be held responsible for failure of any changes if they were communicated less than 2 weeks before the event date
- d. Athena regrets that changes to bookings, menu choices or wine order cannot be made on the day of the event

### **3. Refunds & Cancellations**

- a. Whole booking cancellations can only be made by the Party Organiser and must be made in writing to the Head Office. Cancellations over the telephone cannot be accepted.
- b. Deposits are non-refundable and non-transferable and cannot be used for any other goods or services provided by Athena (balance payment or drinks orders)
- c. Refunds of the balance payment will be calculated as follows

If you cancel:	We will refund:
56 days prior to your event date	100% of Ticket Price less deposit,
More than 28 but less than 56 days prior to your event date	75% of Ticket Price less deposit
More than 14 but less than 28 days prior to your event date	50% of Ticket Price less deposit
14 days or less 'til your event date	No refund

d. Refunds will be paid by the Head Office in January

e. Refunded monies will be returned via the original method of payment.

#### **4. Tickets & Table Plans**

a. Tickets will be sent from Head Office 2 to 3 weeks prior to the event date

b. Due to on-going changes in configurations, tables will not be allocated until the day of the event.

c. Should individual place settings be required, the Party Organiser will be able to allocate these during the Pre-dinner Reception, provided that this is agreed in advance with a member of the Athena staff.

#### **5. Menu Pre-Orders**

a. There is a set menu for this event, with a vegetarian alternative. Athena will endeavour to accommodate any special dietary requirements if requested in advance.

b. Allergen Data is held for each dish and is available from our office on request.

c. Every care is taken to avoid any cross contamination when processing a specific allergen free order however the kitchen does not have a specific allergen free zone.

d. Menu choices must be received no later than 14 days prior to your party date.

e. Athena 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

f. If menu options are not made before the event the set Christmas menu will be served.

g. Athena reserves the right to make changes to the advertised menu in the event of shortages in the supply of particular items but undertakes that a three course meal will be served.

h. 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.

#### **6. Beverages**

a. Any pre-ordered beverages, drinks vouchers or drinks packages must be paid for in advance

b. Any drinks vouchers purchased are non-refundable after the event, cannot be exchanged for cash on the evening and are only valid for the year as stated on the drinks vouchers.

c. No drinks are included in the ticket price except where stated.

d. Please note Drinks Packages can only be purchased if 1 if bought for each and every guest in the party. All guests must buy the same package i.e. Party groups cannot mix package 1 and 2. Athena regrets it is unable to make concessions for guests who do not require the drinks package for any reason whatsoever.

e. At the event, any queries regarding a beverage order must be made with a member of staff at the time. We advise that you take your beverage invoice to the event as proof of purchase. Any issues not raised during the evening cannot be dealt with post event.

f. Guests may not, under any circumstances, bring their own drinks.

g. Athena's license conditions do not permit beverages to be removed from the venue.

## **7. Miscellaneous**

a. Prices shown within the brochure include VAT at the rate of 20% and are subject to change should the VAT rate change.

b. Athena reserves the right to refuse admission, and to remove from the function any person, whose condition in the opinion of the staff at the venue interferes, or is likely to interfere with, the enjoyment of the function by other participants. This includes non-compliance with the dress code stated in the brochure, on our website and on tickets.

c. Athena does not accept any responsibility in respect of any person prevented from entering the function, or asked to leave due to their conduct

d. Athena will take every care to honour commitments - but reserves the right to amend or alter all or part of the programme of the parties and regret that they will not accept liability for errors, changes, omissions or cancellations.

e. Athena does not accept any liability & shall not be liable for non-completion of the event, or for any delays arising as a results of but not limited to:- strikes, riots or lockouts affecting any Trade with which Athena is concerned, adverse weather conditions, loss, damage or cancellation due to fire, floor, or any other cause beyond its control.

f. Dates and timing advertised are subject to licensing approval.

g. Athena does not accept responsibility for loss or damage to personal property whilst at the party.

Pictures used in this brochure are from past Christmas party events managed by Athena in the Midlands and exact costumes and performers may vary at your party.

It must be appreciated that labour, entertainment and certain food items must be booked and paid for in advance.

**These terms and conditions are governed by English law and in the unlikely event of a dispute, the parties shall submit to the exclusive jurisdiction of the English courts. The liability of Athena in respect of any breach of these terms and conditions including any applied terms shall not extend to any consequential loss whatsoever suffered by the client or their guests.**