Grange Farm Park

Christmas Events – Booking Terms & Conditions

Thank you for choosing to celebrate Christmas with us at Grange Farm Park. To help ensure your event runs smoothly, please read the following booking terms before confirming your reservation.

1. Securing Your Booking

A booking is confirmed once the required deposit has been received.

- Festive Afternoon Teas require a **£10 per person** non-refundable deposit.
- Santa's Christmas Parties require **full payment** at the time of booking.
- All other festive events require a **£20 per person** non-refundable and non-transferable deposit.

2. Final Guest Numbers

Your final attendance numbers must be confirmed at least **30 days before your event**. These numbers will be used for catering and billing purposes and cannot normally be reduced after this date.

3. Booking Contact

To avoid confusion, all communication regarding your booking, including amendments, payments, menu selections and cancellations, must be made by the person who originally made the booking.

4. Menu Selections

Where menu choices are required, completed pre-order forms must be returned by email no later than **30 days before your event**.

If menu selections are not received by the deadline, we may allocate a standard menu in order to ensure your event can proceed.

All menu items are subject to availability, and we reserve the right to substitute ingredients or dishes where necessary.

5. Dietary Requirements

We are happy to cater for guests with allergies or dietary requirements wherever possible. Details must be provided at least **14 days before your event**.

Whilst every care is taken when preparing food, our kitchens handle a wide range of allergens and we cannot guarantee an allergen-free environment.

6. Food & Drink

Only food and beverages supplied by Grange Farm Park may be consumed on the premises unless agreed in writing beforehand.

Guests found bringing or consuming their own alcohol may be asked to dispose of it or leave the venue.

7. Event Timings

Please note that event start and finish times will be as advertised. Bars will close at the advertised time, and entertainment will finish promptly to comply with our licensing conditions.

8. Responsible Drinking

We reserve the right to refuse the sale or service of alcohol to anyone who appears intoxicated or whose behaviour may affect the safety or enjoyment of other guests.

Challenge 25 is operated at all times.

9. Damage to Property

The booking organiser accepts responsibility for any damage caused by members of their party. Repair or replacement costs may be charged where appropriate.

10. Payment of Outstanding Balances

Unless otherwise agreed, the remaining balance must be paid no later than **30 days before the event**.

Bookings made within 30 days of the event must be paid in full when booking.

11. Hosted Tabs

If you wish to provide a bar tab or hosted drinks for your guests, this must be arranged with us before the event.

12. Payment Responsibility

A single invoice or receipt will be issued for each booking. It is the responsibility of the booking organiser to collect any contributions from guests and ensure the account is settled.

13. Prices

All prices include VAT at the prevailing rate.

Although every effort is made to honour advertised menus and prices, Grange Farm Park reserves the right to make reasonable changes due to supplier availability, seasonal produce or circumstances beyond our control.

14. Exclusive Hire

Private or exclusive use of our restaurant or event spaces may be available for larger bookings, subject to availability and minimum spend requirements.

15. Entertainment

Where entertainment is included, we reserve the right to substitute performers or amend the programme should unforeseen circumstances arise.

16. Seating Arrangements

Whilst we will always try to accommodate seating requests, table layouts and seating plans remain at the discretion of Grange Farm Park to ensure the smooth running of the event.

17. Cancellations

Deposits are non-refundable and non-transferable.

If a booking is cancelled after the final balance has become due, the full booking value may still be payable, as costs will already have been incurred on your behalf.

18. Unforeseen Circumstances

In the unlikely event that circumstances beyond our reasonable control prevent us from hosting your event, we will work with you to rearrange your booking where possible or discuss an appropriate alternative.

We look forward to welcoming you to Grange Farm Park this Christmas and making your celebration one to remember.