



Terms and conditions - Wedding venue hire

The terms below will apply to your booking. Please therefore read them carefully and let us know if you have any questions.

The contract

1. Your contract is with The Stratton Hotel Ltd, which trades as The Stratton House located at Gloucester Road, Cirencester, Gloucestershire GL7 2LE. The company registration number is 10125014
2. We appreciate that on occasions someone else (such as a parent) may wish to make payments due to us on your behalf. We are happy to accept such payments, however please note that unless we agree otherwise with you in writing, you are legally responsible for any payments that are due to us.
3. In these terms:
 - a. "venue" means the venue at Stratton House Hotel where your wedding is agreed to be held
 - b. "wedding" also means (where applicable) a civil partnership
 - c. "wedding package" means the services relating to your wedding which we agree to provide to you.
 - d. "working day" means a day other than a Saturday, Sunday or public holiday in England when banks in London are open for business.

Making your booking

4. We may agree to you making a provisional booking with us, but this is not legally binding on either you or ourselves until the minimum 25% non-refundable, non-transferable deposit is paid.
5. If, after receiving our quotation for your wedding package, you want to make a booking with us, you should within 28 days of the date of our quotation return your signed booking form and pay a deposit of 25% of your final estimated balance. Payments can be made by bank transfer or by most credit/debit cards. Please note that your deposit will not be refunded if you subsequently cancel a confirmed booking, as explained in paragraph 25 below. A contract is only formed between you and ourselves when we accept your signed booking form and send our confirmation of booking letter/email to you. No booking application shall be binding on us and no contract shall be formed unless and until we send this confirmation. If we do not accept your booking application, we shall of course return your deposit.
6. Once you have paid your initial deposit, it is understood and agreed that you are in agreement with these Terms and Conditions even if you have not returned the Event Contract form. The exception to this is if you have written to inform us otherwise us within 14 days of paying the initial deposit.

Your wedding packages

7. The general content of your wedding package shall be as set out in your quotation, or as otherwise subsequently agreed with us in writing. We may finalise certain details of your wedding package (for example, the exact numbers of guests to be catered for, and the menu for meals) with you in the period leading up to your wedding, in accordance with these terms. Typically, we need final guest numbers and menu pre-orders four weeks before your wedding.
8. As part of your wedding package, the stated function suites at the venue will be hired to you, for the time period(s) set out in your quotation. However, we cannot guarantee that no one else will be present in the public areas of the hotel at the same time as you and your guests, unless you make an "Exclusive Use" booking. For example, our Reception Staff may deal with other customers and enquiries from potential customers, and we cannot prevent other people from accessing the lawn or the main Stratton House Hotel building.
9. In our confirmation of booking, we will provide you with 10 bedrooms of accommodation to enable you to allocate and reserve bedrooms for your guests. All 10 bedrooms must either be booked by your wedding party or settled by yourselves. Room rates are given with a 10% off Bed & Breakfast rates as published on our own

website. All reserved bedroom bookings must be made on our relevant terms and conditions (a copy of which we will enclose with our letter) and are subject to an agreed price. Please note that, unless your guest's book all of the bedrooms we have available at Stratton House Hotel, we are very likely to have other non-wedding guests staying overnight with us.

Price

10. Subject to paragraphs 11 to 13 inclusive, the price of your wedding package shall be as set out in your quotation.
11. If not all components of the price in the quotation are stated to be fixed (for example, because they depend on the number of guests to be catered for), the final price will be determined either in accordance with the quotation (for example, the charge "per head" for meals) or as otherwise agreed with us (for example, if there are any "extra" services not set out in the quotation which we subsequently agree at our discretion to provide to you).
12. If your wedding date is scheduled more than 1 year after the date of our confirmation of booking, we reserve the right to increase the price of your wedding package by up to 5% for each complete period of 12 months between these two dates.
13. All prices are inclusive of VAT. If the rate of VAT changes between the date the contract is formed between ourselves and the date of your wedding, then we have the right to adjust the price of the wedding in accordance with the change of VAT. The exception to this is if you have already paid in full for your wedding package before the change in the rate of VAT takes effect.

Payment of balance

14. To confirm the booking, we require a non-refundable deposit of 25% of the estimated final bill. A further 25% of the remaining amount should be paid 6 months prior to your function. A further 50% of the remaining amount should be paid 3 months prior to your function. The remainder of balance should be paid 4 weeks prior to your function. All payments paid are non-refundable. Any postponement will be treated as a cancellation and will therefore be subject to the same terms and conditions.
 - a. 25% at time of booking
 - b. 25% of the remaining balance due 6 months prior
 - c. 50% of the remaining balance due 3 months prior
 - d. The remaining balance due 1 month prior

Your responsibilities

15. It is your responsibility to book the Registrar for your wedding. If you have not booked the Registrar before making your booking application with us, we advise that you do so as soon as possible after you have received our confirmation of booking.
16. You must confirm final catering numbers no later than 6 weeks before your wedding so we are able to raise a final invoice. Subsequent increases in numbers will be invoiced separately. Please note, no refunds will be given for any decrease in numbers after 6 weeks prior to the wedding.
17. You must provide to us, by the dates we may reasonably request of you, with any other information we ask for (such as your final choice of menus) so that we may finalise the details of your wedding package and/or its price. Typically, we will confirm final menus 3 months before your wedding.
18. Unless we agree in writing otherwise, only food and drink supplied by Stratton House Hotel may be consumed at your wedding.
19. You must comply with, and use your reasonable endeavours to help ensure that your guests also comply with, all of our reasonable instructions intended to ensure the safety of both people and property at the venue.
20. You must provide your guests with such information we may reasonably request regarding arrangements to be followed at the venue (for example, in relation to car parking or the storage of valuables).
21. You are responsible for all guests and any damages that occur or items that go missing will need to be paid for by yourselves. We will hold your card details on account for such eventuality.
22. We reserve the right to stop any activity which we reasonably believe is likely to cause damage to the interior or exterior of the venue or to risk the safety of people at the venue, and we will not tolerate any abusive language or behaviour by guests to any other guests or member of staff. We reserve the right to remove any persons acting inappropriately from the event.

23. Details of third-party suppliers we provide to you are intended to help you in arranging other services to be provided in connection with your wedding. If you do engage these or any other third-party suppliers, we accept no responsibility for their performance of services and you should take up any complaints with them directly. You are also responsible for paying their charges directly. We reserve the right not to allow into the venue any third-party suppliers who do not meet our requirements intended to ensure the safety and welfare of property and people at the venue. Refer to paragraph 33 below.

Cancellation by you

24. If you want to cancel a confirmed booking, you must do so in writing and the provisions in paragraph 25 shall apply.
25. We will use reasonable endeavours to “re-sell” the date to another couple. However, you must pay to us any losses and costs we suffer because of the cancellation which were reasonably foreseeable to both you and us when the contract was entered into, whether or not we are able to resell the date. Depending on when you cancel, the cancellation charges you must pay shall be determined by reference to the table below. We will tell you the exact cancellation charges once we know whether or not we have been able to resell the date, and you must pay the charges within 20 working days of our invoice. Where the final price has yet to be finalised (for example, because you have not yet confirmed catering numbers), we shall base the cancellation charges on any minimum numbers set out in our quotation. The Hotel reserves the right to charge interest on overdue accounts at a compound rate of 2% per calendar month or part thereof.

Length of time before your scheduled wedding day	Cancellation charge
More than 6 months	Amount of your deposit (ie non-refundable in all cases)
Between 3 and 6 months	Up to 50% of total wedding package price
Less than 3 months	Up to 75% of total wedding package price
Less than 1 month	Up to 90% of total wedding package price

Cancellation by us

26. We reserve the right to cancel your booking without liability to you and without any obligation to refund your deposit if:
- a. You do not pay us the balance of your wedding package price by the date due for such payment, or
 - b. We have reasonable grounds to believe that you may not pay us the balance of your wedding package price by the due date and we have requested you to explain the position and you have not done so satisfactorily, or
 - c. We discover, before you have paid the balance of your wedding package price, that you have deliberately concealed information, or deliberately given us incorrect information, about your intended wedding in circumstances where (if you had not done so) it would have been reasonably foreseeable that we would not have accepted your booking, or
 - d. We have reasonable grounds to believe that your behaviour or that of your guests at the wedding is likely to result in damage to the venue or to our property and/or injury to people.
27. If we cancel your booking under paragraph 26, you must pay us any losses and costs we suffer because of the cancellation which were reasonably foreseeable to both you and us when the contract was entered into, whether or not we are able to resell the date. Depending on when we cancel, the cancellation charges you must pay will be determined by reference to the table set out under paragraph 25 above or 43 below.

Events outside our control

28. Except as set out in this paragraph 28, we shall not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under our contract with you that is caused by events outside our reasonable control (such as serious damage to the venue, serious adverse weather conditions, a pandemic or epidemic, or interruption or failure of utility services such as electric power, gas or water). In these circumstances, we shall use every effort to notify you as soon as is reasonably practical.

Changes to the venue and/or your wedding package

29. We reserve the right to make changes to the interior and/or exterior of the venue between the time we accept your booking and the date of your wedding. For example, we may make changes to the décor and colour schemes of function rooms, and we cannot guarantee that the venue and its surrounds will be free from additional structures (such as scaffolding due to its historic nature).
30. We will use all reasonable endeavours to ensure that no components of your wedding have to be altered. However, as a wedding plan is normally put together a long time before your scheduled date, we reserve the right to make changes to certain components if this is necessary to comply with safety requirements or other changes in law or relevant codes of practice, or to make other minor changes which we reasonably believe will not be to the detriment of your overall wedding experience.
31. We will notify you of any significant changes covered by paragraphs 29 and 30, but unless the change is one which is likely to fundamentally change the nature of your wedding experience, we will not offer a refund, costs or compensation.

General

32. All buffet food will need to be removed after two hours to comply with food safety guidelines.
33. We will need to be provided with a copy of public liability insurance and PAT testing for any 3rd party suppliers, e.g., if you are providing your own DJ.
34. No music can be played after midnight as the hotel is set in a residential area
35. If only one person is making the wedding booking, that person confirms that s/he has the authority to make the booking on behalf of both persons intending to be married. Our contract will therefore be with both such persons.
36. Any error or omission in any information or document issued by us shall be subject to correction provided that the correction does not materially affect the contract.
37. You may not transfer any of your rights or obligations under our contract with you to another person without our prior written consent, which we will not withhold unreasonably. We can transfer all or any of our rights and obligations under the contract to another organisation, but this will not affect your rights under these terms.
38. If any court or competent authority decides that any of the provisions of these terms are invalid, unlawful or unenforceable to any extent, the term will, to that extent only, be severed from the remaining terms, which will continue to be valid to the fullest extent permitted by law.
39. No person who is not a party to our contract with you shall have any rights under or in connection with it.
40. All written communications by you to us must be sent by post to Stratton House Hotel, Gloucester Road, Cirencester, Gloucestershire, GL7 2LE or by email to events@strattonhousehotel.com (or to any such other email address that we may notify to you). We may send written communications to you at either the e mail or postal address set out in our quotation.
41. If you wish to bring a dog to your event, they must be on a lead at all times.
42. No Person shall affix any materials to walls or ceilings of The Hotel by the use of nails, screws, pins or any adhesive tape of any kind without prior permission from the hotel.
43. Loss or Damage to Property: The Hotel will not be liable for any loss of, or damage to, the property of any guest or other person in The Hotel except as defined in the Hotel Proprietor's Act 1956 or as otherwise provided by statute. This will include any wedding cards, presents, guest books or any other wedding items.
44. No food or drink may be sold or consumed in the ceremony room in which the proceedings take place for one hour prior to or during those proceedings. Guest(s) that are found to have, will be refused entry. This may result in the cancellation of the ceremony. No refund will be given at this point and any imposed fines will be charged to you.
45. The Guest shall be responsible for the orderly conduct of the function and shall ensure that nothing will be done which constitutes a breach of the law or in any way cause a nuisance or infringe any licensing laws or illegal gaming or betting laws.
46. All written communications by you to us must be sent by post to Stratton House Hotel, Gloucester Road, Cirencester, Gloucestershire, GL7 2LE or by email to events@strattonhousehotel.com (or to any such other email address that we may notify to you). We may send written communications to you at either the e-mail or postal address set out in our quotation.