



Wedding Terms and Conditions

1. CONFIRMATION OF BOOKING AND DEPOSITS

1.1 All bookings will be made on a provisional basis and held for a maximum of 14 days until a non-refundable deposit of £750.00 is received by the hotel. Bookings will be confirmed on receipt of the above deposit and signed terms and conditions. Payment can be made by debit/credit card or bank transfer.

1.2 All deposits are strictly non-refundable and non-transferable.

1.3 If the deposit is not received within this period, the hotel reserves the right to release this booking without notification. All bookings are considered provisional until a signed copy of these terms and conditions has been returned to the events coordinator.

2. SUBSEQUENT PAYMENTS

2.1 An interim payment equal to 50% of your estimated final account is due 6 months before your wedding. Bookings received within 6 months of the wedding will require a 50% payment of estimated charges at the time of booking. Full payment of the final account must be paid no later than 4 weeks before the wedding. Your booking will be cancelled without notification if this payment is not received and all payments received will be forfeited.

2.2 We do not accept cheques or cash for payment – payment can be made by debit/credit card or bank transfer. In addition, you will be required to give your credit/debit card details to cover any additional charges or extras incurred on the day.

3. POSTPONEMENTS

3.1 Any amendments to the date of the wedding, made by the wedding couple for reasons outside of a force majeure or act of god, will incur a £50 admin fee per alteration and are subject to the discretion of the management.

3.2 In the event of a postponement, either by the wedding couple or the venue, a mutually agreeable date will be offered. The wedding couple will be subject to pay any additional costs such as yearly increase or premium date prices. The couple will not be offered a refund if the value of the wedding is less than the original value.

3.3 In the event of a postponement, and where any subsequent payments have already been made, these payments will become non-refundable if the wedding is later cancelled.

4. CANCELLATIONS BY YOU

4.1 Cancellation of a wedding/event less than 6 months before the original wedding date will incur a cancellation fee of 50% of the final balance.

4.2 Cancellation less than 4 weeks before the original wedding date will incur a fee of 100% of the final balance.

4.3 Any cancellations must be notified to us in writing. Individual guest cancellations must be confirmed by email to the events coordinator no less than 48 hours before the wedding and will be refunded in full after the event. This is subject to no more than 10% of the guests or at the discretion of the manager.

5. CANCELLATIONS BY THE INN ON THE LAKE HOTEL

The hotel reserves the right to cancel the booking under the following circumstances:

- 5.1 If the hotel becomes aware of any change in the Client's financial situation.
- 5.2 If the Client is more than 30 days in arrears with any payments to the Inn on the Lake Hotel.
- 5.3 If the Client is in breach of these conditions and does not rectify these conditions.
- 5.4 If the booking might, in the manager's opinion, bring the reputation of the hotel into disrepute or be in breach of our licensing conditions.

6. FORCE MAJEURE AND ACTS OF GOD

- 6.1 A force majeure is where an event takes place which is beyond the control of either parties. Examples of force majeure may include, but not limited to, events such as fire, war, strike, civil unrest, pandemics, failure of a utility service, compliance with government order, malicious damage and acts of God such as, but not limited to, storms or floods.
- 6.2 The venue shall not be liable to the customer as a result of any failure to perform its obligations under this contract as a result of a force majeure event.
- 6.3 If the force majeure event prevents the Inn on the Lake from providing the venue on the date, the Inn on the Lake shall, without limiting its other rights or remedies and without liability to the customer, have the right to terminate this contract immediately by giving written notice to the customer.
- 6.4 In the event a force majeure, the venue will work with the wedding couple to offer an alternative date. The alternative date must be taken within 250 days of the original date.
- 6.5 If an alternative date cannot be offered or agreed, 50% of the monies paid will be refunded.

7. QUOTED AND AGREED PRICING

- 7.1 Any prices quoted are for the current year of that quote, valid at the date of printing. Prices are revised each January for the following year.
- 7.2 VAT at the current rate is included in all prices quoted to you, any change in the current rates will be reflected in our final invoice.
- 7.3 If a change of date has been agreed, the wedding couple will be subject to any increased prices, issued on the latest pricing list.

8. WEDDING/CIVIL CEREMONIES

- 8.1 If you decide to hold your ceremony at the hotel, a booking form must be completed by you in order to book a registrar. Please note that there is an additional fee payable directly to the registrar's office for their services and fee is dependent on the day and time of year. The venue accepts no responsibility for fees payable to Kent County Council.
- 8.2 Lakeside Gazebo weddings are weather dependent and the final decision for this will be made by the registrar on the day of the ceremony. Ceremonies do not take place outside during the winter months unless written permission is given by the registrar.
- 8.3 In the event of bad weather an alternative ceremony location will be set up – the alternative location will be confirmed on the day. No refund will be offered should the ceremony be moved to another location.

9. EVENT ROOM HIRE

- 9.1 The use of an event room is included with all our wedding packages and is subject to the relevant minimum number of guests as listed in our rates.
- 9.2 The event room is hired for the date of the wedding only. The event room hire does not extend to the day before or the day after the event.

9.3 The Inn on the Lake shall have the right to make any changes to the venue which are necessary to comply with any applicable law or safety requirement, or which do not materially affect the nature or quality of the venue. The venue may not notify the wedding couple if any necessary changes are made.

10. FOOD AND BEVERAGES

10.1 The Inn on the Lake will provide all catering with the exception of baby food, sweet tables and celebration cakes.

10.2 One menu must be chosen for all guests with the exception of children and those with special dietary requirements. Where possible, one dietary menu will be offered to suit all special diets on the guestlist.

10.3 Children eating from the children's menu must all have the same menu.

10.4 Under the Licensing Act, the Inn on the Lake is not permitted to serve anyone under the age of 18 with alcoholic beverages. The Inn on the Lake reserves the right to remove any guest found to be supplying alcoholic drinks to those under the age of 18.

10.5 The Inn on the Lake does not allow any drinks to be brought onto the premises (**this includes presents and favours**). The hotel reserves the right to confiscate any beverages brought onto the premises by guests. The hotel reserves the right to eject guests or close the event if this is not adhered to, without warning and no refund will be given.

10.6 The hotel provides a cake cutting service with our wedding packages only; however, we do not fill cake boxes.

10.7 Any food timings, including the display of a BBQ, hog roast or buffet, will be agreed at the final appointment. The latest time that any evening food can be displayed is 21:00.

10.8 In accordance with Food Safety Management, buffet items can be left out for a maximum of 4 hours. This will be dependent on what time you have agreed that your buffet will be opened. Buffets, regardless of time put out, will be removed no later than 30 minutes prior to the agreed finish time of the event. The venue will not inform the client before the food is removed.

11. CHILDREN

11.1 For their safety and parent's peace of mind, children must remain in the event room or in their parents sight at all times. Children must be accompanied by an adult in the bar area and outside by the lake.

11.2 Children are not permitted to pass the private gate area on the patio or climb the fencing surrounding the patio/gazebo for their own safety.

11.3 The hotel reserves the right to close the outside area if we consider the children to be unsupervised by their parents or out of control.

11.4 The hotel advises that for any event that includes more than 10 children the Client provides a children's entertainer. Please note that we do not allow any inflatables such as bouncy castles.

12. DAMAGE

12.1 The hirer will be responsible for any damage caused to the function room or any of its amenities during the hire period & a credit card will be duly debited.

12.2 The Client is also responsible for any damage caused by suppliers booked by the Client.

13. GENERAL TERMS

13.1 Lakeside evening events can begin from 7pm and must end by midnight on Fridays and Saturdays (Sunday to Thursday functions must finish by 11pm). Fountain Room functions can start from 6pm and finish no later than 11pm on all days. You are not responsible for the cleaning of the room; this is included in the room hire cost, however any excessive cleaning required through damages may be chargeable to the Client.

13.2 The Client shall not arrange delivery of any goods (cakes, flowers etc.) or materials to the hotel before the day of the event. Any items delivered to the hotel are at the Client's own risk and the hotel accepts no

responsibility for loss or damage to such items. Any delicate items must be received by the Client and the hotel will not be able to store these.

13.3 The Inn on the Lake accepts no responsibility for any items left after the function has closed. Any items, such as cake stands, suits etc, that need to be returned to suppliers must be collected from a prearranged address other than the hotel.

13.4 The room may be decorated with balloons or flowers after 10am only on the day of the wedding/event – there is no access before this. The hotel does not allow anything to be stuck to walls, doors or windows.

13.5 The hotel will supply biodegradable confetti which should be used in all outside areas for the safety of our wildlife. Any confetti found not to be biodegradable will be confiscated and destroyed. **Confetti bombs are not permitted anywhere in the building or grounds.**

13.6 We do not allow **Aqua Gel** balls to be used in our function halls – these are a health and safety risk when crushed on dance floors and uncarpeted areas.

14.7 The Inn on the Lake Hotel reserves the right to exclude or reject any supplier that has been booked by the Client if we feel their services are in breach of health and safety. It is the responsibility of the Client to ensure any supplier has made a full risk assessment of our venue and has the relevant insurance and PAT test where applicable to cover all their activities onsite; a copy of this must be available to the hotel on request. This includes starlit dancefloors and any other electrical decorations you intend to have for your wedding.

14.8 Physical or verbal abuse will not be tolerated. The venue reserves the right to end the contract should abuse of staff take place before or during the wedding event.

14.9 Photos of the venue as set up and the wedding event may be taken by the hotel and/or professional photographers and used for promotional purposes. This can include social media, printed literature and websites. Photos will only be used after the event and may include images of our bridal couples and/or guests. Should you prefer us not to use images containing guests are used, this must be confirmed in writing before the event.

14.10 For health and safety reasons, access to the back of our lakes for photographs is subject to weather conditions and management discretion and will only be considered for full wedding packages. This is subject to a separate disclaimer form being completed by the bride and groom and you must use one of our approved photographers for this (a list of these is available on request).

14.11 The lake area is not private and cannot be hired out solely by any party. In the case of hiring the lakeside room, the adjoining bar and outside space may be shared with hotel residents or another event.

I/we have read and fully understand the above terms and conditions:

Signature Print Name

Signature Print Name

Today's Date Date of Wedding or Event

PLEASE ENSURE YOU ARE GIVEN A COPY OF THESE SIGNED BOOKING CONDITIONS