



Charlton Hall NHS Wedding Prize Terms & Conditions of Prize

The winner of this prize will receive the following to redeem on Thursday 18th March 2021:

- Complimentary Venue Hire for Thursday 18th March 2021
- 50 Complimentary Glasses of Prosecco for Welcome Drinks for Thursday 18th March 2021
- 50 Complimentary Canapes (3pp) for Thursday 18th March 2021
- 50 Adult Complimentary Wedding Breakfasts (3 Course Meal) for Thursday 18th March 2021
- 25 Complimentary Bottles of House Wine for Thursday 18th March 2021
- 50 Complimentary Glasses of Prosecco for Toasts for Thursday 18th March 2021
- 50 Complimentary Covers of Evening Buffet (to the value of £10.90) for Thursday 18th March 2021
- 6 Main Bedrooms to sleep 14 as overnight accommodation on Thursday 18th March 2021 & Breakfast for 14 guests at 9am on Friday 19th March 2021.

The prizes above can only be redeemed for the wedding date of Thursday 18th March 2021 and are not transferable. Prizes are subject to availability and we reserve the right to substitute any prize with another of equivalent value without giving notice.

Winners will be chosen at random by Veil & Gun Photography. All entries received will be verified by the Promoter and/or the third party connected with the prize.

The winner will be notified by the Promoter. If the winner cannot be contacted or does not claim the prize within 14 days of notification, we reserve the right to withdraw the prize from the winner and pick a replacement winner.

The Promoter will notify the winner when and where the prize can be obtained.

The promoter's decision in respect of all matters to do with the competition will be final and no correspondence will be entered into.

The competition and these Terms and Conditions will be governed by English Law and any disputes will be subject to the exclusive jurisdiction of the courts of England.

The winner agrees to the use of his/her name and image in any publicity material, as well as their entry. Any personal data relating to the winner or any other entrants will be used solely in accordance with current UK data protection legislation and will not be disclosed to a third party without the entrant's prior consent.

This promotion is in no way sponsored, endorsed or administered by, or in association with Instagram, Facebook or other social media outlets.



TERMS & CONDITIONS

(PUBLISHED MAY 2020)

We know terms and conditions can be tedious to read, but we ask you kindly to take some time to read the following information. We feel it is important that the content included is understood to ensure you and your guests have the perfect wedding experience. It also forms a contract between both parties. If you have any questions regarding any points raised, please contact your wedding coordinator.

For the purposes of this document – the 'Client' is the bride/s and/or groom/s and 'Charlton Hall' is Charlton Hall trading under RJ Shell Ltd.

BASIS OF CONTRACT & COOLING OFF PERIOD

No provisional booking made in writing, by phone or over the internet is valid until the contract is executed by both Charlton Hall and the Client which will confirm the customers booking of venue, services and all relevant details.

AGREED TERMS

Interpretation

In this Contract, the following words and expressions shall have the followings:

Business Day: a day other than a Saturday, Sunday or public holiday in England when banks in London are open for business

Charges: The charges payable by the Client for the booking of the Venue and the supply of the services

Contract: The contract between the client and Charlton Hall for the booking of the venue and supply of the service and any documents referred to

Deposit: The deposit to secure the booking

Event: The event or function for which the Client is booking the venue

Services: The supply of catering services and consumables, and any additional service or equipment at the venue.

Venue: The property, or area or rooms within the property, to being used by the Client.

CONFIRMATION OF HIRE

Venue bookings shall be held provisionally for 7 calendar days following initial enquiry, or if such time is not available before the date of the Event, for a maximum of 24 hours. After this time, Charlton reserve the right to release the provisional booking.

This contract shall come into effect on the date of the contract, or the date that the deposit has been paid to Charlton in cleared funds by the client if later. Until that time, bookings for hire will be treated as provisional.

PAYMENT

We want to make it easy for our clients to manage their cash flow when paying for their wedding/event experience. We have therefore created the following payment plan. Please note that any payments made to the venue are non-refundable.

THE VENUE, CHARLTON HALL CATERING, DRINK & ACCESSORIES

As part of the competition you entered the prize is as follows.

- Complimentary Venue Hire for Thursday 18th March 2021
- 50 Complimentary Glasses of Prosecco for Welcome Drinks for Thursday 18th March 2021
- 50 Complimentary Canapes (3pp) for Thursday 18th March 2021
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- 6 Main Bedrooms to sleep 14 as overnight accommodation on Thursday 18th March 2021 & Breakfast for 14 guests at 9am on Friday 19th March 2021.

The prizes can only be redeemed for the wedding date of Thursday 18th March 2021 and are not transferable. Prizes are subject to availability and we reserve the right to substitute any prize with another of equivalent value without giving notice.

If you choose to add any additional guests, food, drink or accessories to the event on Thursday 18th March an invoice will be raised and will be payable on 18th February 2021.

The booking will be complete once we have received signed terms and conditions and a letter of confirmation will be sent to the 'client' from the wedding team. If we do not receive signed terms and conditions but a deposit or any money is paid, we will assume the client is satisfied and in agreement with the contents of the terms and conditions. The signed terms and conditions letter will be classified as the contract between 'Charlton Hall and the 'client'. It is essential that both parties agree on the details of this document to ensure the contract is understood and legally binding. We recommend that you save a copy of the terms and conditions for future reference.

Payments for venue, catering, drinks & accessories are to be made payable to – R J Shell Ltd

VAT is included in all quotations at 20%, any changes will be reflected at the time of invoicing.

Please note your final balance will be calculated and billed 4 weeks prior to arrival to be paid on receipt.

THE CLIENT DUTY

The 'client' booking Charlton Hall must be over the age of 21 and will be responsible for all guests present at Charlton Hall. Should damages or monies be due from guests, the client is solely responsible to settle any matters.

USE OF VENUE

Charlton Hall grants the Client a right to enter and use the Venue for the Event in accordance with the terms of this Contract. The Client acknowledges that:

- (a) the Client shall have the right to enter and use the Venue as a licensee only and
- (b) Charlton Hall retains control, possession and management of the venue and the client has no right to exclude Charlton Hall from the venue. Charlton Hall reserves the right to enter the venue at all times during the event.

The client agrees and undertakes:

- (a) Not to use the venue other than for the event;
- (b) Not to do or permit to be done anything on the venue which is illegal, or which may be or become a nuisance (whether actionable or not), annoyance, inconvenience or disturbance to Charlton Hall or to any other customers of Charlton Hall or any owner or occupier of neighbouring property.
- (c) to comply with the terms of this Contract and any [written] instructions or notices from Charlton Hall, and use reasonable efforts to ensure that any guests or other persons present at the Event so comply;

- (d) to permit Charlton Hall to search all containers, bags, boxes and equipment coming into or leaving the venue, including those brought onto the venue by guests during the hire period;
- (e) not to cause or permit to be caused any damage to the Venue, including any furnishings, equipment or fixtures at the Venue;
- (f) not to smoke or permit smoking (including e-cigarettes) anywhere in the Venue;
- (g) not to fix any bolts, nails, tacks, screws, adhesives, tape or other such fixing devices to the walls or fabric of the venue;
- (h) not to display any advertisement, signboards, flag, banner, placard, poster, signs or notices at the Venue without the prior written consent of Charlton Hall such consent not to be unreasonably withheld;
- (i) not to alter, move or interfere with any furniture, lighting, heating, power, cabling or electrical fittings or appliances at the venue, or install or use additional, heating, power, cabling or other electronic fittings or appliances without the prior written consent of Charlton Hall; fittings or appliances without the prior written consent of Charlton Hall;
- (j) to ensure that all guests leave the venue by midnight.

Car parking facilities are available for guests and cars may be left at the Venue overnight but must be removed by 11am the following day unless agreed otherwise with Charlton Hall. All vehicles are left at the sole risk of the owners and Charlton Hall does not accept any loss or damage that could be caused.

The Client shall ensure that the guests behave in a responsible and safe manner at the Event. Charlton Hall reserves the right to remove or request that the Client remove guests that do not do so from the event and the venue.

CANCELLATION POLICY

For the purpose of this document, a postponement is classed as a cancellation.

If Charlton Hall's performance of any of its obligations under the Contract is prevented or delayed by any act or omission by the Client or any Guest or failure by the Client or any Guest to perform any relevant obligation (Client Default):

- (a) Charlton Hall shall without limiting its other rights or remedies have the right to close the Venue until the Client remedies the Client's Default, and to rely on the Client Default to relieve it from the performance of any of its obligations to the extent the Client

Default prevents or delays Charlton Hall's performance of any of its obligations; and

- (a) the Client shall reimburse Charlton Hall on written demand for any costs or losses sustained or incurred by Charlton Hall arising directly or indirectly from the Client Default.

CHARGES

Charlton Hall may cancel the Contract with immediate effect by giving the Client or Customer's authorised representative notice in writing if:

- (a) the Client fails to pay any amount due under the Contract on the due date for payment;
- (b) the Client commits a material breach of any term of the Contract;

If the contract is cancelled, Charlton Hall will use reasonable endeavours to re-book the venue, but Charlton Hall reserves the right to charge a cancellation fee. Any sums already received by Charlton Hall (including any Deposit) under this Contract will be deducted from the cancellation fee. The cancellation fee shall be:

Cancellation before the date of the Event	Cancellation fee
8-12 Months before the date	20% of Venue Hire & Minimum Spend
6-8 Months before the date	50% of Venue Hire & Minimum Spend
4-6 Months before the date	70% of Venue Hire & Minimum Spend
2-4 Months before the date	90% of Venue Hire & Minimum Spend
0-2Months before the date	100% of Venue Hire & Minimum Spend

For the purpose of this booking the venue hire, and minimum spend will be priced at the rate at the time of the booking.

GENERAL

Force Majeure

Neither party shall be in breach of the Contract nor liable for delay in performing, or failure to perform, any of its obligations under the contract if such delay or failure result from events, circumstances or causes beyond its reasonable control.

Assignment and other dealings

- (a) The Client shall not assign or transfer, the Contract without Charlton Hall's prior written consent.
- (b) Charlton Hall may at any time assign, transfer, subcontract, any or all of its rights under the Contract.

Confidentiality

Neither party shall use any other party's confidential information for any purpose other than to perform its obligations under the Contract.

Variation

No variation of the Contract shall be effective unless it is in writing and signed by the parties (or their authorised representatives).

A person who is not a Party to the contract shall not have any rights under this contract

Governing Law

The Contract, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation, shall be governed by, and construed in accordance with the law of England and Wales.

DAMAGES

The 'client' is obliged to keep the venue, accommodation (including furnishings and fixtures) and exterior spaces in the same condition as they were found. It is the 'clients' duty to ensure all premises and grounds are left clean and tidy prior to their departure. The 'clients' must not move any furniture and fixtures in the venue, accommodation or exterior spaces. Should any furniture or fixtures be moved, 'Charlton Hall' reserves the right to charge the 'clients' for any damage caused or for the time taken to remedy such alterations.

The 'client' will be responsible for any damages to the venue, accommodation or the surrounding environment, whether by the clients or their guests. We ask that a manager is made aware of any damage as soon as possible to rectify any damage as to not adversely affect our next guests.

SECURITY DEPOSIT

It is the responsibility of the 'client' to ensure all guests act responsibly and children are supervised at all times while at 'Charlton Hall'. A security deposit of £1000 per booking is required which will be pre-authorized via credit or debit card prior to or on arrival. The pre- authorisation will last for 10 working days.

It is important that you ask your guests to be respectful whilst visiting Charlton Hall. Any cost for damage and stains will be taken from your pre-authorization (stains can include; spilled drinks, soiled upholstery, bodily fluid i.e. vomit etc.). Please see damage price list schedule.

CATERING & DRINKS SUPPLY OF CATERING SERVICES

Charlton Hall shall supply the services to the client during the hire period, subject to any specific timings agreed in writing by third parties before the event.

In supplying the Services, Charlton Hall shall:

- (a) perform the Services with reasonable care and skill;
- (b) use reasonable endeavours to perform the services in accordance with the service description set out in Schedule 1.
- (c) comply with all applicable laws, statutes, regulations [and codes] from time to time in force;

Charlton Hall has the sole right to provide the Services at the Venue. The Client must not use any third party caterers or bring (or permit guests to bring) any food or drink (including alcoholic drinks) into the Venue without the prior written consent of Charlton Hall.

All catering and drinks prices are correct at the time of quotation. We will fix booking quotations for 4 weeks. After that date prices may change. Please note guests may not use any of our kitchen facilities. 'Charlton Hall' reserves the right to annual increase in food and drinks prices when required.

All catering requirements, including sweetie tables, cake tables, nibble tables; must be provided through Charlton Hall, with the exception of your wedding cake. A list of ingredients included in your wedding cake must be provided no later than 1 week before your wedding date.

No alcoholic or non-alcoholic beverages can be brought into the venue for consumption on the premises. Corkage is not available. All beverages purchased for your welcome drinks and wedding breakfast are to be consumed during this time and are not to be consumed during the evening reception. If any persons are found consuming their own alcohol whilst the bar is operational the security deposit will be retained in its entirety.

Final numbers for food and drink requirements are required no later than 6 weeks before your wedding date. The 'clients' final invoice will be sent out 4 weeks prior to your wedding date. Once this invoice has been sent, no adjustments can be made, unless agreed by 'Charlton Hall' in writing. Once this invoice has been sent, payment is due with immediate effect.

GUEST NUMBERS

For staffing and health and safety reasons, the 'client' must notify 'Charlton Hall' of the precise number of evening guests that will be joining the wedding/event celebrations after the daytime reception. We staff our events based on the numbers given to us by the 'clients'. If we feel that there are more guests than we have been informed about we reserve the right to charge the 'client' a £500 staffing fee.

The client shall confirm the final catering numbers at least 28 business days before the event. Charges for the services will be calculated on the final catering number or the number actually attending, whichever is greater.

Special dietary requirements should be notified to Charlton Hall no later than 28 business days before the event. Provision of special dietary requirements is included within the charges.

THE VENUE

The venue is available to the client from 12noon on their wedding day and until 11am on their departure day. We ask that these times be adhered to unless prior arrangements have been made with management.

Please note that access to The Ceremony Room is prohibited after the welcome drinks' reception. The Ceremony Room will be locked once the welcome drinks reception has finished.

All the 'clients' items must be collected from the venue by 10.30am. Supplier access to the ceremony room and looking glass is from 9.30am on the day of the wedding/event. Access to the remainder of the house is from Midday.

DOGS

Dogs are not allowed within Charlton Hall itself, but are allowed in Stable Cottage and the Ceremony Room. Please ensure any dogs are kept on a lead in fields with livestock. We ask that all foul is cleared up and disposed of correctly. If dogs are residing in Stable cottage, we ask that dogs do not sit or climb on furniture and they are kept in the kitchen and cage when not attended. If there is excessive hair or damage due to your canine friends, we will make a suitable deduction from the security deposit for additional cleaning or repairs. The maximum number of dogs occupying Stable cottage is two.

ACCOMMODATION

Check-in to the Charlton Hall bedrooms is from 1.00pm. There is no guarantee that the rooms will be available at 1.00pm. Keys will be given at check-in and we ask that all keys are returned to the Hall Bar no later than 10am on the departure date.

We understand most 'clients' will charge their guests for use of the bedrooms and cottages, but this is entirely at the discretion of the 'client'. We cannot collect any monies from occupants of the bedrooms. It is at the 'clients' discretion how they allocate bedrooms and cottage bedrooms to friends and family. We will provide 1 set of keys per room and cottage to guests. There is a £50 charge per set of lost keys.

All bed linen and bath towels are provided, as well as WIFI.

Due to insurance and fire regulations we ask that Z beds or any of the like are strictly prohibited within any accommodation at 'Charlton Hall'. If we find that extra guests have stayed in accommodation, we reserve the right to make a suitable charge.

CONFETTI

Confetti is not permitted inside at Charlton Hall. Should you wish to have a confetti photo this must be done on the front steps of the hall and bio-degradable confetti only must be used. A cleaning charge of £250 will be charged to the 'client' should any confetti be released inside the venue. Confetti canons are strictly prohibited and a charge of £250 will be charged to the 'client' should one be released.

TRAVEL COTS & HIGHCHAIRS

Highchairs are available within the Hall and Stable cottage. It is the 'clients' responsibility to inform their wedding planner of infants that will require the above mentioned. We ask that the 'client' provide your own travel cot and linen for travel cots.

MUSIC & FIREWORKS

Fireworks are only permitted with prior arrangement through your wedding co-ordinator. There is a £50 administration fee, as we must inform our neighbours. Chinese lanterns & any form of smoke machines are strictly prohibited. Music must be stopped in the venue before 12.00am. Outdoor music is allowed from 11.00am till 10.00pm.

Please note that the venue does have a sound limiter and music is monitored by the duty manager on your wedding. The duty manager has the right to ask any evening entertainment to reduce the sound of the music at any time.

SMOKING

Smoking is not permitted in any buildings at Charlton Hall. Smoking should only take place in the designated smoking area. Designated bins are provided for safe disposal of cigarette ends. E-cigarettes and vapes are not permitted inside the buildings.

DRUGS

Illegal drugs use is strictly prohibited at Charlton Hall. Any guests found taking illegal drugs will be ejected from the premises with immediate effect. The police will be notified.

BEHAVIOUR

Any person causing a nuisance, being aggressive or abusive towards staff, or trying to obtain alcohol under the age of 18 will result in them being asked to leave the premises (estate) and may result in the event being ceased.

THE BAR

Only alcohol bought from The Hall Bar, Function Room Bar and Vaults bar may be consumed within the venue and its local vicinity i.e. area around the venue. The bar can serve beverages from 11.00am till 12.00am, unless agreed otherwise. Any alcohol that hasn't been purchased from the venue will be confiscated and the 'client' will be charged accordingly.

Should the client or a member of their family wish to pick up either all or part of the bar bill, please ensure this is brought to the attention of the duty manager or your wedding co-ordinator. A pre- authorisation can be made on their debit or credit card. If there is a remaining balance this can be credited back.

Should the 'client' wish to set up a bar tab, this must be settled on the event day or the day of departure. No invoicing is permitted for a bar tab.

PUBLIC LIABILITY

Charlton Hall has full business and public liability insurance, however all personal items left in or around the venue are solely at the owners' risk. We do not accept any responsibilities for loss, damage or personal accident to the client, their family or guests. Vehicles on our property are left at the owners own risk.

Nothing in these Conditions shall limit or exclude Charlton Hall's liability for:

- (a) death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors;
- (b) fraud or fraudulent misrepresentation.

The Client and its Guests use the Venue at their own risk and:

- (a) Charlton Hall's total liability to the Client in respect of all losses arising under or in connection with the Contract, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall not exceed the Charges.

Charlton Hall has obtained insurance cover in respect of its own legal liability for individual claims. The limits and exclusions in this clause reflect the insurance cover Charlton Hall has been able to arrange and the Clients responsible for making its own arrangements for the insurance of any excess loss. It is recommended that the Client obtains insurance cover in respect of all risks which may be incurred by the Customer, arising out of the Event.

FIRE PROCEDURES

THE VENUE

A fully compliant fire system is installed in the venue and exit signs are visible and illuminated. We ask the client and their guests to familiarise themselves with the appropriate exit routes. Fire extinguishers are placed in designated points within the venue. The fire alarm system and fire extinguishers should not be tampered with by unauthorised persons. A charge will be made from your pre-authorisation should this take place.

THE BEDROOMS

All bedrooms and the cottage have a smoke detector. We ask that the client and their guests ensure they are familiar with their exit route. No naked flames (candles) are allowed. Smoke detectors should not be tampered with or removed by unauthorised persons. A charge will be made from your pre-authorisation should this take place.

WASTE DISPOSAL

We ask that the client and their guests ensure that only 'natural' waste is disposed of within toilets. Any heavier items including face wipes, nappies and sanitary wear are to be disposed of using the small bins provided.

We operate a recycling scheme at Charlton Hall. We ask that the client and their guests leave any recyclable materials next to their waste bin in the bedrooms and other accommodation for correct disposal.

THE LAKE & SURROUNDING COUNTRYSIDE

The client and their guests should treat the lake, ponds and land within the estate in a respectful manner to retain the natural beauty of the Charlton Hall estate. All wildlife and their habitats must be treated with care. There is strictly no swimming allowed in either the lake or ponds within the estate. Shooting and fishing is strictly prohibited on the estate. All rubbish must be disposed of correctly while on the estate.

SUPPLIERS

All external suppliers must have relevant public liability insurance. We ask that our clients provide us with a list their own suppliers for our record; these must be given to your wedding co-ordinator prior to arrival. Suppliers will have access to the ceremony room and looking glass from 9.30am on the day of the wedding/event. Access to the remainder of the house is from Midday.

RETURNING GOODS

We will happily return any items to guests that have been left behind. Items will be kept in safe keeping for 4 weeks. If items are of value, we will contact the client immediately. We charge a minimum £10 admin fee to return goods. If after 4 weeks an item hasn't been claimed, we will dispose of it or donate to our chosen charity.

DECORATION

Any decorations must be erected and dismantled in the time allowed either in the venue or cottages or outside areas surrounding the venue. We ask that decoration does not cause any damage to our property or pose a fire risk. If damage occurs an appropriate charge will be applied. We request that any activity packs brought for children do not include felt tip pens, stickers and colouring pencils. Any balloons or signs must be removed from the estate and its entrance once your event has concluded.

REPAIRS

The clients and their guests must permit access at any time, to any part of the property and without notice if there is an immediate need for repair or inspection.

FACILITIES

From time to time some facilities or services may be unavailable to the client and their guests. Our service level agreement outlines we will inform the 'client' as soon as feasibly possible to ensure the client is aware of the situation.

ACCESSORIES

Accessories can be hired from the venue. We expect them to be cared for when in possession of the client and returned in the same condition. If accessories are found to be damaged a charge will be made against the security deposit.

COMPLAINTS PROCEDURE

We ask that you notify a member of the team immediately if there is something you are unhappy with. If it cannot be dealt at the time you may raise a complaint in writing to your wedding co-ordinator. If your complaint is significant this shall be sent to Head of Weddings & Events. We will only deal with complaints made by the 'client'.

I & 'The clients'

Agree to the points raised within the Terms and Conditions.

Signed

Signed

Date

Date

Signed

For and on behalf of R J Shell Ltd