



**CARLTON
TOWERS**

YORKSHIRE

PRIVATE HIRE TERMS & CONDITIONS

JUNE 2022

CARLTON TOWERS

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Private Hire Groups

This details the Terms and Conditions (T&C) for your event (the hirer) with Carlton Towers Events Ltd (CT). We request that you view and read carefully prior to signing your contract with CT. By signing this form, you agree, accept, and will be bound by these terms and conditions.

1.0 TERMS AND COMMUNICATION

1.1. These are the terms and conditions on which all bookings of function rooms and facilities plus ancillary services for events ("Event") that are accepted by us.

1.2. These T&Cs are with Carlton Towers Events Limited (CT) a company registered in England and Wales. Registration number is 09428538 and registered office is at Carlton Towers, Carlton, Goole, Yorkshire, DN14 9LZ. Registered VAT number. 8314537402.2.

1.3 CT telephone number is 01405 861662 email info@carlontowers.co.uk. Please note any changes to the signed contract can only be accepted by email and only to this email address.

1.4 CT will inform you via email as per the address and named contact provided on the contract any changes to the signed contract.

1.5 The hirer has the right to make changes operational but not dates changes; Whilst CT try to accommodate last minute changes, we will let the hirer know and confirm by email if this is possible. This includes but not limited to: timings, numbers, dietary requirements, bedrooms or additional services. The hirer will be notified at this time if there are any additional charges. 1.6 CT has the right to make changes: Minor changes to the services. CT may change the services to reflect changes in relevant laws and regulatory requirements. Implement minor technical adjustments and improvements, for example to address a security threat.

It is anticipated that these changes will not affect your Event booking but in the event that they do, we shall advise the hirer of these as soon as CT are able to.

Significant changes for an Event. CT will take all reasonable steps to ensure that an Event is able to take place in accordance with the contract, however CT may make the following changes to the booking for the Event should circumstances dictate that it is necessary to do so; CT will notify the hirer as soon as possible. Restricted access to parts of CT (including grounds) may be required to satisfy any reasonable health and safety concerns; adjust the Event contents should there be a lack of resources for any reason.

1.7 CT will manage guest information and personal contact details in accordance with the CT GDPR policy available on the website.

2.0 INSURANCE & LIABILITY

2.1 CT will ensure it has adequate Public Liability and Property Insurance.

2.2 Whilst every effort is made to safeguard property, CT will not be liable for any loss or damage to anything brought on to our premises by you or your guests irrespective of how such loss or damage is caused.

2.3 Children must be supervised by a responsible adult at all times.

2.4 CT are not liable for the hirer or guests for personal injury or damage or loss of personal property, except where the injury, damage or loss is caused by CT negligence.

2.5 If, as a result of any of the following circumstances: war, natural and pollution disasters, epidemics, border closures, traffic, strikes, lockouts and other force majeure, which could not be foreseen by the rental agreement, CT are entitled to cancel the booking, since we cannot be responsible for these events. The hirer is, as a result of force majeure, entitled to recover some but not all costs incurred.

2.6 CT have made reasonable adjustments to our premises to allow for disabled access. In booking an Event the hirer must appreciate that there are limitations on access to certain parts of the premises which are dictated by the age, style, and historical importance of them. In booking an Event at CT the hirer should consider the likely needs of the hirer and guests in conjunction with the facilities at CT prior to signing the contract.

3.0 PAYMENTS & DEPOSITS

3.1 BACS Details. Please make all payments **quoting your Event Reference number** that you will find on your booking form to the following

Account:	Santander
Sort Code:	09 02 22
Account Number:	10357110

3.2 Deposit schedule:

- A non-refundable 50% deposit is required on confirmation of booking.

- The remaining monies, plus refundable Good Housekeeping deposit of £1000 and all pre-arranged extras, are payable no later than 60 days prior to arrival

- If a booking is made within 60 days from the date of arrival, then full prepayment will be due to confirm the reservation.

- All deposits paid are non-refundable (excluding the Good Housekeeping deposit).

3.3 The hirer remains liable for the full balance of the accommodation if cancelled within 60 days of arrival. If CT successfully re-let, a refund may be possible, less an administration charge.

3.4 CT strongly recommend the hirer has insurance cover to protect against cancellation.

3.5 CT reserve the right to cancel the hirers booking in the event of late payment of the deposit schedule as outlined in 3. 1. The hirer will have 14 days to make good the outstanding payments.

3.6 Good Housekeeping Deposit is charged by CT to the hirer the fee of One thousand pounds. £1000 Stirling.

3.7 The hirer is responsible for all and any damage to CT premises, its contents, furnishings and fittings and any equipment belonging to CT caused by the hirer, or guests, acts (including theft), neglect or default. The hirer shall on demand by CT pay the cost of making good such damage, or where any of CT property is damaged beyond repair the cost of replacing the property concerned. CT shall actively endeavour to mitigate our losses; however, any damaged items will be replaced like for like (or to the same standard). The hirer needs to be aware the age of some of our property is to a high-end specification of furniture and decoration.

3.8 The Good Housekeeping deposit charge may also hold against extra cleaning if the property is left in an unreasonable condition.

4.0 TERMS OF HIRE AT THE PROPERTY

4.1 Check-in is from 3pm on the day of arrival. Checkout is 11am on the day of departure.

4.2 Bed linen, towels are provided in the house.

4.3 There is no smoking in the house or grounds (except the Under Croft) at CT.

4.4 Car Parking for the house is located at the front of the property on the gravel, within the gated area under CCTV.

4.5 The hirer will provide a list of guest's names in residence for the period of hire. For insurance and safety purposes only, these guests can stay in and bedroom accommodation at CT. If CT become aware that the number of people is exceeded, CT reserve the right to terminate the booking without any refund.

4.6 Agreed to maintain CT and its contents in the same condition as at the beginning of the stay. It is the hirers responsibility to check on arrival and report any damage or non-functioning items.

4.7 Any deliveries must be made during the period of hire.

4.8 The hirer will be provided with a welcome and information pack on arrival. This must be read, and in particular, the hirer must be aware and agree to take responsibility for raising the alarm, notifying the fire brigade as a precaution as the CT alarm connects directly to the fire station, the evacuation and headcount to the agreed muster points in the event of fire. The hirer must ensure they are fully conversant with this and all information in the pack prior to their guests' arrival.

CARLTON TOWERS

4.9 The hirer agrees to allow CT or representative access to the property at any reasonable time during the stay for the purpose of essential repairs or in an emergency. CT office team and management will work at their offices during the period of hire.

4.10 No aerial fireworks, lanterns, candles, sparklers or fires in the house or grounds.

4.11 The property must not be sublet during the period of hire.

4.12 No Pets are allowed in CT or grounds.

4.13 The hirer has access to the Cooks kitchen, housekeepers lounge and Duchess dining room if on a self-catering package. This will include use of the kitchen equipment and refrigeration. These areas must be left as found will all equipment left clean and washed up, all fridges emptied prior to departure. Any breakages paid for from the Good Housekeeping deposit. CT will email the hirer and provide photographic evidence.

4.14 If Self Catering is required by the hirer, they must ensure the preparation of food complies to health and safety standards and CT cannot be responsible. No external caterers are authorised without prior permission by CT.

4.15 All contractors instructed by the hirer are required to hold public liability insurance to an indemnity level of £5,000,000, plus all and any other policy of insurance that is pertinent to their business or the services.

4.16 CT has the authority to refuse access to any contractor who CT feel is unsuitable or who continues to act in a manner that is contrary to CT policies, advice, or other guidance that CT may require to be complied with to ensure the safety of fixtures fittings, property, personnel, the hirer or guests, or for any other reason whatsoever.

4.17 The hirer must ensure CT are advised of any contractors required to supply services for the Event. The hirer is to provide full details of the services to be supplied, ensure that the contractor complies with any of our rules, advice or policies that apply to the performance of the services offered and they comply with generally accepted industry standards, and any law, regulation, or other authority.

4.18 Disposal of rubbish must be in outdoor bins provided in the designated area – including recycling. (Bin collection day is Thursday of each week).

4.19 Hire is of the house and gardens only. This does not include access to the Tearoom/Private Gardens/Grounds/Extended Parkland – due to other business and farming taking place.

4.20 The hirer is responsible for ensuring all doors and gates are locked if leaving the premises unoccupied. Alternatively, please make the Carlton Towers Caretaker aware for security reasons.

4.21 The hirer and guests are aware that CCTV is in operation at CT externally and in some internal areas and will be stored.

5.0 HEALTH AND SAFETY

CT can provide the hirer on request the current documentation:

- Risk assessments
- Gas safety checks
- Electric safety certificates
- Premises licence
- Fire evacuation procedure
- Fire risk assessment
- Fire equipment checks
- Registered data protection

6.0 COMPLAINT PROCEDURE

6.1 If the hirer has a complaint on arrival CT request that it is raised immediately to the duty manager. CT will ensure all reasonable endeavours are taken to resolve at the time. 6.2 If a complaint is received via email from the hirer retrospectively, then CT will respond to the request within 7 days from the date of the complaint.

6.3 Should CT fail to respond within 7 days from the date of the complaint the hirer can take legal independent legal advice to resolve the dispute. CT would be responsible for these medication facilitation costs.

7.0 LAW

These terms and conditions and all matters that may arise from them are subject to English Law and to the jurisdiction of the English courts.

Carlton Towers Carlton Yorkshire DN14 9LZ United Kingdom

Telephone 01405 861 662 Email info@carlontowers.co.uk

www.carlontowers.co.uk

Signed _____ Client

Signed _____ Client

Signed: J.BALMFORTH Carlton Towers

Date 23.10.2023