

## Terms and Conditions

In this document, "FPE", "our" or "we" refers to Bovingdons Catering Ltd and Fulham Palace Enterprises Community Interest Company trading together as Fulham Palace Events. "You" or "your" refers to the hirer who is the person named on the Booking Confirmation sheet.

### 1. Confirmation of Your Booking

- i. All bookings are provisional until you sign a Booking Confirmation. FPE reserve the right to release the date if you have not returned a signed Booking Confirmation with deposit.
- ii. The "Payment Schedule" on the Booking Confirmation states the date payments are due.
- iii. You are contracted to pay for a minimum number of guests as stated on the Booking Confirmation page. This means that even if numbers drop below this, FPE still requires the amount in full for this number.
- iv. VAT is charged at the current rate of 20%. Please be advised that any change to the rate of VAT will affect the cost of the event accordingly.

### 2. Insurance

- i. Bovingdons Catering Ltd is insured for Public Liability up to the sum of ten million pounds per claim and Fulham Palace is insured for Public Liability up to the sum of five million pounds per claim.
- ii. You must organise your own event insurance to protect yourself from any unforeseen circumstances or cancellation. You will produce this insurance document on request.

### 3. Cancellation

- i. In the unlikely event that you need to cancel, you must advise FPE in writing.
- ii. The venue hire cost is non-refundable.
- iii. Cancellations made less than 3 months prior to the event will be charged 50% of the total cost
- iv. Cancellations made less than 30 days prior to the event will be charged 100% of all costs.

### 4. Venue Hire

- i. "Exclusive" hire of the Palace is defined as exclusive hire of the courtyard and relevant event rooms. Hire does not extend to exclusive use of the museum areas or public gardens.

### 5. Use of Fulham Palace

- i. Smoking is not permitted anywhere inside the buildings. Guests may smoke in designated outside areas.
- ii. You are liable for any loss or damage made to FPE property by your guests or suppliers during your hire period.
- iii. Guests are welcome to use biodegradable or natural confetti and bubbles outdoors ONLY. Please note that throwing rice is prohibited because of the danger it poses to wildlife.
- iv. FPE is not licensed for fireworks, floating lanterns or pyrotechnic displays of any nature.
- v. FPE is not licensed for activities involving betting, gaming and lotteries.
- vi. FPE is not licensed for carousels or any fairground rides.
- vii. No part of the Palace is to be used for any purpose other than the Purpose of the Hiring.
- viii. No part of the Palace is to be used for any purpose which is unlawful.
- ix. No animal to enter the Palace other than Guide, Hearing and Assistance animals.

### 6. Personal Property and Gifts

- i. Possessions are left in FPE cloakrooms at owner's own risk.
- ii. Please designate someone to be responsible for any gifts that your guests bring. We cannot take any responsibility for storing, removing or securing these gifts and personal items

### 7. Electrical Equipment

- i. No lighting, heating, power or other electrical fittings or appliances in the Palace are to be altered, moved or interfered with.
- ii. No additional lighting, heating, power or other electrical fittings or appliances are to be installed or used without the prior written consent of FPE.

## 8. Noise

- i. FPE respects our neighbours. It is within our remit to ensure that neither live music, amplified sounds nor any structure-borne noise or vibration from the licensed premises are audible or perceptible at or within the site boundary of any residential property. Therefore we reserve the right to vet all chosen live music suppliers and cut sounds on the day if required.

## 9. Menu

- i. Please return your Excel Spreadsheet showing where vegetarians, special diets and children are seated.
- ii. Any special dietary requirements or allergies need to be advised in writing to FPE at least 14 days before the event.
- iii. FPE reserve the right to substitute alternative food or drink if the items ordered suddenly cannot be obtained. FPE will advise you of any such changes. Any significant changes made to our menus may affect the original quoted price but we will always do our best to avoid this.
- iv. FPE are happy to accommodate allergies but please note that our kitchens are not allergen free and as such we cannot make any guarantees regarding trace ingredients.
- v. An ambient wedding cake is the only other food that may be bought into the palace
- vi. Please note that the prohibition on other food includes cheese wedding cakes. Cheese represents a high contamination risk product and therefore must be arranged by FPE.

## 10. Drinks

- i. FPE is licensed to sell and serve alcohol until 11.45pm.
- ii. FPE is prohibited from serving alcohol at any time before a ceremony.
- iii. No other forms of alcohol are permitted to be bought to the Palace, this includes favours.
- iv. For beverages bought on a sale or return basis, a fixed amount will be prepaid and any amendments in terms of a credit or additional consumption will be made on your final invoice.
- v. Alcohol can be a danger to your health. We reserve the right to refuse to serve drinks to anyone who appears to be inebriated and, in exceptional circumstances, to ask a person to leave the premises.
- vi. FPE will not serve alcohol to any guests perceived to be under age – ID will be required.

## 11. Staff

- i. Service charges for a full team of staff are included in your proposal costs.
- ii. We provide one event manager and sufficient professional staff to look after your guests during the timings of your day.

## 13. Force Majeure

- i. No liability is accepted if FPE fail to perform its obligations to you due to war, strikes, lockouts, accidents, fire, blockade, and import or export embargo, ice, obstruction, natural catastrophes or other such events beyond FPE control. FPE will be under no liability to you for any loss or damage, which may be incurred by you or your guests.

## 14. Complaints

- i. Please bring any complaints or concerns to the Event Manager's attention during the course of the event, this way any issues can be dealt with straight away.
- ii. If for any reason you have cause for complaint this must be put in writing and received by FPE within 48 hours of the event ending.

## 15. Marketing

- i. FPE reserve the right to use photography and the basic details of your event (such as menus, suppliers and styling) in our marketing, website, blog and promotional material. If you prefer us not to, please just say so.
- ii. If you need a hi-res copy of our logo or photographs of the palace, FPE is happy to provide them.