

# Village London Events



## Terms & Conditions

Thank you for your enquiry, we really look forward to hosting your event and kindly ask that you read the below terms & conditions carefully. Please be advised that by paying the deposit or submitting your card for pre-authentication for the event you have agreed to all of the terms & conditions outlined in this document.

Now for the boring but necessary bits...

### Billing

We kindly request a deposit to be paid for all event bookings which is redeemable on the day of your booking and will contribute towards your minimum spend

**Pre-Authentication:** When we request a pre-authentication on your card to confirm your booking, we are verifying that your card is valid. No payment will be made at this point. Failure to cancel your reservation with 48 hours' notice, or show up to your booking may result in your card being charged the full amount pre-authenticated, or the total value of the booking.

**Deposits:** When a deposit is required to confirm your booking, the payment is redeemable on the day of your booking and will contribute towards your minimum spend. Failure to cancel your reservation with 48 hours' notice, or show up to your booking may result in your deposit being forfeited, or being charged the total value of the booking

- Please note that whilst your deposit or card-authentication confirms your booking we do work on a first come first serve basis. Whilst the team manage bookings carefully we are unable to make provisional bookings, and in some circumstances a delay in paying the deposit can result in the space being booked by a third party. Your booking is only confirmed upon receipt of a Booking Confirmation email.
- Where a minimum spend is required, the total value must be reached on the day of the event. If the amount is not achieved the venue has the right to charge the difference on the card details obtained for the deposit.
- The final bill **must** be paid on the day of your event. We do not have an invoicing payment and unfortunately we are unable to accept cheques, unless arranged beforehand.
- 20% VAT is included in all our prices and a copy of the receipt will be provided. A 12.5% discretionary service charge will be added to your bill which does not contribute towards your minimum spend.

### Cancellation Policy

- Deposits will be retained/ £10 per person will be charged to the pre-authenticated card when guests cancel with less than 7 days' notice or fail to turn up for their booking.
- Guests dining from a set/feast/function menu must finalise numbers no later than 24 hours prior to their event. If the numbers decrease after this time we are obliged to charge 50% of the menu price per person.
- If a booking for the bar area is cancelled within 48 hours of the reservation a £50 cancellation charge will be incurred.
- We will endeavour to accommodate any instances where a party wishes to increase in size, however this is dependent on availability and may be subject to room/ area restrictions

## **Other**

- For all event bookings we require a time, advised by guests, for which the party will be seated around the table and service will start. We kindly ask guests to be as prompt as possible with all confirmed timings to ensure operations run smoothly throughout the event.
- Booked space will be held for 30 minutes before being released to the public
- Running late? Please let us know and we will try our best to extend your reservation time, however sometimes we are restricted by other bookings.
- We kindly request that parties are ready to vacate the reserved space at the agreed time in order for the team to prepare for subsequent events.
- Please be advised that we do not allow food or drink from external sources to be brought on site by guests.
- We are not permitted to have underage guests in our bar after 6pm and management reserves the right to allow other guests into a pre-booked bar space after 11pm.
- Whilst we try our best, we cannot guarantee table or area allocation can be provided, unless agreed in writing prior to the event
- Pre-Orders must be completed a minimum of 48 hours prior to the reservation.
- All menus are subject to change