

Booking Terms & Conditions

Credit Terms:

- In order to set up an account please request a **Credit Facility** form and return it to Low Wood Events with the booking confirmation, an invoice will be issued following the event and must be settled within 30 days net of the event.
- If you wish to pay on the day of the event by company cheque this must be agreed with Low Wood Events on confirmation and the Credit Facility Request form must be completed and returned with the confirmation documents.
- For events that are residential at an English Lakes Hotels venue, the cost of the event can be added to the hotel account subject to prior agreement with Low Wood Events and the hotel.
- All invoices must be paid within 30 days of the event date unless otherwise agreed. A 3.0% per month interest charge will be added to amounts unpaid after this time unless alternative arrangements have been agreed.
- If you wish to pay prior to the event taking place cheque payments will be accepted up to 10 days prior to the event and credit card payment up to a maximum of £1000 will be accepted up to 2 days prior to the event

Confirmation:

- All bookings are held provisionally until the contract has been signed by the client and returned to Low Wood Events. If Low Wood Events receive confirmation of another enquiry on the same date before your event has been confirmed, the relevant client will be informed.
- Once signed confirmation has been received by Low Wood Events from the client, all resources will be booked and Low Wood Events will then confirm the availability of the event.
- The numbers of participants stated on the confirmation document is the maximum number of participants for the event. A reduction in numbers will not constitute a reduction in cost unless agreed with Low Wood Events prior to the event.

Cancellation Policy:

- Upon acceptance of Low Wood Events Terms and conditions, and confirmation of the booking with Low Wood Events, a legally binding contract exists between both parties.

Cancellation by the Customer:

- If the event is cancelled by the customer, cancellation charges based on the total confirmed event value are as shown below.
 - 6 to 12 weeks 25%
 - 4 to 6 weeks 50%
 - 2 to 4 weeks 75%
 - Less than 2 weeks 100%

Low Wood Events reserve the right to treat curtailments or postponements as cancellations.

Cancellation by Low Wood Events:

Low Wood Events reserves the right to cancel the booking if:

- Any part of the facilities reserved for the event cannot be used because of events outside our control.
- Either party becomes insolvent or, in the case of an individual, becomes subject to a bankruptcy petition.
- The bookings may damage the reputation of Low Wood Events
- Conditions dictate that Health and Safety is compromised

Under these circumstances Low Wood Events will refund any payments made, however Low Wood Events would have no further liability.

In signing this agreement I agree to abide by the above terms and conditions.

Signed: Name: (printed): Date:
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