



Terms and Conditions

Please read the following terms and conditions before confirming your booking. Signing of this contract will be taken as acceptance of these terms and conditions, as set down by Sopers House Limited ('the Company').

Bookings

Conference facilities will be open between the hours of 8.00 to 17.00, Monday to Friday. Bookings outside of these hours will be classed as an Event, and will be subject to the terms and conditions pertaining to Events, which can be found here [<https://sopershouse.co.uk/category/news-events>]. For more information, please contact our reception team who will assist with your enquiry on an individual basis.

- i. Half days consist of 4 hours between 08.00 to 12.00 or 13.00 to 17.00. Any bookings which wish to extend or be either side of these hours i.e., 10.00 – 14.00 will be charged at an hourly rate or full day rate.
- ii. Full day rate is for 9 hours between the hours of 08.00 to 17.00. Earlier access or later departure will be charged for per hour.
- iii. Hire charges for evening or weekend bookings and private dining will be added to the cost of your Event and hours are to be agreed at the time of booking.

Celebration events will be open on discretion of the management at Sopers House. Pricing is disclosed once all the information has been given about the event, to which we will then quote. Exclusive room hire for the restaurant, lounge and terrace is at the rate of £250 inc vat per hour, at a minimum of 50 guests, where food must be ordered via our set menus, which will be sent.

Booking Conditions

The organisation or the individual whose name the booking is made under will be considered the Hirer unless otherwise stated. As the Hirer you are confirming the booking with Sopers House Limited and thereby agree to the terms and conditions described herein. Please email your booking form to **reception@sopershouse.co.uk**.

The Company reserves the right to vary its charges without notice. Any charges relating to confirmed bookings, which have been confirmed in writing will be honored by the Company.

Confirmation of Bookings

Once a signed version of this contract has been returned the cancellation policy will apply. Bookings for a meeting room, dated up to three months in advance will require you to sign this contract confirming your booking within seven working days of the booking. For bookings within seven days, a signed copy of the contract is required within 24 hours.

Cancellations

Any cancellation or postponement must be confirmed in writing; any cancellation fees will be based on the schedule below.

- i. Less than 1 months' notice 75% of room hire
- ii. Less than 2 weeks' notice 100% room hire charges
- iii. Less than 48 hours 100% room hire and 50% catering charges

The Company reserves the right to cancel the booking if the holding of the function is deemed a conflict of interest or potentially harmful to the business or its staff. Should it be deemed by Sopers House Limited that a client has withheld and/or not disclosed full details of the booking and its contents for any reason then Sopers House Limited reserve the right to cancel the booking and the Hirer will hold the Company harmless for the same.

Early Admission to Rooms

At the discretion of the Sopers House team early admission to a booked meeting room may be allowed for the Hirer, contractors, or sponsors of the organiser. The hire period will be deemed to have commenced at the time of admission to the room and therefore be chargeable, notwithstanding the booking time, unless an agreed prior arrangement has been made.

Late Vacating of Rooms

In the event the hirer, their delegates or contractor failing to vacate the room at the booked room and the of the hire period, including the failure to remove any items brought in for the meeting, except by prior arrangement, additional charges will be applied.

Deposits and Payments

Sopers House Limited reserves the right to charge the hirer full payment of the room hire in advance or as a deposit prior to your meeting.

Provisional Bookings

Provisional bookings will be entered in the diary and held free of charge for two weeks. During this period if we have further interest in the meeting room, we are holding for you, we will contact you to confirm or release your booking. The Hirer will receive an email from Sopers House Limited with our booking terms and conditions, a confirmation of room hire charges and catering details.

- i. Written confirmation is required in order to retain a booking. If no confirmation is received the booking will be automatically deleted from diary.
- ii. The Hirers requirements should be detailed at the time of booking. The Hirer shall inform Sopers House staff of any changes to their booking in writing within seven days of their booking.

Catering Service

Sopers House Limited has sole rights to supply catering services for meetings and events. Clients may bring their own food and drink onto the premises for individual consumption.

- i. Menu prices charged are inclusive of VAT.
- ii. A 12.5% service charge is applied to the food and beverage content of the final invoice, this will also be applied to any additional catering purchases that may incur on the day.
- iii. The right to alter this tariff without notice is reserved, except for confirmed bookings where prices have been given in writing. Seasonal variations may also occur for reasons beyond our control.
- iv. Confirmed menu choices and estimated attendees must be sent in writing 7 days prior to your booking.
- v. Final orders must be sent in writing to the reception team 48 hours before the event including all dietary requirements.
- vi. Cancellation of catering orders, for which there is separate charge specified on your invoice, within 48 hours of the event will attract the full charge for all items.
- vii. The Food Safety Act 1990 dictates that all food may only be out of refrigeration for a maximum of 2 hours. Food will be removed when this time period expires. Due to the demands of these regulations, food may not be taken from the premises under any circumstances.

Alternative Menus

If you have a particular request or dietary need, please call your point of contact at the Company and they will discuss your requirements with the chef. Bespoke and fine dining menus can be created to suit your needs and you should contact the Company for further information on the same.

Exhibition and Display Materials

Hirers using Sopers House Limited for exhibitions or bringing display materials to for their conference or meeting are required to inform Sopers House staff of what they are bringing, in writing, at least one week in advance. Unless prior written notice is given, the Company is entitled to refuse to allow exhibition or display materials be to be utilized for the meeting:

- i. Sopers House Limited reserves the right to remove any materials which may deemed offensive, or which are positioned in such a way they could compromise Health and Safety.
- ii. Sopers House Limited is in no way liable for materials left collection nor deliveries, which have not been signed for by Sopers House staff. All deliveries must be labelled clearly.
- iii. Set up and provision of display materials is the responsibility of the Hirer. Assistance may be available where prior arrangement has been made.
- iv. Damage to internal walls i.e. where sellotape or blu-tack has been used will result in a charge for the repair. Notification of such charge will be provided in writing within 12 hours of your meeting finishing.

Health and Safety

The Hirer is responsible for the Health and Safety of their staff, contractors, visitors, and delegates throughout the duration of the hire period and will be expected to comply with all relevant legislation. The Hirer agrees to take reasonable precautions to ensure that no damage occurs or any injury to any person. The Hirer is responsible for the actions of their guests, staff, visitors, and any contractors/third parties involved in their meeting and/or booking.

- i. Information regarding emergency procedures, housekeeping and First Aid arrangements is available from Reception.
- ii. Information and policies along with our Fire Evacuation guidelines will be available in Reception.
- iii. The capacities of each room are given on hire and may not be exceeded to comply with all relevant legislation.
- iv. The management of the Company reserves the right to alter proposed room layout to comply with fire regulations and to refuse admission to rooms if, for example, over – crowding is liable to occur.
- v. Lists of delegates attending the meeting are required to be sent seven days in advance.

Emergency Evacuation for People with Disabilities

For all meetings, information relating to persons with disabilities should be obtained from delegates wherever possible in advance of the meeting and communicated to the Company in writing.

On arrival the Hirer must discuss with Sopers House staff the arrangements that they have put in place to assist their delegate/s to evacuate the premises which should consist of;

- i. Results of a discussion with the delegate/delegates to agree their PEEP plan (Personal Emergency Evacuation Plan) in advance of the meeting.
- ii. Allocation of a buddy to assist with evacuation if required.
- iii. Communication of PEEP to Sopers House Reception.
- iv. In the Event of the organiser being unaware of the delegates disability until their arrival, a discussion needs to take place as soon as possible to agree their PEEP.

Security

Sopers House reserves the right to request proof of identity from any person attending our meeting rooms. The Hirer will be responsible for providing access to the meeting room using a 2N Access fob provided by Sopers House reception. This fob is to be returned upon departure, failure to do so will result in a £10.00 charge.

- i. All articles, containers and equipment may be subject to a search or inspection should the Company, in its sole discretion, wish to commence security checks and/or inspections.

Sopers House Limited will not accept deliveries of goods for an event unless prior written agreement has been made with the Hirer.

Coats and Personal Property

Sopers House Limited does not accept responsibility for the property of any person attending its premises in any capacity. Any goods are left at the owners' risk without any liability on the part of Sopers House Limited.

- i. All paperwork will be held for 72 hours before being disposed of in a confidential waste bin.
- ii. Any lost property will be handed to a Manager who will retain this in the Office until an owner is discovered.

Additional Staff

If additional staff are required for an evening function, the Sopers House conference team will exercise their discretion in ensuring provision is in place and will confirm the requirement with you in advance.

Smoking Policy

Sopers House Limited operates a no smoking policy in all its rooms and complies with the current Government legislation.

In addition to these terms, you also agree to abide by the Sopers House general terms and conditions, which can be found here [<https://sopershouse.co.uk/>]. Where there is an inconsistency between these terms and the general terms and conditions referred to herein, the general terms and conditions, where applicable, will prevail.

I hereby agree to the terms and conditions above.

Signed..... Printed Name.....

Date..... Business Name (if applicable)