

# Terms and Conditions

## **Booking confirmation**

Once you have worked through your booking details with us we will send you a booking confirmation form and deposit invoice for you to review/amend. Please sign and return your confirmation form and pay your deposit within 10 working days to secure your booking.

By signing our booking confirmation form, you are confirming that you have read and agree to these terms and conditions. You are also taking responsibility for any damage to property or loss that you or your or guests cause.

Please note that if you lose or damage property that you bring to The Greenspace, this is not covered by our insurance. Please check your own insurance provisions and be aware that you bring property here at your own risk.

All prices shown in the venue brochure and booking confirmation form exclude GST and are current at the time the form is sent. On rare occasions, we may have to make changes to accommodate unexpected rises in supplier or venue costs. We will discuss any changes with you at the earliest possible opportunity.

We will need to apply a 15% surcharge to your total account if your booking falls on a public holiday.

## **Notice of changes**

We know that sometimes you may have to change your booking details but to give you the best possible service on the day, we need:

- Changes to your audio visual equipment requirements 5 working days or more before your event.
- Guaranteed catering numbers at least 2 working days before your event. If you don't confirm numbers, then you will be charged for the number of guests on your booking confirmation form or the number there on the day, whichever is greater.

## **Cancellations**

You must cancel your booking in writing via email or post.

- If you cancel 10 working days or more before your event, there will be no charge. If you have paid your deposit, we will refund it in full.
- If you cancel between 10 and 3 working days before your event, you'll be charged 25% of the normal room hire rate. We will subtract this from your deposit and credit the difference to you.
- If you cancel 2 working days or less before your event you will be charged the full cost of the booking (including venue hire, equipment, additional services and catering).

Refunds are made by direct deposit within 10 days of your cancellation.

## **Invoicing and payment**

Your invoice will be sent to you on the day of your event and payment terms are 7 days from that date.

Please make all payments to "Groundwork Associates Ltd".

You can make payments by direct deposit into our account. Account details are provided on your booking confirmation form and invoice.

If you have any concerns about your invoice, please contact us as soon as possible. We are keen to resolve problems quickly and amicably.

## **Other details**

Please do not bring food or beverages onto the premises without our permission.