



# PRIVATE PARTIES: TERMS & CONDITIONS

## 1. PAYMENT & BOOKING PROCESS

- 1.1 Unless confirmed with a deposit all bookings are provisional and may be cancelled. We know these things take time, so we're happy to give you 2 weeks after a provisional booking is made to confirm it. Should someone else inquire about the date we'll give you first refusal. If we're unable to contact you regarding a provisional booking for a period of 48hours or more we may cancel your provisional booking and offer it to other enquiries. Bookings are only confirmed when a deposit is paid for them & terms & conditions have been agreed.
- 1.2 We ask for a £200 deposit to secure your chosen date with us. This deposit is non-refundable in the event of cancellation, but otherwise it will be deducted from the balance.
- 1.3 The deposit is then refundable / usable on the night, subject to meeting any relevant minimum spends, payment of any relevant service charge and on the condition that the space used is not damaged.
- 1.4 Two weeks prior to the secured date, we require a full pre-payment of the balance or confirmation that you will settle on the night using a card.
- 1.5 All bills are to be settled on the night unless agreed by the management. Payment can be made with credit or debit card (excluding American express) on the night. Cheques can be used but must be received at least one week before the booking. Please note: If you are having food, a 10% discretionary service charge may be added to your bill.

## 2. MUSIC & ENTERTAINMENT

- 2.1 Live bands can play with us until 22:00 Sunday- Thursday and until 23:00 on Fridays / Saturdays.
- 2.2 DJs and iPods/music devices can play until 23:00 Sunday-Thursday and until 00:30 on Fridays / Saturdays.
- 2.3 No singing /cheering/ shouting on the terrace & it is expected all guests respect our neighbours. It is only possible to have the Racks music on the terrace.

## 3. BAR TIMES

- 3.1 Last orders on a Sunday-Thursday at the Playroom Bar are at 22:45 - the bar closes at 23:00.
- 3.2 Last orders on a Friday / Saturday are at 00:15 - the bar will close at 00:30.

## 4. VENUE TIMES & CANCELLATION

- 4.1 The terrace closes at 23:00. No drinks are allowed out side after this time and all chairs will be cleared away.
- 4.2 Racks shall not be responsible for any loss due to mechanical breakdown, failure in electricity supply, flood, fire, government restriction or any force of nature that may cause the premises to be temporarily closed or the event interrupted.

## 5. DECORATIONS

- 5.1 You are more than welcome to drop off decorations / a cake the day before your secured date. This is at your

own risk as Racks can not take responsibility for items left in storage, though we will store them as safely as we can in our office or storage spaces.

5.2 It is your responsibility to take all decorations with you after your event, or collect them within 5 hours of restaurant opening the following day.

5.3 Please refrain from using sticky tape on the walls, though some soft blutak is permissible.

## 6. CATERING & DIETARY REQUIREMENTS

6.1 External catering is NOT permitted, including shop bought party food. The only exception to this clause is a cake, a small selection of cup cakes or a small selection of sweets.

6.2 It is the bookers responsibility to inform the event manager of dietary requirements in the group at least two weeks before the booking.

## 7. ACCESSIBILITY & DISABILITY AWARENESS

7.1 It is the bookers responsibility to let the event manager know of any access requirements (eg push chairs/ wheelchairs/ high chairs) that will be required for the booking at least two weeks in advance

## 8. GUESTS

8.1 The booker is responsible for their guests' behaviour. Abusive / inappropriate behaviour will not be tolerated. Any damage is to be chargeable to the booker.

8.2 The host may be required to ask any guest to leave at the request of the management should their behaviour be deemed as inappropriate. Racks reserves the right to remove any person it deems is not behaving appropriately.

8.3 There should be no under age persons on site, unless agreed with the Events Manager and they have a responsible adult with them who ensures they do not drink on site.