

RACKS BAR & KITCHEN EVENT TERMS & CONDITIONS

PAYMENTS, COSTS & BOOKING PROCESS

Unless confirmed with a deposit all bookings are provisional and may be cancelled.

To secure a booking, we require a deposit. The amount of this deposit will be confirmed via email. This deposit is non-refundable in the event of cancellation.

The deposit is then refundable / usable after the event, subject to meeting any relevant minimum spends, payment of any relevant service charge and on the condition that the space used is not damaged.

One week prior to the secured date, a full pre-payment of the balance is due, along with relevant final numbers & dietary requirements. Please note: If you are having food, a 10% discretionary service charge will be added to your bill.

Minimum spend requirements are applied to bookings. The relevant amount will be confirmed via email before the deposit is paid and the booking confirmed.

If the minimum spend is not reached on the night, the client is then liable to pay to make up the difference. This will include the deposit, plus the remaining difference (if applicable).

All bills are to be settled on the night unless agreed by the management.

MUSIC & ENTERTAINMENT

Live bands can play with us until 22:00 Sunday - Thursday and until 23:00 on Fridays / Saturdays.

DJs and iPods/music devices can play until 23:00 Sunday-Thursday and until 00:00 on Fridays / Saturdays.

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.

Amateur DJs are allowed, but must adhere to Racks staff on timings and sound levels. Failure to comply will forfeit the whole deposit for the organiser.

DJs and live music are only permitted to play upon completion of a noise agreement sheet.

Racks management has the right to adjust the volume of music when required.

VENUE TIMES

Last orders on a Sunday-Thursday at the Playroom Bar are at 22:45 - the bar closes at 23:00.

Last orders on a Friday / Saturday are at 23:45 - the bar will close at 00:00.

The terrace closes at 23:00. No drinks are allowed outside after this time.

When guests leave the premises noise must be kept to a minimum and our staff reserve the right to ask your guests to leave the premises if they are not respecting our neighbours.

CANCELLATIONS AND ALTERATIONS

All alterations and cancellations must be made in writing to bookings@racks-bristol.co.uk

In the event of cancellation, the deposit is non-refundable.

All additional pre-paid food costs are non-refundable within a week of the event.

EXTERNAL CATERING

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. Racks must be informed in advance that these are being provided.

Corkage is only available subject to approval by our Events or Operations managers.

ACCESSIBILITY & DISABILITY AWARENESS

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

GUESTS

We do not accept 18th birthday parties.

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

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.

There should be no underage 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.

LIABILITY

Any decorations or personal items brought into the venue remain the responsibility of the booker. Items can only be left for later collection upon agreement with the venue, and these will only be kept for 48 hours. After this time Racks reserves the right to dispose of uncollected items.

It is the booker's responsibility to inform the event manager of dietary requirements in the group at least a week before the booking.

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.

Racks is not responsible or liable for any injury, loss or claim whatsoever by or to any persons on its premises.

The client shall indemnify Racks, its agents and employees and assigns from all/any liabilities, losses, damage, claims and expenses (including but not limited to legal expenses) of any nature relating to or arising out of the failure of the client to perform or comply or procure compliance with the terms of their booking and their legal obligations generally.

No signs or other items shall be placed outside or affixed to any part of Racks premises without prior consent from the management

Racks reserved the right to keep the security deposit in the event of cancellation and/or damage.