

'SMITHS' OF SMITHFIELD

TERMS & CONDITIONS

****BY PAYING THE DEPOSIT, YOU AGREE TO THE BELOW TERMS AND CONDITIONS****

1. SECURING YOUR CHRISTMAS PARTY WITH 'SMITHS' OF SMITHFIELD

All Christmas party bookings require a £15 per person holding deposit to confirm your date. Please note, no bookings will be held or confirmed until your £15 per person deposit has been paid via a secure payment link online. Should your plans change, we do require a minimum of 28 days written notice of cancellation otherwise your deposit becomes non-refundable or transferable.

2. PAYMENT TYPES

All payments must be made in advance (via a secure payment link, at least 7 days before your booking date) or on the day of your booking with our team. No payments can be made after your booking date.

3. MINIMUM SPENDS, EVENT PACKAGES AND HIRE FEES

The venue will outline the requirements of a minimum spend and any additional hire fees (if applicable), at the time of quote. This minimum spend is inclusive of VAT with a 12.5% service charge in addition. All pre-booked packages, menus, room hire, and/or food and drink costs must be paid for in advance (via a secure payment link 7 days before) or on the day of your party. If the total pre-booked food and drink does not meet the minimum spend, this can be made up with your bar spend on the event date. By paying the deposit, you are agreeing to pay any outstanding spend that is not reached on the day.

4. DEPOSITS

As specified in paragraph 1, a deposit is required to secure the booking. Further deposits can be arranged with the venue in terms of a payment plan. Please discuss this directly with the venue.

5. FINAL PAYMENT

Full payment is required on or before your booking date. Please note, no payments can be made after your booking date.

6. SERVICE CHARGE

Please note that a 12.5% service charge is added to your bill. This is then divided amongst our entire team.

7. FOOD AND BEVERAGE PRE-ORDERS

We require your food and beverage choices in advance from the menus provided. We will send you an online pre-ordering link for you to place this order online. The pre-order must be completed at least two weeks in advance of your booking date although placing orders earlier is recommended in case of any issues. Please note, we can only accept your pre-order via the pre-ordering link. Once your pre-order is completed, no changes can be made and you would be charged for the full pre-order, even if your numbers change or guests cancel after this time.

8. CUSTOMER ORDERING RESPONSIBILITIES

It is your responsibility to ensure that the food and drinks pre-order link is filled out correctly with your guests' choices and names at least 14 days before your booking. Please speak with the venue if you would like more guidance on filling out the pre-order system. This includes notifying the venue of all allergies and dietary requirements via your pre-ordering link. Any guests with allergies, must also speak with a duty manager upon arrival on the day of your booking.

9. BOOKING TIMES

Please ensure you take note of your booking times and booking type. Christmas is a very busy time of year and we will only be able to host your party during the booking times listed on your booking confirmation email.

10. QUESTIONS AND FURTHER INFORMATION

Should you have any further questions when planning your Christmas party with us, simply reply to your booking enquiry or booking confirmation email that will contain your booking reference number. This way our team will easily be able to see all information for your booking and be able to assist you further. Please note, no changes can be made via the telephone.