



TERMS & CONDITIONS FOR EVENTS AT SECRET HERB GARDEN CAFÉ BISTRO

Bookings and Payment

A non-refundable deposit of 50% of the venue hire fee amount is required upon written confirmation of your event.

This deposit will be deducted from final amount. Bookings are only secured on receipt of written booking confirmation and receipt of the initial 50% deposit.

A balance payment of the venue hire is required 30 days before the date of your event.

Payment for all food and drink supplied is required 7 days prior to the date of your event.

Drinks bills or other charges requested by you to be charged to you on the day of your event are required to be paid 7 days after the date of the event.

Changes to specifications

Should the event change from the original quote specification then your costings will be revised accordingly.

We reserve the right to carry out any developments to and modify any aspect of the venue prior to your event date.

Cancellations

Any cancellations must be made in writing.

Cancellation of the event more than 30 days prior to the date of the event will result in us retaining the non-refundable deposit.

Cancellation of the event less than 30 days but more than 7 days prior to the date of the event will result in us retaining 100% of the venue hire fee.

Cancellation of the event received less than 7 days will result in us retaining 100% of the total costs.

Cancellations due to COVID-19

If your event is to be cancelled due to government restrictions then we would be able to offer you an alternative date.

Final numbers

Final numbers are required no later than 14 days prior to the event date.

If there is a reduction in the numbers for catering less than 14 days but more than 48 hours before the date of your event and we are notified within this time period then by arrangement we can reduce the catering costs charged accordingly.

If there is a reduction in the numbers for catering less than 48 hours before the date of your event then the full catering costs paid will be retained.

Should the final numbers increase within 14 days of the date of your event then please contact us immediately and we will do our best to accommodate this.

Music

Due to licensing requirements amplified music and drums are not allowed at the Secret Herb Garden. This includes wireless speakers. Acoustic musicians and pipers are allowed.

Licensing

Last orders at the bar by 11:30pm latest. Carriages at 11:45pm. All guests must be off site by 12am.

Anyone who looks under the age of 25 will be asked for identification to prove that they are over 18 years of age.

Insurance

We have a public liability insurance up to £2 million.



Food availability and ingredients

The Secret Herb Garden Café Bistro cannot be responsible if any ingredients are unavailable beyond our control. Menus are subject to change based on market availability and seasonality. If an ingredient is unavailable we reserve the right to substitute to a comparable and suitable ingredient. We will always endeavour to inform clients of any change to ingredients as far in advance as possible.

Any third-party caterer or supplier that provides services for the event must hold all the legally required licensing. Food Safety, Health and Safety and HACCP accreditations. This must be pre-arranged with the venue and is only permitted at the discretion of the venue.

Dietary requirements

Please inform us of any dietary requirements no later than 14 days prior to the date of your event and we will work with our chefs to accommodate this. We cannot be held responsible if you do not inform us of any allergies or intolerances. We would advise guests with a severe allergy to nuts or other ingredients to talk to us directly to arrange an alternative to the chosen menu.

Fire precautions and safety

We reserve the right to evacuate the venue in the event of a fire and/or other emergency irrespective of whether it is a genuine emergency or not, in order to protect all guests and staff at the event. We will not accept any liability for any delays or disruption to the event.

The use of smoke machines, lasers, dry ice, cracked oil or anything else that may cause harm to the natural environment is prohibited.

The venue has many fire exits. No obstructions should be placed in these fire exits by you or any other or your wedding guests or anyone providing wedding services organised directly by you and it is your obligation to make sure this doesn't happen.

Any fire extinguishers that are discharged except in an emergency, will be invoiced for recharging and cleaning as necessary.

Suppliers and access

We cannot guarantee access to the venue on the days prior to your event. All third-party suppliers for the event will be granted access to the venue on the day of your event at an agreed time.

We ask that you supply us with a list of all intended third-party suppliers 14 days before your event.

All third-party suppliers organised by you must have the appropriate insurance and public liability insurance. We may ask you to provide evidence of insurance.

We reserve the right to refuse any external entertainment, services and activities that you may have arranged and do not accept liability for the acts or omissions of any party employed by you in connection with the event.

We reserve the right to request any guest or third-party supplier to leave the venue if; they are behaving in a dangerous, unreasonable or disruptive manner, they undertake in activities which are dangerous, offensive, noxious, illegal, immoral or their activities and/or behaviour become a nuisance to the venue or owners of neighbouring properties.

All other proposed decorations/entertainment/extras for decorating the venue must be approved by us in advance. No lighting, heating, power or other electrical fittings in the venue are to be altered or moved.

Storage of customers belongings (décor, cards, gifts) can be arranged for collection the day after the event.

All items borrowed from the venues collection of décor must be returned in their original state by the customer. Any damaged items maybe invoiced to you.

Other

The terms of the contract are open to reasonable changes as required by need or legislation.

Force Majeure

We shall make reasonable efforts to perform their obligations under contract but shall not be liable for any deliver other failure to perform any part of the contract as a result of factors outside of the company's control.

Complaints

Any issues with our services should be notified to our team as they arise at the event to enable us to resolve them as best as possible at the time. If the client is still unsatisfied with the services provided, any complaint must be received in writing no more than 7 days from the date of the event.

Law

All and any disputes will be governed by Scottish Law.

Castlelaw Ltd trading as The Secret Herb Garden Café & Bistro
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