

Terms and Conditions for Venue Hire at Emerald Venues

General Booking Terms

1. **Prohibition on Sub-letting** Bookings must not be sub-let or made on behalf of another individual or organisation. Any breach of this term will result in the cancellation of the booking without notice and without any refund.
2. Bookings will only be accepted from individuals who have visited the venue in person. This ensures that all questions and concerns are addressed prior to confirming the booking.
3. **Booking Confirmation**
 - A completed booking form and a non-negotiable security deposit of is required to secure a booking. This deposit is separate from the hire fee and is subject to forfeiture in cases of time overruns, damage, or the need for additional cleaning. If no issues, the deposit will be returned within 7 days after your event.
 - The full hire fee and any additional charges must be settled no later than 14 days before the event date.
4. Bookings for ticketed events are not permitted under any circumstances.

Cancellation Policy

- **Refundable Security Deposit:** The security deposit is refundable if the booking is cancelled at least 90 days before the event.
- **Late Cancellations:** No refunds will be issued for cancellations made less than 14 days before the event, and the client will remain liable for all costs in full.
- Emerald Venues accepts no liability for compensation in cases of event cancellation, curtailment, or reductions in scope, size, or duration.
- Security deposits are refundable following a satisfactory post-event inspection.

Venue Policies

1. **Capacity Limits**
 - Emerald Room: Maximum of 120 guests.
 - Emerald Hall: Maximum of 200 guests.
2. **Alcohol and Beverages**
 - All beverages must be purchased from the venue.
External beverages are strictly prohibited.
 - Guests bringing their own beverages, including consumption in the parking area, will result in immediate event termination.
 - Bar staff may refuse service to individuals unable to prove they are over 18 or those appearing intoxicated.

- Management reserves the right to inspect bags upon entry and confiscate prohibited items, including alcohol or drugs.

3. General Conduct

- Unruly or disruptive behaviour will not be tolerated. Offenders may be asked to leave the premises.
- Children must be supervised at all times during events.

They are to remain within the function room designated for the event and are not permitted to be in the car park, bar areas, or passageways unsupervised. The client is responsible for ensuring this policy is adhered to throughout the event.

4. Special Conditions

- 18th birthday parties are not permitted.
- For 16th and 21st birthday parties, a minimum of two SIA-licensed security personnel and parental supervision are mandatory.
- School proms require two SIA-licensed security personnel and one teacher or parent for every 10 children.
- Any individuals under the age of 18 found consuming alcohol or appearing to be intoxicated will be required to leave the premises immediately.
- Emerald Venues reserves the right to require clients to hire SIA-licensed security personnel at their own cost, even if not initially stipulated for the event type.
- We reserve the right to impose a minimum bar spend for certain events. This amount will be required to be paid in advance. If the actual bar spend on the night falls below the agreed minimum, no refund will be issued for the shortfall.

Liability and Damage

- Clients are responsible for any damages to venue equipment, furnishings, or facilities, including elevator malfunctions.
- Third-party suppliers must provide liability insurance and submit risk assessments and PAT certificates for electrical equipment.
- Emerald Venues is not liable for the loss or damage of personal belongings or vehicles.
- The client agrees to indemnify Emerald Venues against claims, actions, or costs arising from the event, including supplier and guest activities.

Event Timings

- **Sunday to Thursday:**
 - Last orders: 11:00 PM.
 - Music end time: 11:30 PM.
 - Venue vacated by: 12:00 AM.

- **Friday and Saturday:**
 - Last orders: 11:30 PM.
 - Music end time: 12:00 AM.
 - Venue vacated by: 12:30 AM.
- The venue must be vacated within one hour of the last orders.

Event Setup

Access to the venue is provided as follows:

- **Evening Bookings:** Access is available from 5:30pm on the day of the event.
- **Afternoon Bookings:** Access is available 90 minutes before the scheduled event start time.

Clients must adhere to these access times unless alternative arrangements have been expressly agreed in writing. Early access cannot be guaranteed and may be subject to additional charges.

Decoration Guidelines:

- Use only the provided hooks; do not stick, glue, tape, or pin decorations to walls. No double-sided tape to be used.
- Helium canisters must be removed after the event; failure to comply incurs a £50 disposal fee per canister.
- Prohibited items include glitter, confetti, party poppers, candles, incense, and smoke machines.
- Emerald Venues is not responsible for decorations or equipment left unsupervised unless security is arranged through the venue.

End of Event

- All decorations and items, including balloons and helium canisters, must be removed by the client at the event's conclusion.
- Items left behind will be disposed of, and storage is not permitted.

Event Termination for Breach of Terms

Emerald Venues reserves the absolute right to immediately suspend or terminate an event, without refund, if any breach of these Terms & Conditions occurs or is reasonably suspected. This includes, but is not limited to:

- Bringing in outside food or beverages contrary to venue policy
- Violations of licensing, food safety, or health and safety regulations
- Unruly, unsafe, illegal, or disruptive behaviour by any guest or supplier
- Consumption of alcohol by persons under 18 or supply of alcohol to minors

- Use or possession of illegal substances
- Failure to comply with security requirements or instructions from venue staff
- Misrepresentation of the event type, purpose, or guest numbers

In such cases, Emerald Venues may stop the event, remove guests from the premises, involve security or police as appropriate, and retain all fees paid. The client remains fully liable for any damages, additional costs, or losses incurred as a result of the breach.

Additional Notes

- Clients are encouraged to obtain event insurance.
- Emergency facilities include:
 - A defibrillator located in the Sports Bar.
 - First Aid kits in each bar and the kitchen.
- The venue takes all reasonable steps to ensure the lift remains operational; however, Emerald Venues is not liable for delays, slow performance, wait times, reduced speed, or any inconvenience arising from the use of the lift, whether caused by mechanical, technical, or operational factors. We will make every effort to resolve any issues promptly and assist guests as needed.
- CCTV footage is in operation and may be shared with the police but cannot be accessed by clients or guests due to GDPR regulations.
- Please note that the parking lot adjacent to the venue is owned and operated by a third party and is not under the control of Emerald Venues. As such, Emerald Venues cannot guarantee the availability of parking spaces at any time. This includes, but is not limited to, availability impacted by local events, the third party renting out the parking lot or match days, the dates of which may not be known in advance. Clients and guests are advised to make alternative transport arrangements where necessary.

Hire Fees and Inclusions

1. Included in Hire Fees:

- Standard furniture (tables and chairs).
- Free Wi-Fi.
- Use of media equipment (projector, TVs, microphones).
- Bar and catering staff during regular hours.

2. Additional Costs:

- Security: £360 for 2 SIA-licensed stewards for 6 hours.
- Table linen: £10 per cloth (various colours).
- Corkage fees:
 - Wine: £9 per bottle.

- Prosecco/Cava: £12.50 per bottle.
- Champagne: £15 per bottle.

Room Hire:

If ordering food through Emerald Venues:

- No external beverages allowed.
- Any food & beverage requirements must be ordered through Emerald Venues and supplied by their in-house caterers. The Client is not permitted to bring any food, external caterers, snacks or any beverages into the premises. The only exception to this is baby food and a celebration cake (please bring your own knife for cutting your cake, any required cutlery and paper plates).
- Food can only be left on display for **2 hours** after which it will be disposed of, if you wish to keep the food you will be asked to sign a waiver. Please bring your own containers if you do wish to take away the leftovers.
- There is a £200 charge, that will be taken out of your deposit for failure to remove any balloons, balloon gas canisters, decorations, marquee lights, signage or flowers

If not ordering food or bringing your own food:

- No external beverages allowed.
- Clients bringing their own food must ensure it is pre-prepared as there are no kitchen facilities available to the hirer. Therefore, food for the event must be pre-prepared and ready to eat, using equipment, plates and cutlery provided by the hirer.

We do not provide staff to serve the food.

All waste must be removed by the client and their caterers; failure to comply incurs a £100 fee deduction from the deposit.

- There is a £200 charge, that will be taken out of your deposit for failure to remove any balloons, balloon gas canisters, decorations, marquee lights signage or flowers

The client's payment of a deposit confirms their acceptance of all Terms & Conditions outlined in this document and any associated policies provided by Emerald Venues. By proceeding with a booking, the client agrees to comply fully with these Terms & Conditions.

Emerald Venues reserves the right to update or amend these Terms & Conditions from time to time to reflect changes in operational, legal, or safety requirements. The most current version of the Terms & Conditions is always available on our website, and it is the client's responsibility to review the latest version prior to their event