



## Ricoh Arena – Christmas 2009 – Booking Terms and Conditions

It is the responsibility of the party booker to ensure that ALL of their party are aware of these terms and conditions.

**Minimum booking: 1 table of 8 guests.**

**Age restrictions: Christmas parties at the Ricoh Arena are strictly over 18s only.**

**Dress code: Smart party wear. No ripped / dirty / bleached jeans or trainers. Guests will be turned away if their attire is deemed inappropriate and no refund will be offered for guests turned away.**

Bookings can only be accepted on receipt of a completed booking form and appropriate deposit. If, in the first instance, you would prefer to make a telephone enquiry, a provisional booking can be held for 14 days by which time the booking form and deposit must be received. Should the booking form and deposit not be received within 14 days the booking may be released.

A table plan for shared parties, produced by the Christmas Team will be displayed on the evening.

Tickets will be sent out approximately two weeks prior to your event date. Deposits are non-refundable under any circumstances and bookings can only be accepted from the party organiser. Any cancellations must be communicated in writing to the Christmas Team and cannot be accepted over the telephone (email is acceptable as long as a reply is received from the Christmas Team to acknowledge receipt). Refunds for cancelled bookings will be calculated as follows:

More than 56 days prior to the date of your party:	100% of payments made less deposit paid
More than 28 days but less than 56 days prior to the date of your party:	50% of payments made less deposit paid
Less than 28 days prior to the date of your party:	No refund

Refunds due will follow from the Letheby and Christopher Accounts Department between January and March 2010. Non-payment of the final balance on the due date will render our contract with you void.

The Christmas Team will endeavour to accommodate late dietary requests and detail changes but will not be held responsible for any inability to respond to changes made less than 14 days prior to the event.

The Christmas Team reserves the right to refuse admission, and to remove from the function any person whose condition, in the opinion of the staff, interferes, or is likely to interfere with the enjoyment of the function by other guests. The Christmas Team will not accept responsibility for people who behave inappropriately and are either prevented from entering or asked to leave the function, and no refund will be offered for guests removed from the event.

In accordance with the introduction of the smoking laws, all areas of the venue are no smoking. We will however, supply a designated smoking area outside of the venue.

The Christmas Team will take great care to honour its commitments, but reserves the right to amend or alter any part of the function's programme. The Christmas Team regrets that it will not accept liability for errors, omissions or cancellations. The Christmas Team reserves the right to make changes both to the entertainment package and the menu in the event of any shortages. However, we undertake that we will supply a three course meal or two course buffet dependent on your chosen date.

The Christmas Team does not accept liability and shall not be liable for non-completion of the event, or for any delays arising as a result of: lock outs; riots; strikes or black outs affecting any trade with which the Christmas Team is concerned; adverse weather conditions; loss damage or cancellation due to fire, flood or any other cause beyond our controls.

These terms and conditions are governed by English law and in the unlikely event of a dispute the parties shall submit to the exclusive jurisdiction of the English courts. The liability of the Christmas Team in respect of any breach of these terms and conditions, including any applied terms shall not extend to any consequential losses whatsoever suffered by the client or their guests.

Should the booking form and deposit not be received within 14 working days of your initial enquiry any spaces held may be released without prior notification.

Dates and timings are all subject to availability due to licensing approval.