

Events Terms & Conditions

The following Terms and Conditions apply to all bookings of functions in the Wessex Suite, the Empire Suite, and other rooms or areas within The Mayflower Theatre, Commercial Road. The party you ('The Client') are contracting with is Mayflower Enterprises Limited ('The Company') which operates corporate facilities at The Mayflower Theatre.

1. Hospitality

- 1.1 When a booking has been agreed between both parties, the Company requires written confirmation from the Client of this booking within 7 days.
- 1.2 Upon receiving written confirmation from the Client, the Company will issue an invoice for a deposit payment. No contract between the Company and the Client will come into existence until the Company has sent the Client the invoice referred to.
- 1.3 The Client shall pay to the Company a non-refundable deposit for the use of the suite to confirm the booking.
- 1.4 Upon receipt of the deposit payment, the Company will confirm all arrangements for the Client's function in writing. This will be sent with a confirmation pack including any additional information relevant to the booking.
- 1.5 Final numbers are required no later than 10 working days prior to the event.
- 1.6 If a Client requires catering, a final balance invoice will be issued after the event to include drinks from the bar and any other extra items not included on the original invoice. This balance is then due to the Company within 30 days after the event date.
- 1.7 If a Client wishes to cancel their function this must be done in writing and effective from the day on which the Company receives it. The Client shall be liable for the balance in accordance with the following table;

Required Notice Period for Cancellation	Cancellation Charge
Up to 7 days prior to event	Loss of total event amount – No Refund
8 days – 14 days before	Loss of 50% of total booking amount
14 – 21 days before	Loss of 25% of total booking amount
21 days +	Loss of deposit

Group Tickets

- 1.8 A Group Booking Confirmation & Invoice will always be sent out within the confirmation pack, confirming show seats booked and stating a payment due date.
- 1.9 Group Ticket Sales have their own Terms and Conditions applying to group bookings for shows appearing at The Mayflower. Full details can be found on the back of the Group Booking Confirmation & Invoice.
- 1.10 10 or more tickets booked along with hospitality will incur a reduced booking fee of 3%, instead of the normal 7%.
- 1.11 For Groups of 20 or more, payment for tickets is due in full six weeks from the date of the reservation.
- 1.12 Once payment for tickets is received, no refund can be given.

2. Restaurant/ Themed Events

- 2.1 In the event of cancellation of tickets sold as a Restaurant/Theme package, written notice must be given at the earliest opportunity. Tickets for the package may be exchanged for another date of the same show, subject to availability. No refunds can be given for the cancellation of a package.
- 2.2 In the event of a dinner only booking, cancellation must be made at the earliest opportunity. Up until two weeks before the dinner booking an administration charge of £5.00 per person will be made and the balance credited to the customer's credit/debit card. No refunds can be given for cancellations less than two weeks before the date of a dinner only booking.
- 2.3 In the unlikely event that minimum numbers of restaurant bookers are not met, a full refund will be offered or the booking may be exchanged with another date for the same show, subject to availability.

3. Conferences/ Meetings

- 3.1 When a booking has been agreed between both parties, the Company requires written confirmation from the Client of this booking within 7 days. The Company will confirm the arrangements in writing to the Client. No contract between the Company and the Client will come into existence until the Company has sent the Client a written confirmation of the booking.
- 3.2 An invoice will be issued for a guaranteed minimum number of attendees. This invoice is payable within 30 days as confirmation of the booking.
- 3.3 The Company will accept an increase in the number of delegates up until 24 hours before the booked date, and will invoice additional attendees based on the final number. Any additional numbers on the day will be charged at double the day delegate rate.
- 3.4 Once confirmation of final numbers has been received, the Company requests that a list of delegates is provided by the Client.



3.5 If a Client wishes to cancel their function this must be done in writing and effective from the day on which the Company receives it. The Client shall only be entitled to a refund, to be paid after the event date, in accordance with the following table;

Required Notice Period for Cancellation	Cancellation Charge
Up to 7 days prior to event	Loss of total event amount – No Refund
8 days – 14 days before	Loss of 50%
14 – 21 days before	Loss of 25%
21 days +	Cancellation/Admin fee - £100.00

4. Accounts

4.1 The Company reserves the right to charge interest on all overdue accounts at 1% over the base rate of HSBC Bank plc from time to time.

5. Conduct

5.1 The Client shall be responsible for the orderly conduct of the function and shall ensure that nothing shall be done which may constitute a breach of the law or in any way cause a nuisance. Failure to do so shall entitle the Company to require the offending individual(s) to leave The Mayflower.

5.2 Smoking is not permitted anywhere in The Mayflower.

6. Loss/ Damage

6.1 The Client will be responsible for any damage to the property of The Mayflower, or third parties caused by guests during the function.

6.2 The Company will not accept any liability for loss or damage to property suffered or incurred by the Client.

6.3 The Company's total liability under a contract with the Client shall be limited to the total amount payable by the Client to the Company under the contract.

6.4 No signs, displays, posters or other material may be fixed to the walls of the function rooms without prior authorisation from the Duty Manager.

7. Trademark

7.1 The Mayflower trademark may not be used by the Client, without permission in writing, from the Company.

8. Force Majeure

8.1 The company may rescind its contract with the Client if it is prevented, hindered or delayed from performing any of its obligations under the contract by events outside of the Company's reasonable control.

9. Governing Law of the Terms

9.1 These Terms shall be governed by English law and English courts shall have exclusive jurisdiction in respect of any dispute arising in connection with your contract with the Company.