



Terms of Business – Functions

We are Treasure Train Ltd., a company registered in England and Wales number 2804042. Our registered office is Perrygrove Farm, Perrygrove Road, Coleford, GL16 8QB. The following documents contain the conditions under which we do business. In all documents “you” refers to any person with whom we do business.

- STANDARD CONDITIONS This document contains our Standard Conditions which apply to everything we do.
- SITE RULES These refer to what is permissible and not permissible on our premises
- ONLINE TICKET SALES These include our conditions relating to distance selling
- FUNCTIONS Conditions for business including weddings, parties, corporate events, school visits.
- PRIVACY AND DATA PROTECTION POLICY This explains how we deal with private information

All these documents are published on our website. Our Site Rules are published at the entrance to our site. In addition our booking forms, payment plans, tickets and written correspondence include conditions which are specific to individual transactions. In the unlikely event that a provision in the Standard Conditions conflicts with a condition in another document the other document will take precedence.

Functions

Last updated 1st February 2018

These conditions are in addition to our Standard Conditions of Business. Where there is a difference these conditions take precedence over the standard conditions.

Business relations

Our customer is the person or persons named on the booking form, referred to here as “you”, even if payments are made on your behalf by someone else. Any refunds will be made to the bank account stated on your payment plan.

Bookings, prices and payments

You may reserve a date for a function subject to availability and we will tell you how long we will hold it for you. Payment of an initial non-refundable deposit confirms your booking and acceptance of our conditions of business. Because there are so many different options for functions at Perrygrove a booking can be made for venue hire to reserve the date you want and the details of what extras we will provide can be settled later if you wish. We will discuss with you how we have calculated the price and what elements are included and we will set these out in a written payment plan. You are responsible for making sure that everything you need is included. A payment plan becomes binding when you either give us a signed copy or send us an email confirming acceptance from the email address which you register with us when you make your booking. If we are unable to agree a payment plan with you



within 28 days of your booking or 50 days before the date of your function, whichever comes first, we have the right to restrict our services to venue hire only.

Cancellations and refunds

Your payment plan will show when deposits and installments are due. It will also show the provisions which will apply if you have to cancel your booking. We will use all reasonable endeavors to ensure that no elements of your booking have to be changed or cancelled. However, as a function is often planned a long time before the scheduled date we reserve the right to respond to changed circumstances (for example new laws and codes of practice or the non-availability of products) or events beyond our control (for example serious damage to the venue, serious adverse weather conditions, a pandemic or epidemic, or interruption or failure of utility services). We also reserve the right to cancel your booking if any payment is made late or we have reasonable grounds for believing that the behavior of attendees at your function is likely to result in damage to the venue or to our property and/or injury to people and/or damage to the reputation of our business. The following will apply in such circumstances:

- We will notify you of any changes immediately we know about them
- If an item which is included in your payment plan is not available for any reason we will try to find a close substitute. You will have the option to accept the substitute or cancel the item completely. If you accept the substitute no refund will be given. If you do not accept the substitute we will refund the cost of the item.
- If we have to cancel your booking for any reason we will return all payments which you have made unless you have mis-represented or concealed any material fact in which case the provisions for refunds shown on your payment plan will apply. We will not be liable for any consequential or collateral loss or damage in any circumstances whatsoever. We will do everything we can to introduce you to a suitable alternative venue.

Services and goods

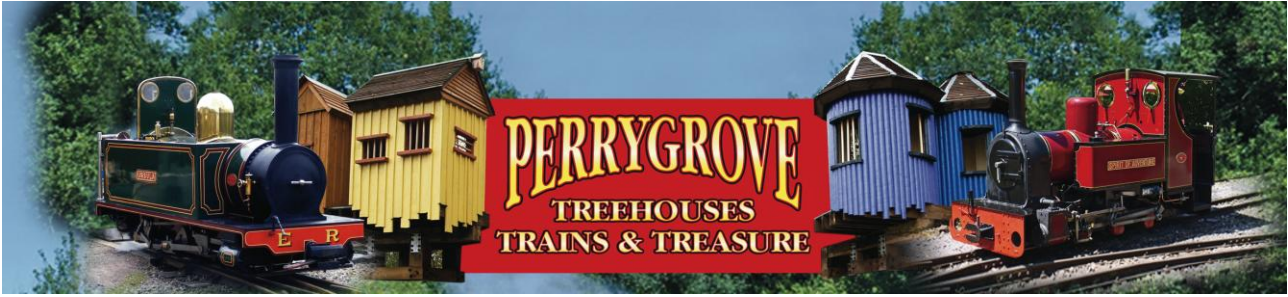
The services and goods which we will supply are those specified on your Payment Plan.

The venue hire charge includes the following:

- provision of the venue which we have defined on your Payment Plan for the times stated, included time allowed for setting up and dismantling and the level of exclusivity stated on your Payment Plan
- a reasonable amount of water, and mains electricity at Perrygrove (if your venue is Rookwood you must arrange for a generator at your own expense or this can be included in your Payment Plan)
- train rides as stated on your payment plan
- tickets for your guests' admittance and train rides which we will give to your guests when they arrive
- a reasonable amount of cleaning, collecting waste, & waste disposal having regard to the type of function provided all waste is collected up by you in bags which we will provide

Your venue hire charge and the charges for extras do not include the following unless they are specifically included:

- the cost of setting up and dismantling chairs, tables, table linen, decorations, lighting, or anything else which requires work to be done
- staff to serve any form of catering including food, drinks, ice cream, sweet cart etc. unless serving takes place at the counter of our cafe
- (only if we are supplying alcoholic drinks) corkage charge for any drinks supplied by you to your guests
- security personnel and/or nightwatch
- damage (other than fair wear and tear) or loss of anything we have supplied



Special rules for functions in addition to our usual site rules

- If you propose to provide music or anything else which might cause noise you must only allow this noise within the times set out in your booking or payment plan, and you must not allow the volume to exceed a reasonable level. We generally regard 90 decibels as reasonable but any decision we make is final and if we ask you to reduce the volume you must do so immediately.
- Confetti must be biodegradable.
- Sprinkles must be used only inside buildings or marquees with solid floors, and must be swept or vacuumed up carefully.
- Candles must be in heavy stable containers approved by us in advance.
- Bouncy Castles and Trampolines are only permitted in exceptional circumstances and you must consult with us first.
- You are responsible for ensuring that anyone you invite to Perrygrove complies with our usual site rules (copy attached). You must provide your guests with any information which we may reasonably request regarding arrangements to be followed at the venue for safety or good management of the event.
- Any damage caused to our venue or our equipment, contents or fittings (apart from fair wear and tear) will be invoiced directly to you and payable immediately on demand.

Overnight facilities

We may occasionally allow a limited number of caravans, motor caravans, and/or tents for overnight accommodation. The number of pitches and guests, times of access and vacation, and use of our facilities will be specified in our agreement with you. All pitches must be left in good condition and all rubbish must be taken away. You are responsible for providing all your own services including adequate electric torches.

Outside suppliers

You are free to engage outside suppliers for any aspect of your function but they must either be selected from our approved list or approved specifically by us in advance because we need to check their insurance.

We do not accept any commission or other payment from outside suppliers engaged by you and therefore we are not responsible for their performance or conduct. However we reserve the right to intervene if any outside supplier infringes any of our conditions of business or site rules.

You must inform us at least one month in advance who your outside suppliers will be.

You are responsible for checking that any outside supplier takes reasonable precautions to prevent fire or any other risk.

You must not employ any paid staff directly. You can of course ask family and friends to help you voluntarily with the activities which are usual at a function but they must not do anything which endangers themselves or others.