



CLEY WINDMILL NORFOLK

Terms and Conditions for Small Weddings, Civil Partnerships & Group Celebrations

We are committed to ensuring honesty and integrity when dealing with our customers and guests. Our aim is to set up and maintain a clear and open agreement to deliver the very best service to all our guests, creating an atmosphere befitting your special occasion. To this end we would ask that you carefully read the terms and conditions below, and if you agree, return a signed copy to us and keep one for your records.

Charges and Payments:

Deposits:

For *ceremonies only*, you will be asked to pay an initial deposit of 50% of the ceremony hire to confirm your booking. **This deposit is in all cases non-refundable.** You might like to consider taking out insurance to cover unforeseen circumstances.

Ceremony and Accommodation: The 33% deposit for your accommodation is due within **6 months** of your booking or **6 weeks** before the wedding (whichever is sooner).

Party Accommodation: The 33% deposit for your accommodation is due at the time of booking.

Final Balance: If you are staying this is due after the event and before you leave the Windmill. For ceremony only with no accommodation, the balance is due seven days before the event. Full costings will be provided on request.

Cancellation: In the unlikely event you have to cancel your event altogether, we will *consider* a refund of the *accommodation* deposit if we are given at least **three months'** notice in writing, addressed to the Manager, giving reasons for the cancellation. This will only be considered if we are able to re-sell the event

at full cost and will not be refunded until after the event.

VAT: All prices quoted are inclusive of VAT at the standard UK rate.

Change to Prices: We reserve the right to increase our dining and alcohol prices, after booking, in line with the current RPI rates.

Circumstances beyond our control:

In the event we are unable to deliver the level of service agreed between us due to circumstances beyond our control ie; force majeure, we will endeavour to provide you with an acceptable alternative of similar/same quality elsewhere (although we will not be able to reorganise a wedding/civil partnership ceremony elsewhere). However, we would not have any liability beyond this for real costs incurred by you in relation to the booking.

Corkage:

Sorry, but we do not offer corkage. All alcohol must be purchased from the Windmill. If you want something special which we do not normally offer, for example a keg of beer, we will do our best to source and price it for you.

Responsible Person:

We ask you to appoint a "responsible person" in your party who should make themselves

known to the Manager on Duty. This person should be happy to be responsible for ensuring that when guests retire for the night, there are no windows or doors left open, the wood burner is safe and that no candles are lit. This person also needs to agree to be responsible for ensuring that all guests in their party take care in the Windmill once the Duty Manager has left for the night. This particularly applies to dangerous areas such as the balcony and the Wheel Room.

Safety:

Please be careful both in the Windmill and surrounding gardens. Particular care must be taken by the quayside. The entire Windmill and its grounds are **NO SMOKING** areas. There are fire blankets and extinguishers throughout the Windmill. Please make yourself and your guests familiar with the **Fire Regulations** which can be found in the folders in each room and also the location of the Fire Assembly Point. **Candles** can be used in the Dining Room and the Sitting Room fireplace only under supervision at all times and only if they are fully protected by a glass container. We have one **Wood Burning Stove** in the Sitting Room and this should always have the guard in front of it. **Smoke Machines** are not allowed owing to the smoke detection system.

Birds, balloons & confetti:

We cannot allow any bolts, nails, tacks, screws or any other objects to be driven into any part of the interior or exterior of the building/s. Because of our close proximity to the Cley Bird Reserve, we are unable to allow confetti of any type, floating lanterns or balloons to be released in the area.

Our Neighbours:

The Windmill lies in very close proximity to its neighbours and whilst we want our party guests to enjoy themselves, we would ask, particularly in the summer months, that consideration is given to our neighbours and that noise and music are kept to a minimum. We suggest that 10.30pm is a reasonable cut off point for outside music. We therefore also have a policy of not allowing fireworks.

Children:

Whilst we are only too happy to welcome children to the Windmill, we ask that parents of children (up to 16) are asked to take extra care and always to be aware of where they are. There are many hazards in and around the Windmill for an unwary toddler – the sea at the end of the jetty, lots of steps and the balcony to name but a few. NO child is allowed past the first floor (Wheat and Barley) unless accompanied by an adult. The Duty Manager reserves the right to request the removal of a family from the Windmill if they feel that the situation is becoming dangerous or that adults are not supervising their children appropriately.

Customer satisfaction:

It is our great desire to ensure that your stay with us is of the highest standard. We always welcome feedback from our guests.

Liability:

We can accept no liability for any personal injury or death unless this results from negligence on our part.

You must take all necessary steps to safeguard your personal property. We can accept no liability in respect of damage to, or loss of, such personal property except where the damage or loss is directly caused by us.
