

TERMS AND CONDITIONS FOR USING THE LUDLOW SUITE, GARDENS (PLEASE READ THIS INFORMATION)
YE OLDE PUNCHBOWL COUNTRY INN & GARDENS, BRIDGNORTH
Replaces ALL previous versions.V5 Updated 06.05.20

We allow seven days cooling off period after you have paid a deposit. The cooling off period starts the date you pay the deposit. After seven days the deposit is secured on the function room (known as the Ludlow Suite) you are agreeing to our terms and conditions as numerically listed below. Any deposits paid, or interim payments are non-refundable. If you decide to cancel your wedding prior to a consultation meeting, we will forfeit any deposits made and advertise availability of the Ludlow suite to potential clients. Once a consultation meeting is completed with your events manager Ye Olde Punchbowl Inn (Nostalgia Inns Ltd) consider your event a secure booking and you will be liable for full payment on a late cancellation after finalising and staffing the event/function. Consultations are generally completed three months prior to the event.

1. We operate on a strict non-smoking policy, please use the facilities provided outside the front of the Ludlow Suite, Smoking will not be tolerated and any individual ignoring this policy will be asked to leave immediately, it is against the law to smoke anywhere inside the building, including the toilet area. Also as explained in post consultation advice smoking is also illegal in our marriage gazebo.
2. With effect from 01.01.2007 we do not allow corkage, and any alcoholic product in our function room must be purchased from our bars and miniature bottles as 'gifts' on tables are not allowed. (By express agreement alcoholic gifts as raffles are permitted, but not to be consumed on our premises)
3. If guests are caught bringing alcohol inside the venue, offloading alcohol from their vehicle, or bags, they will be asked to leave the premises without justification, and this will include any guest within the party irrelevant to their status/title. We are a reasonably priced venue and don't expect to be exploited in this way.
4. Prices quoted on your original contract will be honoured, please check your package details carefully, please note that evening buffets do not include a drinks package. Wedding breakfasts include a drinks package with the agreed quote on your contract (Refer to the introduction).
5. Bottles of wines must be purchased through Ye Olde Punchbowl as explained in clause two, please note you will be charged at the current price list, we cannot confirm prices of wine more than three months in advanced. (Also note that all wine/bottles are chargeable and are not included in the bronze drinks package, management can agree supplementary prices in accordance to your requirements, if you wish)
6. We will arrange with you an estimated time of arrival, this is agreed in your consultation, and an accurate time we will start food service, it is imperative that we start food service at the time agreed, in the event of any guests arriving late, we will have to start food to ensure the kitchen operates on optimum performance, as we do not hold food. We respectfully request the photographers are advised on the agreed time schedules and everyone arrives to the venue on time to ensure the programme of the day runs smoothly. Late arrivals and affect service and quality of food!
7. We reserve the right to refuse service to any guest that appears to be intoxicated or becomes violent towards any member of staff or fellow guest. We also reserve the right end the entertainment if guests start to dance on any furniture or violence breaks out within the grounds of the property.
8. Any damages and/or articles that are stolen are to be paid for by the organiser/the person that booked the function. The organiser is responsible for the damages that are carried out by their guests.
9. During service we usually close the bars whilst serving food, arrangements can be made to open bars during the service with prior notice, alternatively guests can purchase drinks from the restaurant bar, we will serve guests throughout service but there might be delays when we are initially delivering food.
10. On all day wedding breakfasts, the function room bar will open when agreed in your consultation, usually when the front of house staff have cleared the floor, it is imperative that we clear the floor ready for the evening, in the interim the wedding breakfast guests are welcome to use the restaurant bar for drinks and relax in the gardens and patio areas. There is not price difference between the function/restaurant bars/outside bar.
11. The restaurant bar and area are exclusively for guests dining in our restaurant, and once service is finished, we reserve the right to close the restaurant bar and this area of the building down at any point of the event, the function room bar is open until the agreed opening times. The function bar is designed for heavy throughput and the service will be far quicker than the restaurant bar especially when evening guests arrive. This also conforms to fire regulations and is in line with our current fire risk assessment on the premises.
12. We do not allow candles in the function room due to fire regulations and is part of our fire risk assessment, and regrettably cannot allow any style of candle as part of table decorations. LED tea lights have proven to be very successful and effective. We ask you to respect this clause as this is part of our fire risk assessment and premises license!
13. We (the events management) WILL NOT operate helium canisters or blow up balloons, you will need a professional company to dress the room should inflatable decorations are a part of your theme.
14. All products we sell are subject to availability and where choices are given occasionally products will become limited if the majority of guests opt for the same options.
15. Deposits are deducted from the final balance and the final balance must be paid a week for the reception date. All deposits and any interim payments that have already been paid to the punchbowl are non-refundable. PLEASE BE AWARE that deposits or final balance paid by CREDIT CARD or AMEX over the value of £500 will incur an administration charge. (There is no charge for debit cards, please note as from 01.01.2018 we do not accept personal cheques for the balance)
16. Force Majeure could be initiated when a situation beyond all stakeholders control occurs, for this to happen would be extreme and examples of force majeure are as follows; forced closure by government (Pandemic), loss of power by electricity board, fire/flood damage, war, and so one. All holding deposits would be denied refunds as services were provided in initial arrangements prior to force majeure, as refunds and date transfers could be offered at no charge and final balances waived pending all stakeholders' outcomes.

17. You may want to consider wedding insurance packages which are available from certain brokers via the internet and corporate high street retailers. We cannot advise on packages but there might be options to suit your requirements.
18. The kitchens must be notified a week before the event by email or telephone for dietary requirements, or the punchbowl will cater for original menu booked without any variations. For and guests with allergens/dietary requirements that would like bespoke dishes they must speak direct to the chef a week before the event.
19. Any entertainment not booked through the punchbowl is the responsibility of the client, and Ye Olde Punchbowl will not be held responsible for entertainers that do not carry an entertainment licence. You should check as entertainment cannot proceed without a licence. We recommend using our resident DJ for peace of mind.
20. We reserve the right to ask the entertainer to turn the volume down if deemed too loud, as part of the Licensing objective (Licensing Act 2003). Ye Olde Punchbowl have a duty to ensure noises are kept to a reasonable level with local neighbours. This works inline with our current premises license 2018
21. Extensions to our existing drinking hours/live entertainment can be extended by temporary notice through the Local Authority, this must forward in advance and approved by the local authority, our standard rate is £100 per hour. Without a temporary TENS licence the function must close at the times agreed with this contract.
22. Any table plans must be confirmed and handed to the punchbowl 72 hours before the reception accompanied with all the necessary table decorations and stationery in table order.
23. The hotel rooms will be available from 2pm on the day of your wedding/event, we will endeavour to get them ready earlier than this time frame, you are welcome to bring luggage prior to check in and the events team will drop your luggage in your rooms when ready. If the rooms are not in use the night before you can check in as early as 7.30am. However, unless you intend to stay the night before if available/pre booked this is strictly no guarantee of this facility. **We do expect you to check out by 11am the following day in line with our hotel policies to avoid surcharges before departure.**
24. We operate a minimum of charge of forty adults (40) for any wedding breakfast as agreed in our wedding brochure followed by a buffet of your choice, you may want to upgrade a drinks package as we shall charge accordingly based on per adult. (If there are children, we will not charge within the agreed drinks package you choose). If you don't opt for an evening buffet as only opt for a wedding breakfast only and additional surcharge will be applied to your bill to cover the running costs £300.00. This surcharge is only applied if you do not opt for an evening buffet.
25. If you would like a more informal wedding event and only want a buffet, we will allow this based on a world cuisine or hog roast buffet but you must opt for a duo or trio drinks package coincide with this package (If there are children, we will not charge within the agreed drinks package you choose), this options works well for more relaxed weddings and the buffet depending on numbers can cater for the whole event based on the timings. For more information on this please speak to your events manager. Please be advised Linen charge would be applicable to this option.
26. We allow external companies to provide a wedding cake and/or cupcakes at no extra charge as part of the package, should you decide to bring your own desserts station/dessert cart/ additional cakes a surcharge £250 would be applicable to any package you agree with the events team.
27. Outside caterers, ice-cream vans or any other external company are not allowed on site as we do not allow outside catering. There are no exceptions to this policy.
28. Photographers will adhere to our policies and we recommend they have a site meeting with us before the reception. Photographers cannot set up any form of equipment in our restaurant or lounge during any part of the event. We shall work with the photographers on time scales developed within your bespoke programme of the day. Photographers that ignore our terms and cause delay or breach Health & Safety regulations will be asked to leave the premises. Please refer to notes in this post consultation notes on the importance of the programme we agree.
29. If you have chosen to get married on the premises, this option is something you have liaised with the Shropshire Registrar and therefore made commitments on timings, we will ask you in your consultation the time you have agreed to get married and work on a programme from that time schedule in your consultation, it is imperative that you stick to the agreed times with the registrar. Ye Olde Punchbowl Inn will accept no responsibility whatsoever for late arrivals. An additional fee is applicable for the planning and organising of the civil marriages on the premises, this fee does not cover any associated costs with Shropshire registrar.
30. There are three appointed licensed areas within Ye Olde Punchbowl Inn, the first area is our external wedding gazebo and function room or patio area. The most favourable option will be the external gazebo, however in the event of extremely bad weather, it is the duty of the responsible person (Events manager on the day) to determine where the marriage will take place, as the registrar may refuse marriage in the external gazebo if the weather is deemed too bad, we would therefore make a decision to set up and the civil marriage in the main Ludlow Suite adjacent to the bar. Options are available for total exclusivity of the entire premises between 10am-5.30pm, an additional fee does apply to close this section off to the public if you want the option to get married in restaurant area making the Ludlow suite exclusive on bad weather. Please note this option must be booked far in advanced to guarantee this, and most importantly please acknowledge in the event of good weather no refund would be given as you have paid total exclusivity. A final decision for entire exclusivity must be committed in your consultation three months prior to the day, once you have committed to this, this option is not reversible as the public that would potentially use our restaurant are informed of private closure for the lunchtime of your wedding.
31. Within the costs we agree to set up the function room with the stationary and designs/themes within reasonable timings, and we allow two events managers 3 hours to set up, if there is an excessive amount of decorations to dress the tables and Ludlow suite a further £200 fee will be applicable, most clients opt for companies that hire decorations and stationary, they usually set up their own decorations and stationary within their associated costings.
32. The hire charge for the function rooms will vary on certain days of the week, this hire charge is for exclusive use of our main function room (known as the Ludlow Suite) terrace area adjacent to main function room and gated garden area, within this cost you can access the dual lake for photography at no extra charge. The hire charge does not include the use of the wedding gazebo nor exclusivity of the restaurant area. Additional charges apply getting married on the premises and requesting total exclusivity. Please refer to your events manager if in doubt, prices for this will be accurately printed on yearly tariffs within brochures year on year.
33. On completion of your consultation you will be provided with an indemnity release contract to gain access to the dual lake area, this contract must be signed and handed to your events manager on or before paying your final balance. If no contract is signed, we cannot allow you access to this area of the premises.
34. **WE RESERVE THE RIGHT TO UPDATE OUR TERMS AND CONDITIONS AT ANY POINT UP UNTIL YOUR CONSULTATION**