

## TERMS AND CONDITIONS

### 1. Ethos

Springhead is a very special place, and we hope that you are attracted to it for the same reasons that we are - the heritage of the mill and the peace and tranquillity of its beautiful springs, lake, and gardens. We are also concerned with environmental issues and sustainable living. Hiring Springhead means that you accept our ethos and respect our environment.

### 2. Payment terms

**Deposit** - To secure the booking, a completed booking form and **non-refundable** deposit must be received by the Trust within two weeks of provisional booking acknowledgement. All monies paid are non-refundable:

Group bookings - £500

Weddings, weekend hire - £2,000

Weddings, day hire - £750

**Remainder of Payment** is required three months before date of arrival.

### Payment details

Bank: CAF Bank Ltd  
Account name: The Springhead Trust Ltd  
Account no: 00014081  
Sort code: 40-52-40

### 3. Damage Waiver

A separate refundable deposit of £300 is required before your visit. This will be returned after the event if there is no damage or breakages, and the site is left without the need for additional cleaning above our normal standard. Should there be a need for additional repairs or cleaning, and this exceeds the amount of the Damage Waiver, the client will be billed for the difference. The Trust should be informed of any damage or breakages.

### 4. Cancellations

If, for any reason, the Trust is forced to cancel a booking, all fees paid in advance will be returned to the person/organisation responsible for making the booking. The Trust accepts no responsibility for any other liabilities or expenses incurred by the user in connection with the booking. In the event of cancellation by the user, all monies paid are non-refundable.

### 5. Wedding and Event Insurance Policy

It is recommended that a Wedding and/or Event Insurance Policy is taken out by the client to cover any unforeseen circumstances.

### 6. Capacity

The Mill Building has a capacity for 60 people. Should numbers exceed this, it will be necessary to use a marquee (up to 120-person capacity). It will be your responsibility to organise and pay for the marquee. The marquee can be put up on the Friday morning, as long as agreed with the Trust in advance, but needs to be taken down and removed on the Sunday. We have two areas that are suitable for a marquee. The House Lawn measuring 10 x 22 metres, or the Yew Lawn measuring 9 x 16 metres. The entire marquee area (including guy ropes/supports) will need to fit within these dimensions.

## **7. Loss or Damage to Premises and Grounds**

The client is liable for any loss or damage caused by the client, the client's guests, or the client's suppliers. No liability can be accepted by The Springhead Trust for any damage to or loss of personal property, or accident or injury to the client, the client's suppliers, or the client's guests whilst on the premises or on the grounds of Springhead, including the car park. The client and/or Terms and Conditions signatory is responsible for the actions and behaviour of their guests invited to Springhead and for ensuring that the Terms and Conditions are adhered to.

## **8. Broken or Faulty Equipment**

Any broken or faulty equipment or fittings must be reported to the Trust as soon as possible.

## **9. Lake and Garden**

The lake is deep in places, muddy and weedy and is **NOT** safe for swimming or boating. Swimming and boating in or on the lake are totally prohibited. Young children must be supervised at all times. Privately owned parts of the garden must be respected. Do not enter any part of the garden marked 'PRIVATE'. No plants may be picked from the garden. Some plants in the garden can be poisonous or an irritant.

## **10. Smoking**

Smoking is not permitted anywhere in the buildings or gardens at Springhead other than in the designated area. This is situated above the courtyard, to the side of the Mill. Vaping is not permitted in any indoor area but is permitted in the grounds. Please ensure that all associated rubbish is binned as it represents a significant threat to the welfare of this conservation area and its inhabitants: previous littering has resulted in plastic filter wrappers being eaten by the ducks.

## **11. Electrical Equipment**

All electrical equipment brought on site by the client must be in a good condition and is brought on site at the client's own risk.

## **12. Music**

Springhead has a long tradition of hosting live musical events; however, we are not a disco venue. Due to the structure of the building, no dancing is allowed in the upstairs rooms of the Mill. We must respect our neighbours who do not want loud music late at night. **Please discuss your music arrangements with us.** Our licence strictly states the following finishing times:

Outside (includes marquee): 10.45pm

Inside Mill Building: 11.45pm

## **13. Indoor Fire Precautions**

All fire regulations are to be respected; fire doors must not be blocked or wedged open. No candles, naked flames, indoor fireworks, party poppers or incense burners are allowed.

## **14. Fireworks and Bonfire**

All fireworks and Chinese flying lanterns are strictly prohibited. Bonfires must be on the designated site by prior arrangement only and will be at the client's own risk. A bucket of water must be present at all bonfires.

## **15. Confetti**

We regret that no confetti (including biodegradable or rice) is permitted anywhere on the site.

## **16. Health & Safety**

A person will be nominated by the hirer of the venue to act as the "Responsible Person". A Springhead staff member will give this person the safety instructions. It is the responsibility of this person to pass on all relevant H&S instructions and site information to other members of their party.

## **17. Cleaning**

The Centre will be cleaned prior to arrival and customers are required to leave the Centre in a clean and tidy condition.

- All decorations must be removed.
- Caterers should leave the kitchen in a clean and tidy state and all kitchen equipment cleaned and returned to its appropriate place.
- Caterers are responsible for taking away their own waste.
- Bottles, cans, cardboard, and plastic bottles should be removed to the recycling area as and placed in the appropriate bins provided. If the premises are left in an unacceptable condition a charge will be made for additional cleaning.

## **18. Dogs**

Dogs are welcome on site but must be always under control. Dogs are strictly forbidden in the kitchen and sleeping areas. Owners are asked to clear up after their pets and place all excrement in poo bags inside black bin liners **NOT** emptied directly into the bin.

## **19. Externally Hired Equipment**

The Springhead Trust Ltd can accept no responsibility for loss or damage to any externally hired equipment left at the Trust. It is essential to liaise with the Trust on times of delivery and collection of such equipment. The Trust realises that Sunday collection of tables, chairs, etc. may cause added expense; therefore, we may be able to allow pick up on the Monday morning before 10.00 a.m. but only by prior arrangement as it depends on our other bookings. Delivery of tables etc. prior to your event must be made at a time agreed in advance by the Trust. These times must be strictly adhered to and we reserve the right to refuse delivery of unexpected items. Contact details of the hire company should be given to the Trust prior to the event.

## **20. Licences**

Public performances or events that require licensing must not be held on Trust property unless by previous arrangement with the Trust, and with the correct licences having been issued. Alcohol may be consumed on the premises but must not be sold on the premises without the permission of the Springhead management and a facilitation fee of £150. All Licensing Regulations must be complied with.

## **21. Car Parking and Vehicles**

Car parking is provided in the car park above the Centre, and cars may be parked in the overspill car park in the adjoining field by prior permission. Cars must not be left in the courtyard for any longer than required for the unloading and loading of luggage and passengers. Where groups are using coaches, it should be noted that they are required to drop their passengers in the car park above the Centre and not at the lower pedestrian entrance. No liability is accepted for loss or damage of vehicles or contents.

## **22. Arrival/Departure Times**

Weddings, Day Hire of the Facilities: 8am-11pm. Private Groups, Day Hire: by arrangement. Weddings and Private Groups, Weekend Hire of the Facilities: Friday 5pm until Sunday 3pm. Above times strictly apply unless by prior arrangement. If agreed with the Trust in advance, an additional fee of £80 per hour will then be charged for your early arrival or late departure. When leaving the premises late at night, all guests are asked to depart quietly.

**Any action or omission on the part of any member of the group that is deemed to be illegal or that is against the best interest of the Trust will cause the Trust to cancel the contract without any notice or recompense.**

## **GENERAL INFORMATION**

### **Dormitories**

All bed linen is provided, but users are asked to bring their own towels and other personal items. Visitors are asked to strip their own bed at the end of their stay.

### **Facilities**

For self-catering groups, freezer space is available. Cutlery, crockery, cooking utensils, tea towels, washing up and cleaning materials are provided. All toilets will have toilet rolls provided, but we would recommend bringing extra toilet rolls for large group numbers.

*Please ensure everything, including the cooker, is left in a clean and tidy condition, and items are returned to where they were found.*

### **Telephone**

Remember that most mobile phones have no network coverage at Springhead. There is an emergency phone situated in the Mill Dining Room (01747 812008) which can be used to contact a Trust Manager out of hours or the emergency services.

### **Data Protection**

Under the General Data Protection Regulations of 2018, the Trust must inform its clients that their names and contact details will be kept on a computer database. This information will be used exclusively for the purpose of the client's booking and will not be disclosed to a third party.

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