



Events at Suffolk Food Hall

Terms and Conditions

Making a booking

- Provisional bookings are welcome although subject to availability. Provisional bookings do not constitute a confirmed booking.
- To secure a booking, a deposit equal to the room/venue hire is required within a fortnight of making a provisional booking. The date of the event is only secured once the deposit has been received and cleared by Suffolk Food Hall.
- If a provisional booking is not confirmed within a fortnight, the date will be made available to other customers without notification by Suffolk Food Hall. If another customer would like to take the event date during that provisional fortnight, the original provisional booking will have first refusal.

Fees

- The prices of Suffolk Food Hall events, products and services are as quoted in the Events Brochures and/or as confirmed by the Events Team
- Suffolk Food Hall reserves the right to amend our listed prices without prior notice, although this will not affect a confirmed booking.

Confirmation of requirements

- Final guest numbers and requirements must reach the Events Team no later than a fortnight prior to the start of the event.
- Whilst Suffolk Food Hall appreciates that the number of guests at an event can change, the full number of confirmed attendees will be charged at full price, even if the number of guests reduces after the fortnight watershed. If the number of attendees increases please make the Events Team aware by email and they will do their best to accommodate.
- Suffolk Food Hall cannot guarantee any amendments on the day of the event. If there are any last minute changes please consult a member of the Events Team who will endeavour to accommodate your request.

Cancellation policy

If you wish to cancel your booking the following conditions apply.

Notice given before the event	Refund Applicable
2 months or more	90% refund
1 month or more	50% refund
Less than 1 month	No refund
After the fortnight watershed, including failure to attend	Event will be invoiced in full

In the event of Suffolk Food Hall cancelling the booking date, an alternative date will be provided or any money already paid by the Client will be refunded in full.

Payments

- Payment of a deposit, amounting to no less than the room or venue hire charge (and dependant on the size of the event, as determined by the Events Team), is required to secure a booking. Suffolk Food Hall shall raise an invoice for payment of deposits.
- Payment of the event balance is due no later than seven days prior to the event.
- Payments can be made by card over the phone, or in person by card, cash or cheque.
- Unless a Credit Account has been specifically set-up, all additional items that have been ordered on the day of the event must be paid for before leaving the premises.
- Failure to pay an invoice promptly will result in all future events with Suffolk Food Hall being cancelled; foregoing any deposits.

Externally supplied food, drink and equipment

- Due to food safety controls and commercials, consumption of food brought in from offsite is not permitted on Suffolk Food Hall premises.
- If you wish to bring your own wine onto the premises, prior consent must be given by Suffolk Food Hall and a corkage charge of shall be made. Please see the current Events brochures for the charge per bottle.
- Similarly a 'cake-age' charge applies to birthday and weddings cakes and similar celebration foods.
- Third party decoration, equipment and entertainment providers will be subject to Food Safety, Health & Safety, insurance, quality and any other standards as defined by the Compliance Officer. This is at the sole discretion of Suffolk Food Hall.

General terms

- Suffolk Food Hall reserves the right to amend terms and conditions at any time without prior written notice. In the event of supply difficulties Suffolk Food Hall reserves the right to substitute goods or services of equal quality and value.
- Suffolk Food Hall will not accept any responsibility for any loss, damage, delay or other disruption in supply and deliveries brought about by delayed or incomplete payment
- All bookings are subject to these terms and conditions which may not be varied without written agreement from Suffolk Food Hall. These terms and conditions supersede any previous terms and conditions.
- The current terms and conditions are available at <http://www.suffolkfoodhall.co.uk/functions>