

## The Highfield — Function & Event Terms and Conditions

We reserve the right to amend these terms and conditions at any time. Please read the following carefully. By signing and confirming your booking, you agree to comply with all rules and regulations outlined below, as well as any additional guidance displayed or communicated by our team. Failure to follow these rules may result in your event being cancelled or your party being asked to leave the premises. Repeated breaches may lead to future booking restrictions.

### Deposits

- A non-refundable deposit of the room hire charge is required to secure your booking. The amount will depend on the function space booked and will be confirmed at the time of reservation. Your booking is not confirmed until the deposit has been received in full.
- A holding deposit is required for hiring our Public Bar. This deposit is fully deductible from your final invoice.

### Venue Hire & Cost

- Hire charges vary depending on the function space and guest numbers.
- Room hire covers a set period agreed in advance, generally this is for 4.5 hours.
- Only the area booked will be exclusive to your party. Other areas of the venue may remain open to the public. If you have booked our public bar, this will remain open to the public at all time during your event.
- Additional time or extensions may incur extra charges.
- General cleaning is included in the hire fee. We apply a cleaning and breakages deposit to all functions which is fully refundable up to 7 days after the event. Should we have to undertake any excessive cleaning or any damage has been caused, this may result in this deposit being retained to carry out the necessary works.

### Signage & Decorations

- Nothing may be attached to walls, doors, or surfaces without prior approval from The Highfield.
- We only allow white-tack on walls – we do not allow blue-tack, pins, nails, staples, double sided sticky pads or Sellotape as these have caused damage in the past.
- External decorations, props or suppliers must be agreed in advance.

### Food & Beverage Policy

- No external food or drink is permitted unless pre-approved by Management before your event.
- If approved, a service charge or corkage charge may apply.

### Packages & Dietary Requirements

- All food package selections, including allergen, intolerance, and dietary requirements, must be provided with names for each person, a minimum of 14 days prior to the event. This allows us time to plan, source, and prepare accordingly.

### Deliveries & Vendors

- All external entertainers and vendors must provide their Certificate of Public Liability Insurance to us a minimum of 14 days prior to the event, however, we do suggest you obtain this and send to us as soon as possible to avoid any issues.
- Any deliveries for your event must be arranged with us in advance.
- Set up from external vendors (DJ, Bands, Sweet Stalls etc) must be arranged in advance and must be completed a minimum of 2 hours prior to the event, 3 hours is preferred.
- We cannot accept responsibility for items delivered outside the agreed times, all items are left at the owner's risk.

### Duty of Care

- Children are permitted in all private function spaces for the duration of the event. Time restrictions may apply in the Public Bar. Children must always be supervised by a parent or guardian. The venue accepts no liability for incidents involving unsupervised children.
- In line with licensing laws, The Highfield reserves the right to refuse entry or service to anyone who is highly intoxicated, deemed to be under the influence of drugs, behaving inappropriately or we deem underage for the event being held.
- We operate a zero-tolerance drugs policy. Any guest found in possession of or using illegal substances will be removed from the premises immediately. Repeated or serious incidents may result in the function being terminated without prior notice.
- All guests must follow the instructions of venue Management.

### Noise Control

- All party guests must have consideration for our other events, hotel guests and neighbours.
- Entertainment must finish by the agreed time, and volume must comply with our sound policy.
- All music must be played by approved equipment and fully insured entertainers.

### Maintenance

- We are not responsible for equipment failures and cannot guarantee service resumption times. No refunds will be provided for maintenance closures.

## Security & Conduct

- The event organiser is responsible for their guests' behaviour, ensuring compliance with venue rules and regulations. Report any accidents or unusual activities to a staff member immediately.
- The Highfield reserves the right to remove any guest whose behaviour is deemed offensive, illegal, or unsafe.
- We do not accept responsibility for damage or loss of personal items before, during, or after the event.
- Our car park is free for all guests attending events. Any guests wishing to leave their vehicle onsite overnight must register it with the hotel reception. All vehicles are left at the owner's risk and The Highfield accepts no liability for any theft or incidents before, during, or after the event.

## Payments

- You can make payments for your upcoming event in instalments, all decisions and payments must be finalised no less than 14 days prior to your event.
- You can make payments by cash, card, or bank transfer to the details shown below.
- Final payment for your event must be made in full 14 days prior to the event date via your preferred payment method.
- Failure to make full payment on the due date may result in cancellation.

## Bank Account Details

- **Account Name: The Highfield Sort Code: 40-13-15 Account: 64375793 Ref: Surname + Date of Event**

## Complaints

- Please address all complaints to a staff member or Management at the time of the issue arising.

## Cancellation Policy

- All cancellations must be made in writing, email is accepted.
- Hire deposits are non-refundable.
- Cancellations made close to the event date may incur additional charges if goods or services have already been purchased or booked.
- If you are eligible for refunds for items or services paid for, this will be actioned with 7 days after cancellation.

## Additional Information

- Lost property should be handed to a member of staff and will be kept for 14 days before disposal or donation to charity.
- We reserve the right to record phone calls for security and staff monitoring purposes.
- Any damage to equipment or facilities due to misuse must be paid for by the party responsible.
- Any child or young person under 18 years of age found to have caused damage to our facilities, the responsible parent or guardian will be held liable.
- Our facilities are covered by 24 hour CCTV for the safety and security of our buildings, staff and customers. We only provide proof of CCTV to the Police where requested.

## Customer Details

- Your details will not be shared with any other business or advertising agency. They are used solely for event-related communications. If you do not wish to receive any direct advertising about upcoming offers, please indicate this to staff in writing.

## Contact Information

- Postal: 47 Highfield Road, Idle, Bradford, West Yorkshire, BD10 8QH
- Landline: 01274 611111
- WhatsApp: 07759 422983
- Email: [reception@thehighfield.com](mailto:reception@thehighfield.com)