

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-returnable** deposit must be received by the Trust within two weeks of provisional booking acknowledgement. All monies paid are non-refundable unless the booking is prevented by the COVID regulations in place at the time of the booking.

Group Bookings - £500.00

Weddings/Parties - £750.00

Historic House - £350.00

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

3. Damage Waiver

A separate refundable deposit of £300.00 is required with your final payment. This will be returned after the event if there is no damage or breakages, and the Centre 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 unless the booking is prevented by the COVID regulations in place at the time of the booking.

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 (120-person capacity). A surcharge will be made if numbers exceed 120. It will be your responsibility to organise and pay for the marquee.

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

Springhead has a no-smoking policy on the premises. Guests are only allowed to smoke in the grounds away from any buildings.

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 in 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

Only bio-degradable confetti and rice is permitted to be thrown on the Lounge terrace. We regret that no other area can be used.

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.

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

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The Springhead Trust Ltd can accept no responsibility for loss or damage to any externally hired equipment left at the Trust. It is necessary to liaise with the Trust on times of delivery and collection of such equipment. Prior to collection, all tables and chairs are to be stacked in the lounge in the Mill. The Trust realises that Sunday collection of tables, chairs, etc. may cause added expense; therefore, we allow pick up on the Monday morning before 10.00 a.m but later only by prior arrangement. 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, or an additional storage charge may be incurred. 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

Day Hire of the Facilities 9am-5pm

Weddings – Saturday or Sunday from 8 a.m. until 11 p.m.

Weekend Hire of the Facilities – Friday 5 p.m. until Sunday 3 p.m.

Above times apply unless by prior arrangement. An additional fee of £80 per hour will be charged for early arrival or late departure unless previously agreed with the Trust.

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 required to strip their own beds and place linen in bags provided at the end of their stay.

Facilities

For self-catering groups freezer space is normally available. Cutlery, crockery, cooking utensils, tea towels, washing up and cleaning materials are provided. *Please ensure everything, including the cooker, is left in a clean and tidy condition, and items are returned to where they were found.*

Telephone

There is a payphone situated in the Dining Room (01747 812008). Calls to the emergency services are free.

COVID Regulations

It will be the group's responsibility to observe the COVID restrictions in place at the time of their visit.

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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The Springhead Trust Ltd Fontmell Magna Shaftesbury Dorset SP7 0NU
Registered Charity No. 1112083 Company Register No. 5370640 VAT Registration No. 880 0048 46