

Room Hire Terms & Conditions

1. Booking & Deposit

- A non-refundable deposit of £50 or full balance (if the hire cost is lower than £50) is required at the time of booking to secure the date and room.
- Bookings are not confirmed until the deposit has been received, which may result in the date being rebooked by another hirer.
- Any remaining balance must be paid no later than 2 weeks before the event/party and as per the due date on the invoice received.

2. Cancellation Policy

- Cancellations made more than 72 hours before the event will not incur additional charges, but the deposit or full balance already paid remains nonrefundable.
- Cancellations made within 72 hours of the event will be charged the full room hire fee.
- Failure to attend without notice will be charged at the full rate.

3. Catering & Food Policy- Caterers Lunch@Twelve



- All food served on the premises must be provided exclusively through our approved caterer.
- No external catering, homemade food, or thirdparty food deliveries are permitted unless agreed in writing in advance.
- Any dietary requirements must be communicated at least 7 days before the event.

4. Damages & Refundable Charge

- A £50 refundable damages charge is required alongside the final balance.
- This charge will be refunded within 21 days of the party/event, provided no damage, excessive cleaning, or loss of equipment has occurred.
- If damages exceed £50, the hirer may be invoiced for full cost of repair or replacement less the £50 already retained.

5. Children's Parties & Supervision Requirements

For events involving children under the age of 18, the hirer is responsible for ensuring adequate adult supervision at all times.

5. Children's Parties & Supervision Requirements – Continued

- For children aged 12–17:
 - A minimum of 4 supervising adults, or
 - A ratio of 1 adult : 12 children, whichever provides greater supervision.
- For children under the age of 12:
 - A ratio of 1 adult : 8 children is required.
 - Supervising adults must remain present in the room for the full duration of the event.
- We reserve the right to stop the event if supervision ratios are not met.

6. Responsibility & Conduct

- The hirer is responsible for the behaviour of all guests and for ensuring the space is used safely and respectfully.
- Any damage should be reported to a member of staff.
- Any damage to the venue, equipment, or furnishings may be charged to the hirer.
- We reserve the right to refuse entry or remove any person whose behaviour is deemed unsafe or inappropriate.

7. SetUp & ClearDown

- Access times for setup and cleardown will be agreed in advance.
- The room must be left in a clean and tidy condition. Additional cleaning charges may be taken from the damages deposit if the space is left in an unacceptable state.

8. Liability

- The venue accepts no responsibility for loss or damage to personal belongings brought onto the premises.
- The hirer is responsible for ensuring that any external entertainers or service providers hold appropriate insurance and certifications.

9. 18th & 21st birthday parties

We do not allow room hire for the above.

10. Mobility/Disability Issues

There is an internal staircase up to the clubroom, we have a chairlift if required, please advise at the time of booking if this is required.

11. Use of Equipment

We have various equipment available in the clubroom, audio, lighting, projector & screen, please let us know at the time of booking so that this can be set up for you.

Please advise us if you are having entertainment and any other equipment at your party/event. We do not allow smoke machines as they set off our fire alarm.

12. Club Members

Our members have a lounge and are allowed to access the bar from there in order to buy drinks during your party/event. We let members know in advance when the room is hired for a private event.

13. Card Payments

We only take card payments at the bar, so please advise your guests prior to your party/event.