

The Manor Wedding Package – Terms & Conditions

1. How these terms work

These Manor Wedding Package terms apply **in addition to** the full Main Wedding Terms & Conditions. The Main Wedding Terms & Conditions are reproduced in full at **Appendix A** and apply in full to your booking except where a Manor Wedding Package section in this document expressly amends them.

The Hotel's **No Tolerance & Noise Policy** also applies in full to your booking. It forms part of your contract with the Hotel and takes precedence where it conflicts with any other term on behaviour, alcohol, substances, noise, entertainment or the Hotel's premises licence.

2. What's included

The Manor Wedding Package includes:

- exclusive hire of the Historic Wedding Barn for your ceremony and reception;
- catering and drinks as set out in your package confirmation; and
- partnered supplier packages for venue styling, floristry and photography, as advertised at the time of booking.

Your booking confirmation confirms the particular Hotel services and package supplier services included in your package.

3. Package suppliers are independent businesses

Each package supplier operates independently of Healing Manor Hotel. Each supplier contracts directly with you under its own terms and conditions, pricing and payment schedule. A package supplier is not the Hotel's agent, employee or subcontractor.

Our inclusion of a supplier in the Manor Wedding Package is a convenience and recommendation only. To the maximum extent permitted by law, the Hotel accepts **NO liability** for the acts, omissions, performance, quality, conduct, non-appearance, insolvency or default of any package supplier.

4. Deposit to Healing Manor Hotel

A reduced deposit of **£500** is required to secure your wedding date with Healing Manor Hotel under the Manor Wedding Package, rather than the standard **£1,000** deposit for other wedding bookings. The £500 deposit is a reservation fee, is credited in full against your final Hotel balance, and is subject to the deposit, cancellation and postponement provisions in the Main Wedding Terms & Conditions.

This reduced deposit reflects that separate deposits are payable directly to the individual package suppliers to secure their services.

5. Payments to package suppliers

Payments made to Healing Manor Hotel relate to the Hotel's own services only, including venue hire, catering, drinks and accommodation where included in your package confirmation. They do not include payment to any third-party package supplier.

You are responsible for paying each package supplier's deposit and any balance due directly to that supplier, in line with its own payment terms, to secure its services. Those payment terms apply separately from, and in addition to, your payment terms with Healing Manor Hotel.

We strongly recommend that you pay package supplier deposits promptly. Failure to pay a supplier in accordance with its own terms may mean that supplier is not available for your date.

6. Supplier availability

If a package supplier is unavailable for your chosen date, the Manor Wedding Package remains available without that supplier's services. You may customise that element of your day or arrange a supplier of your own choice, subject to the Main Wedding Terms & Conditions.

The unavailability of a package supplier does not reduce the amount due to Healing Manor Hotel. Payments to the Hotel are for the Hotel's services only and are not affected by the availability of a third-party supplier.

7. Availability and booking confirmation

The Manor Wedding Package is offered on a limited number of exclusive dates, as confirmed at the time of enquiry. It is not available on public holidays, Valentine's Day, Mothering Sunday or New Year's Eve.

Your booking will be confirmed within two weeks after the Hotel receives your £500 deposit, allowing time to confirm your date with your preferred registrar and the package suppliers.

8. Cancellation and package supplier contracts

If you cancel your booking with the Hotel, this does **not** automatically cancel your contracts with any package supplier. Equally, cancelling a contract with a package supplier does **not** cancel your booking with the Hotel.

You must cancel the Hotel booking and each package supplier contract separately, in writing and in accordance with the relevant contract. The cancellation terms of each package supplier apply to your contract with that supplier. The Hotel cannot cancel a supplier contract for you, vary a supplier's cancellation terms, or recover any supplier deposit or other sum paid by you to a supplier.

Your cancellation of the Hotel booking remains subject to the cancellation provisions in the Main Wedding Terms & Conditions.

9. Event Outside Our Control and alternative dates

If the Hotel must cancel or materially reduce your wedding because of an Event Outside Our Control, the Main Wedding Terms & Conditions apply. The Hotel's first and preferred remedy will be to offer you an alternative date in accordance with those terms.

The Hotel cannot guarantee that one or more package suppliers will be available on any alternative date. Any supplier's availability, and any payment or cancellation consequence arising under your separate contract with that supplier, remains a matter between you and that supplier. We strongly recommend that you take out **wedding insurance** as soon as your booking is confirmed and before making any significant payment to the Hotel or a supplier, to protect against this risk.

Appendix A — Main Wedding Terms & Conditions

The following Main Wedding Terms & Conditions are reproduced in full and apply to your Manor Package booking, except where expressly amended by Sections 1 to 9 above.

Healing Manor Hotel — applicable to all weddings booked at the Hotel

These Terms & Conditions apply to all wedding bookings at Healing Manor Hotel and form part of your contract with us. Please read them carefully alongside your wedding quotation or package details.

1. Parties, status and interpretation

1.1. Who we are Healing Manor Hotel (“the Hotel”, “we”, “us”, “our”) is a trading name of **The Lincolnshire Kitchen Limited**, a company registered in England and Wales under company number **09445460** (VAT registration number **282389078**), whose registered office is 26 South Saint Marys Gate, Grimsby, North East Lincolnshire, DN31 1LW. Our trading address is Healing Manor Hotel, Stallingborough Road, Healing, Grimsby, North East Lincolnshire, DN41 7QF. Telephone 01472 884544. Email events@healingmanorhotel.co.uk. Website www.healingmanorhotel.co.uk.

1.2. Who you are “You” and “your” means the person or organisation named as the client on your booking confirmation. Where two or more people book together, each of you is jointly and severally liable for the full amount due and for compliance with these Terms — meaning we may pursue any one of you for the whole amount.

Where you are booking **in the course of a business, trade, craft or profession**, you contract as a business customer and the statutory protections available to consumers under the Consumer Rights Act 2015 do not apply to your booking. Where you are booking **as a private individual for private purposes**, you contract as a consumer and nothing in these Terms affects your statutory rights.

1.3. What forms your contract Your contract with us is made up of, in the following order of precedence where there is any conflict:

- Any specific written variation signed by an authorised member of our management team;
- Your booking confirmation, quotation, function sheet or invoice;
- Our No Tolerance & Noise Policy (Section 19, set out in full at the end of this document);
- These Terms & Conditions.

Where there is any inconsistency between these Terms and the No Tolerance & Noise Policy on a matter of behaviour, alcohol, substances, noise, entertainment or the Hotel’s premises licence, **the No Tolerance & Noise Policy takes precedence**, because it reflects conditions imposed on us by our premises licence and by North East Lincolnshire Council.

1.4. When your contract starts A contract is formed between us when we issue your booking confirmation **and** we receive your booking deposit in cleared funds. Paying your deposit confirms that you have read, understood and accepted these Terms & Conditions on behalf of yourself, your wedding party, your guests, and all suppliers and contractors attending on your behalf.

1.5. Your responsibility for others You are responsible for making your guests, attendees, suppliers and contractors aware of these Terms & Conditions and of our No Tolerance & Noise Policy before your wedding.

Where these Terms place an obligation on your guests or suppliers, you are responsible to us for their compliance, and for any charge, loss or damage arising from their non-compliance.

1.6. Interpretation Headings are for convenience only. “Writing” or “in writing” includes email. “Including” means “including without limitation”. References to a Section are to a numbered Section of this document.

2. Access to function rooms

2.1. Your access times Access to your function room is from the time confirmed in writing in your booking confirmation or function sheet, and your wedding must conclude, and the room be vacated, by the time confirmed. For a full-day Room Hire of the Barn and/or Cadogan Suite, access is from 9am on the morning of your wedding and the room must be vacated by midnight, unless otherwise agreed in writing.

Access outside these times is not included and cannot be assumed. Where you need earlier access or a later finish, this must be requested and confirmed **in writing in advance** with your Events Coordinator, and may incur an additional charge. Late finishes are always subject to our premises licence and to the No Tolerance & Noise Policy.

2.2. Access before the day Access to your function room on the day before your wedding, or before your confirmed access time, **cannot be guaranteed**. Our function rooms are in constant use and may be occupied, being cleaned or being reset. Where the room is genuinely available and not otherwise booked, your Events Coordinator will try to arrange earlier access as a courtesy, but this is never guaranteed and must never be relied upon in your planning or promised to your suppliers.

Where you require **guaranteed** access the day before, this must be booked and paid for in advance. For weddings, a room hire charge of £1,800 applies, covering our loss of business, and provides access from 9am the day before until midnight on your wedding day.

2.3. Set-up and turnaround Please bear with our team: cleaning, set-up and turnaround for your wedding — or for an event preceding yours — may still be taking place in the lead-up to your access time. We will always have your room ready for your confirmed start time.

Where the same room is used for two elements of your day, a turnaround period is required and will be built into your timings. For weddings, this is one hour where the same room is used for both the ceremony and the wedding breakfast.

2.4. Site access, sign-in and safety Everyone attending site to work on your wedding — including stylists, florists, entertainers, AV suppliers, photographers and caterers — **must sign in and out at main reception**, for fire safety and health and safety reasons. Anyone who does not sign in may be asked to leave.

You must provide your Events Coordinator with a full list of suppliers attending, with contact details and estimated arrival and departure times, **at least 21 days before your wedding**.

2.5. Areas you may use Your booking entitles you to use the function room and facilities set out in your booking confirmation only. Use of the grounds, terraces, other rooms, or any other part of the Hotel is permitted only where expressly agreed in writing at the time of booking. Private use of the whole site is not included in any standard booking; the Hotel remains open to residents and to diners in The Pig & Whistle and The Portman.

2.6. Capacity limits Maximum guest numbers apply to each room for health, safety and fire regulation purposes and will be confirmed with your final numbers. **These must not be exceeded in any circumstances.**

We may refuse entry to, or require the departure of, any guest above the confirmed maximum, and we accept no liability for doing so.

3. Accommodation and use of the Hotel

Healing Manor Hotel has 37 bedrooms across the Manor House, Courtyard and Boathouse. Couples booking a wedding with a minimum of 80 full-paying daytime guests receive a complimentary Luxury or Junior Suite, unless otherwise stated in your chosen package.

Private use of the whole site cannot be guaranteed, as the Hotel is also home to The Pig & Whistle and The Portman restaurant. Exclusive use of the site starts at £27,000; please ask your Events Coordinator for details. The Hotel may have other events taking place on the same day, given its two function rooms, 37 bedrooms, The Pig & Whistle and The Portman. Full exclusivity of the grounds is available where no other bookings are in place; please ask your Events Coordinator.

The Hotel reserves up to three bedrooms for you, including the bridal suite, on the night of your wedding. Block bookings of five or more bedrooms require a deposit for the full block, which is non-refundable and non-transferable. All other bedrooms are offered on a first-come, first-served basis with a card guarantee required at booking.

A reduced function rate applies to you and your guests for the nights before, of and after your wedding. We recommend that guests book directly with the Hotel to access this rate. You are responsible for full payment of any bedrooms booked for guests who do not show, in line with our accommodation cancellation policy.

Breakfast the following morning must be pre-booked; tables cannot otherwise be guaranteed. A group breakfast may be arranged in the Cadogan Suite as a buffet, not à la carte. Please discuss this with your Events Coordinator and confirm dietary requirements at your final details meeting at least four weeks before your wedding.

Room 306 ("The Boathouse Suite") and Room 112 cannot be guaranteed for the night before or morning of your wedding, and are allocated fairly between any weddings taking place on consecutive days. Please speak to the team for details.

Check-in is from 3pm. Early check-in cannot be guaranteed and must not be promised to your guests by you or your wedding party. Please direct guest communications about check-in times to the Hotel's own booking confirmations; it is your responsibility to communicate our check-in policy to guests outside the Hotel's own communications. If your wedding begins before 3pm, we recommend allowing guests time between the wedding breakfast and evening reception to check in.

Check-out is by 11am. Early check-in from 1pm and late check-out by 12pm may be available, subject to availability and an additional charge, but cannot be guaranteed. Rooms must not exceed their maximum occupancy; we may check compliance and charge for any breach.

The Hotel has an ongoing refurbishment and development programme and reserves the right to change the internal or external appearance of certain areas from time to time.

4. Civil ceremonies and wedding-day arrangements

Where the same room is used for both your ceremony and wedding breakfast, a one-hour turnaround period is required. We recommend contacting your local Registrar directly to confirm availability. Booking and paying the Registrar is your responsibility, and the Hotel is not liable for cancellation or postponement arising from Registrar availability.

We are delighted to offer outdoor ceremonies, but they are always subject to the approval of your Registrar or celebrant and to the weather. Where there is a risk of rain, you must decide whether to move indoors no less than two hours before your ceremony, so that we can set up the indoor space. If a venue stylist is styling your outdoor ceremony, they are also responsible for preparing the indoor space in case of poor weather. Please ensure that you have made this clear to your venue stylist in advance.

5. Allergens, dietary requirements and food safety

5.1. Our legal duty and your legal duty We take food allergy and intolerance extremely seriously. We are required by law to provide accurate information about the presence of the 14 regulated allergens in the food and drink we serve, and we will always do so on request. **We can only do this reliably if you tell us, accurately and in advance, what is needed.**

The 14 regulated allergens are: celery; cereals containing gluten (wheat, rye, barley and oats); crustaceans; eggs; fish; lupin; milk; molluscs; mustard; peanuts; sesame; soybeans; sulphur dioxide and sulphites (above 10mg/kg or 10mg/litre); and tree nuts.

5.2. Declaring allergens and dietary requirements — your responsibility It is **your responsibility**, as the person booking, to obtain from every guest attending your wedding full details of:

1. any food allergy, including the severity of that allergy and whether an adrenaline auto-injector is carried;
2. any food intolerance or medical dietary requirement (for example coeliac disease); and
3. any lifestyle, religious or ethical dietary requirement.

You must provide these to us **in writing**, by name of guest, by the final details deadline set out in Section 18 of these Terms. Verbal notification on the day, or notification to a member of our service team during your wedding, is not sufficient to discharge this obligation. We will always do our very best to help, but late notification materially increases the risk to that guest and limits what our kitchen can safely prepare.

5.3. Undeclared allergens and dietary requirements — additional catering charge Where an allergen, intolerance or dietary requirement is **not declared to us in writing by the final details deadline**, and our kitchen has to source ingredients, prepare and serve an additional or alternative dish on the day of your wedding, **an additional charge of £15 per person per course will apply**, payable on departure or on invoice.

This charge is not a penalty. It reflects our genuine additional cost in sourcing ingredients outside our planned order, in taking the additional preparation and segregation steps needed to produce a dish safely for an allergic guest, and in the additional kitchen time required during service. To avoid this charge entirely, please simply provide a full and accurate list of guests, allergens, intolerances and dietary requirements at your final details meeting.

5.4. Where we cannot safely cater on the day Our kitchen operates a single production environment. Where an allergen or dietary requirement is notified to us **on the day of your wedding, or so late that we cannot source ingredients or prepare food safely**, we will:

- tell you promptly and honestly;
- offer the safest alternative we are genuinely able to provide from stock already on site; and
- where we cannot safely produce any dish for that guest, **decline to serve that guest.**

We will always decline to serve rather than take a risk with a guest's safety, and we reserve the absolute right to do so. No refund or reduction will be due in those circumstances, because the inability to cater arises from information not being provided to us in time.

5.5. Cross-contamination — what we cannot guarantee Our kitchen handles all 14 regulated allergens, including nuts, and prepares food in a shared environment. While we take all reasonable and practicable steps to prevent cross-contamination, and will always tell you honestly what we can and cannot do, **we cannot guarantee that any dish is entirely free from any given allergen, and we cannot offer a guaranteed allergen-free environment.** Some dishes may contain, or contain traces of, raw or lightly cooked egg, nuts, nut oils or alcohol.

Where a guest's allergy is so severe that even trace contamination presents a risk, please tell us at the earliest opportunity so we can discuss honestly whether we are able to cater for them safely. It is ultimately for the guest, or their responsible adult, to make an informed decision about what they eat, based on the information we provide.

Healing Manor Hotel is a licensed food and drink venue with its own kitchen, bar and hospitality team — not a self-catering or 'dry hire' space. **Our in-house catering and bar service is central to how we operate, how we are licensed, and how we are insured, and for that reason no food or drink may be brought onto site, or supplied by an outside vendor, without our prior written agreement.**

5.6. Food and drink brought onto site by you or your suppliers Where we have agreed in writing that you may bring food or drink onto site — for example a wedding cake, a sweet cart, dessert table, grazing table, favours or a specialist dietary item — the following applies **without exception**:

- The item must be agreed and signed off by us **in writing in advance**. Nothing may be brought onto site without that written agreement.
- You, or your supplier, must provide us with a **full written list of every allergen present** in the item, in advance.
- You, or your supplier, must provide **clear allergen signage displayed alongside the item** for your guests for the duration of your wedding.
- Where the item is supplied by a food business, that business must hold a current Food Hygiene Rating of **3 or above**, and must provide evidence of it together with their public liability insurance, in advance.
- Because this food does not pass through our kitchen and is not under our control, **the Hotel accepts no responsibility or liability whatsoever for any allergen, dietary, food safety or food hygiene issue arising from food or drink supplied by an outside vendor or brought onto site by you, your guests or your suppliers.** Responsibility for that food, including for allergen information given to your guests, rests entirely with you and your supplier.
- Any food or drink brought onto site without our prior written agreement may be removed and disposed of, and we accept no liability for doing so.

- Where an outside food or drink vendor operates on site without our prior written agreement, a **minimum fine of £1,000 is due on the day of your event**, or we may refuse that vendor entry or service, at our discretion.

5.7. Storage, leftovers and disposal We have no dedicated cold or ambient storage for third-party food items and we are not responsible for the storage or safekeeping of cakes, desserts or any other third-party food. Any leftover cake or food must be collected **by 7am on the day following your wedding**, after which it will be disposed of in line with our food hygiene and food safety obligations, without further notice and without liability.

Food prepared by our kitchen and served at your wedding may be taken away by you or your guests, provided a disclaimer form has been signed beforehand. **This disclaimer is available at reception or from a member of our Events Team**, and confirms that once food has left our kitchen and our control, we can no longer guarantee its safe storage, temperature or handling, and we accept no liability for it after that point.

5.8. Handling of allergy information (data protection) Information about a guest's allergy, intolerance or medical dietary requirement is **special category personal data** relating to health under the UK GDPR. By providing it to us, you confirm that you have the authority of the guest concerned to do so. We will use it only for the purpose of catering safely for your wedding, will share it only with our kitchen and service teams, and will delete it in line with our Privacy Notice. Please see Section 15.9 below.

5.9. Menu changes and sourcing We work closely with local and seasonal suppliers. On occasion this means a dish cannot be sourced responsibly or locally as planned. Where this happens, your menu may be subject to slight change; we will always keep this as close to your original choices as possible and will discuss any change with you. We reserve the right to withdraw and substitute menu items or wines of an equivalent standard and value in the event of supply shortages or significant, unforeseen cost increases, and will tell you in advance wherever we are able to.

6. Wedding breakfast, menus and menu tasting

Please allow a minimum of 2.5 hours for service of the wedding breakfast. You must submit all menu choices by the final details deadline in Section 18. Changes requested after that deadline may incur an administration charge.

Buffets must cater for a minimum of 80% of your guests. The number of guests you pay for determines the plates and cutlery provided. We recommend catering for all guests to avoid shortfalls.

Buffet, food-station and BBQ menus require a minimum of 30 participating guests. All guests must be accounted for and catered for.

Please speak to your Events Coordinator if you would like pre-ceremony drinks in The Pig & Whistle, or would like to include The Pig & Whistle, The Portman or their terraces in your day.

6.1 Menu tasting

Menu tastings are charged at a minimum of £40 per person, unless otherwise stated in your package. Tastings take place on set dates through the year, subject to availability, and you must select your provisional menu before booking. Ingredients are subject to seasonal change.

7. Supply of food, alcoholic beverages and external catering

All food and beverages are supplied by Healing Manor Hotel unless we agree otherwise in writing in advance. Only alcoholic beverages purchased from Healing Manor Hotel may be served or consumed on the premises, including in bedrooms, the grounds and the car parks, unless we agree otherwise in writing in advance. This is also set out in Section 19.2.

Where you would like to bring a wedding cake, sweet cart, or other sweet treats or desserts onto site, this must be agreed and signed off by us in writing in advance. It is your responsibility to tell us about any food or drink you are planning to bring onto site, including wedding favours. Alcoholic wedding favours are not permitted unless we agree in writing in advance.

Wedding cakes cannot be delivered before the day of your wedding. Your function room may still be in use, and we have no dedicated cake storage: cakes need to go directly onto the cake table. Please ask your cake supplier to arrange a suitable delivery time with your Events Coordinator.

Where an external cake, sweet cart or dessert supplier has been agreed, they must provide a full list of allergens present, along with clear signage displaying this for your guests. We love welcoming your favourite bakers and treats to your day, but as this food does not pass through our kitchen, **Healing Manor Hotel cannot accept responsibility for any dietary or allergen issues arising from food or drink supplied by outside vendors, or brought onto site by you or your wedding party.**

Unless otherwise agreed in writing, no external food or drink supplier is permitted on site. Where external catering is discussed and agreed with your Events Coordinator, a minimum charge of £1,000 applies for daytime suppliers and £700 for evening suppliers. All relevant insurance, food-hygiene ratings and paperwork must be supplied in advance.

An agreed external caterer must provide its own power source and must not access the Hotel's power supply. It is responsible for removing its own waste; waste left on site will incur a charge of not less than £200. External caterers must also provide their own serverware, unless this has been agreed with us in writing in advance.

Any food or drink supplier that has not been agreed with us in advance may be refused entry. We accept no responsibility for any resulting loss or cost.

8. Supplier requirements and wedding insurance

Healing Manor Hotel maintains a growing list of recommended wedding and event suppliers. Please provide a full list of suppliers attending your wedding, along with their contact details and estimated arrival and departure times.

Early access for a supplier from 12.30pm may be granted in special circumstances, but must be confirmed in writing with your Events Coordinator.

Entertainment suppliers must comply with the No Tolerance & Noise Policy in Section 19. Live bands are limited to a maximum of two performers (unlimited on New Year's Eve, subject to approval). DJs must sign our noise policy and procedures and provide all relevant documentation, including public liability insurance and PAT testing, before your wedding. Failure to comply with these requirements, or to work with us as a venue, may result in an event being closed down.

8.1. We strongly recommend you insure your wedding We strongly recommend that you take out **wedding insurance** as soon as your booking is confirmed, and before you make any significant payment to us or to any supplier.

Good wedding insurance typically protects you against matters that no venue can protect you against, including:

- cancellation or postponement of your wedding for reasons outside anyone's control, including illness, bereavement, extreme weather, transport failure or a supplier's failure;
- the failure, insolvency or non-appearance of a third-party supplier, and the loss of any deposit paid to them;
- loss of, theft of, or damage to wedding attire, rings, gifts, cash, cards, cake, flowers, décor and hired items;
- your own legal liability to third parties for injury or damage caused during your wedding; and
- accidental damage caused by you or your guests to the venue, for which you are responsible under Section 13.

Where an Event Outside Our Control means we have to move your wedding to an alternative date (Section 17.6), your remedy against us is the alternative date or, failing that, a refund of sums paid for services not supplied. **Your wider costs — supplier deposits, registrar fees, travel, accommodation, attire and similar — are not recoverable from us, and wedding insurance is how you protect yourself against them.**

8.2. Supplier insurance Every supplier or contractor attending site on your behalf must hold current **public liability insurance of not less than £5 million**, and must provide evidence of it, together with a risk assessment and, where they bring or plug in electrical equipment, valid PAT testing certification. This documentation must be submitted in advance via our supplier form:

<https://form.jotform.com/260983950965069>.

We reserve the right to refuse site access to any supplier who has not provided this documentation, or whose documentation is out of date, and we accept no liability for any loss, cost or disappointment arising from that refusal.

8.3. Business customers (*corporate documents only*) As a business customer you are required — not merely recommended — to hold public liability insurance of not less than £5 million covering your attendance and that of your attendees, and to provide evidence of it on request.

9. Décor, fixings and seasonal decorations

9.1. Nothing may be fixed to walls, ceilings, woodwork or fixtures Healing Manor Hotel is a historic building. Its painted and plastered walls, ceilings, cornicing, panelling, beams, doors and window frames are easily and often permanently damaged, and repairs are disproportionately expensive because they require specialist redecoration of a whole surface, not a patch repair.

Accordingly, and **without exception**:

- **No pins, screws, nails, tacks, staples, hooks, tape (of any kind, including “low-tack” and “removable” tapes), Blu-Tack, adhesive putty, Command strips, glue, or any other adhesive or fixing may be applied to any painted or plastered wall, ceiling, cornice, panel, door, window, woodwork, fixture or fitting anywhere in the Hotel.**

- Nothing may be pinned, stuck, taped, nailed, hung from, suspended from, leant against or otherwise attached to any wall or ceiling surface.
- **The only exception** is the wooden slats in the Historic Wedding Barn, on which lightweight items may be hung using non-marking fixings, subject to prior written agreement with your Events Coordinator.

9.2. What you can do instead We want your room to look beautiful. You are very welcome to use:

- freestanding easels, plinths, frames, stands and signage;
- table décor, centrepieces, runners, linen and place settings;
- freestanding floral installations, arches and backdrops;
- battery-operated or LED lighting and candles; and
- real candles, where safely contained in a holder or hurricane that fully encloses the flame, and never left unattended.

Please speak to your Events Coordinator before your wedding about anything you are planning — we will almost always find a way to achieve the look you want without risking damage to the building.

9.3. Damage from fixings Any fixing applied in breach of Section 9.1 must be removed by you or your supplier immediately. **You remain fully responsible for the cost of making good any damage caused**, including the cost of filling, sanding, priming and redecorating the affected surface in its entirety where a patch repair would be visible. Charges will be invoiced in line with Section 13.

9.4. Prohibited items The following are not permitted anywhere on site: Chinese or sky lanterns; naked flames other than safely contained candles; smoke machines, haze machines, dry ice or CO2 cannons (these activate our fire detection system and any resulting false alarm and Fire Service attendance will be charged to you); helium balloon releases; glitter cannons; foam machines; and any pyrotechnic or flame effect other than a firework display agreed in writing under Section 19.7.

9.5. Seasonal decorations From late November to New Year's Eve, the Hotel provides festive decorations throughout the public areas and function rooms, which remain in place for all events during that period and cannot be removed or altered. At other times of year, no decorations are provided as standard. We are happy to accommodate requests; additional charges may apply and will be confirmed in writing before your wedding. A live list of recommended suppliers is available at www.healingmanorhotel.co.uk.

10. Confetti

10.1 Confetti — weddings and Manor Package

Confetti — outside only, biodegradable or natural only

We love a confetti photograph, and we are very happy for you to have one — but only on the following terms, which exist to protect the building, our grounds and the wildlife that lives on them.

(a) No confetti of any kind may be used inside the building. This includes the Historic Wedding Barn, the Cadogan Suite, the chapel, the Manor House, any corridor, bedroom, terrace, entrance or any other internal or covered area.

(b) No table confetti, table scatter, table crystals, sequins, glitter, foil scatter or similar is permitted anywhere, inside or outside. These items are impossible to remove fully from carpets, fabrics, upholstery and grass, and they are harmful to wildlife.

(c) Confetti may only be used outdoors, in the location agreed in advance with your Events Coordinator.

We will agree a confetti point with you at your final details meeting.

(d) Confetti must be 100% biodegradable or a natural product. Acceptable: dried or fresh real flower petals; dried leaves; biodegradable paper confetti certified as such by the manufacturer. **Not acceptable:** plastic confetti; foil or metallic confetti; glitter or glitter-containing confetti; sequins; “biodegradable” plastic or PLA confetti; rice; birdseed; artificial petals.

(e) You are responsible for making this clear to your guests, and to anyone distributing confetti on your behalf. Please include it in your wedding communications. It is not practical for our team to police it on the day, and we would much rather not have to.

(f) Where confetti is used in breach of this Section, whether by you, your guests or your suppliers, **a cleaning charge of not less than £250 applies,** and you remain responsible for the full cost of any additional cleaning, specialist carpet or upholstery cleaning, or grounds clearance required. This will be invoiced within 48 hours of your wedding.

11. Customer property, deliveries and damaged goods

11.1. Your items remain your responsibility All items brought onto, delivered to, or left at the Hotel by you, your guests, your family or your suppliers — including décor, styling props, hired equipment, signage, flowers, cakes, gifts, cards, cash, luggage, clothing, personal effects, audio-visual equipment and any other goods — **remain your property and your responsibility at all times, and are brought onto and left at the Hotel entirely at your own risk.**

11.2. Deliveries — your responsibility to get the timing and place right It is **your responsibility** to ensure that:

- every item is delivered on the **date and at the time agreed in writing in advance** with your Events Coordinator;
- every item is delivered to, and placed in, the **specific location agreed in writing in advance**;
- your supplier, courier or family member knows the agreed date, time and location, and has your Events Coordinator’s contact details; and
- someone from your party or your supplier is present to receive, check and sign for the delivery.

No delivery may be made to the Hotel without a pre-agreed delivery slot. We may refuse to accept any delivery that has not been agreed in advance, or that arrives outside its agreed slot, and we accept no liability for any resulting loss, cost, hire charge or disappointment.

11.3. We are not a storage facility and we do not accept goods as bailee The Hotel has no secure storage. Where we agree to accept a delivery, allow items to be left in advance, or allow items to remain after your wedding, **we do so purely as a courtesy and as an accommodation to you. We do not accept the items into our custody, we do not act as bailee, and we accept no duty of safekeeping in respect of them.**

11.4. Damaged, lost or missing items — the Hotel’s position **The Hotel does not accept liability for any loss of, theft of, damage to, or deterioration of any item** brought onto, delivered to, or left at the Hotel by you, your guests or your suppliers. This includes, without limitation: gifts, cards, cash, jewellery, wedding or event attire, décor, styling props, hired furniture and equipment, floral installations, cakes and food items, audio-visual and musical equipment, and personal belongings.

Items are **left at your own risk**. Where an item is damaged, lost or goes missing, **you remain liable to the hire company or supplier for any replacement, repair or loss-of-hire charge**, and that charge is not recoverable from the Hotel.

We will of course always do everything we reasonably can to look after your things and to prevent this happening — our team takes real care over it. But on the rare occasion that something does go wrong, this Section sets out where responsibility sits.

11.5. What we do remain responsible for Nothing in this Section excludes or limits our liability:

- for death or personal injury caused by our negligence or that of our employees;
- for fraud or fraudulent misrepresentation;
- for loss or damage caused by our own negligence or wilful act, or that of our employees acting in the course of their employment, where that negligence or act is proven — subject always to the financial cap in Section 14;
- under the Hotel Proprietors Act 1956, in respect of the property of guests staying in our sleeping accommodation, subject to the statutory limits set out in the notice displayed at reception; or
- for any other liability which cannot lawfully be excluded or limited.

11.6. Insure your items We strongly recommend that any item of significant financial or sentimental value brought to the Hotel is insured by you, or by the supplier who owns it, under your wedding insurance or their own policy. Please see Section 8.

11.7. Vehicles and car parking Free car parking is available on site. Vehicles and their contents are left entirely at the owner's risk, and **the Hotel accepts no responsibility for any loss of or damage to any vehicle, or to any property left in a vehicle**, however caused, save to the extent caused by our proven negligence. Clients and guests are advised to secure their vehicles and remove valuables.

12. Clearing items from function rooms

12.1. Everything you bring must go All décor, styling, props, equipment, signage, gifts, cards, cake, flowers, hired items and any other items brought onto site by you, your guests or your suppliers must be removed from the function room and from the Hotel:

- **at the end of your wedding;** or
- **by 7am the following morning**, where we have agreed this in writing in advance.

There is no automatic right to leave items overnight or to collect them at a later date. Our function rooms are frequently turned around for another event the same night or the following morning, and we need them clear.

12.2. Clear-down by your supplier Where a supplier is clearing the room on your behalf, the date and time of their access to do so must be **pre-agreed in writing** with your Events Coordinator. A supplier arriving to clear down without a pre-agreed slot may be refused access, and we accept no liability for any resulting hire charge, loss or cost.

12.3. Gifts, cards and valuables Gifts, cards, cash and valuables must be taken to your bedroom or removed from site **on the night of your wedding**. We do not accept or store gifts, cakes or cards on your behalf, before, during or after your wedding. We do not provide a safe, secure store or bailment facility for event items.

12.4. Items left behind Where items are not removed by the agreed time:

- we may move them to any available space, entirely at your risk;
- we may charge a storage and handling fee of **£50 per day or part-day**;
- after **7 days**, we may dispose of, donate or recycle the items without further notice; and
- we accept **no responsibility whatsoever** for any item left on site beyond the agreed removal time, or for its loss, damage or disposal.

12.5. Waste and mess You are responsible for leaving the function room, and any other area you have used, in a reasonable condition. Any excessive mess, debris from props, décor or decorations, glitter, confetti, food waste, or waste left by you or your suppliers must be cleared by you or your supplier. Where our team has to carry out additional cleaning or waste removal beyond a normal turnaround, **a cleaning charge from £150 applies**, and will be invoiced within 48 hours of your wedding.

External caterers and food suppliers are responsible for removing all of their own waste. **Waste left on site by an external caterer will incur a charge of not less than £200.**

13. Damages caused by you or your guests

13.1. Your liability for damage You are responsible for the cost of any damage, defacement, breakage or excessive soiling caused to the Hotel, its grounds, or any of its fixtures, fittings, furniture, linen, glassware, crockery, equipment or décor (internal or external), by any act, default, omission or neglect of you, your guests, your family, your suppliers or your contractors.

13.2. How damage is charged The cost of making good any such damage — including the full cost of repair, replacement, specialist cleaning, redecoration and any consequential loss of use of a room or bedroom — must be reimbursed to us on demand.

We will:

- inspect the room jointly with you or your representative at the end of your wedding wherever practicable;
- notify you of any damage **within 48 hours** of your wedding, with photographs;
- provide a written breakdown of the charge, supported by quotations or invoices where the repair is carried out by a third party; and
- give you a reasonable opportunity to comment before charging.

We will charge only our reasonable actual cost of making good the damage. We will not charge for fair wear and tear.

13.3. Card guarantee We may require a valid credit or debit card to be held on file as a guarantee against damage, additional charges and outstanding balances, for events over a size agreed with your Events Coordinator. Any charge taken against that card will be notified to you in advance in accordance with Section 13.2.

13.4. Damage and your insurance Accidental damage to a venue caused by you or your guests is a standard feature of wedding insurance cover. Please see Section 8.

14. Liability

14.1. What we are responsible for We are responsible for providing your wedding with reasonable care and skill, in accordance with your booking confirmation and these Terms. If we fail to do so, we are responsible for loss or damage you suffer that is a foreseeable result of our breach or our negligence.

14.2. What we are not responsible for We are not responsible for loss or damage that is not foreseeable. Loss or damage is foreseeable if it is obvious that it will happen, or if at the time the contract was made both we and you knew it might happen.

Subject to Section 14.4, we are **not liable** for:

- any indirect or consequential loss;
- loss of profit, loss of business, loss of anticipated savings, loss of contract or loss of opportunity;
- loss of enjoyment, distress or disappointment, save where such loss arises directly from our failure to provide the wedding with reasonable care and skill;
- any act, omission, failure, non-appearance, insolvency or default of any third-party supplier engaged by you, including registrars, celebrants, photographers, florists, stylists, entertainers, DJs, bands, transport providers and external caterers, whether or not that supplier appears on our recommended supplier list;
- any loss arising from information you have not given us, or have given us late or inaccurately, including guest numbers, dietary requirements and allergen information; or
- loss or damage to property, save as set out in Section 11.5.

14.3. Recommended suppliers Our recommended supplier list is provided as a convenience and a recommendation only. Each supplier is an independent business, contracts directly with you under their own terms, and is not our agent, employee or subcontractor. **We do not accept liability for the performance, quality, conduct, non-appearance or insolvency of any supplier**, whether or not we recommended them.

14.4. Liability we do not exclude Nothing in these Terms excludes or limits our liability for:

- death or personal injury caused by our negligence, or the negligence of our employees, agents or subcontractors;
- fraud or fraudulent misrepresentation;
- breach of the terms implied by section 49 of the Consumer Rights Act 2015 (services to be performed with reasonable care and skill), where you contract as a consumer;
- defective products under the Consumer Protection Act 1987; or
- any other matter for which it would be unlawful for us to exclude or restrict liability.

14.5. Financial cap Subject to Section 14.4, **our total liability to you arising out of or in connection with your booking, whether in contract, tort (including negligence), breach of statutory duty or otherwise, is limited to the total amount you have paid to us in respect of that booking.**

14.6. Business customers (*corporate documents only*) Where you contract as a business customer, you agree to indemnify us against all claims, demands, losses, damages, costs and expenses (including reasonable legal costs) brought by any third party and arising from your event, your attendees, or the acts or omissions of any supplier engaged by you, except to the extent caused by our own negligence or breach.

15. Payments, prices and general terms

15.1 Wedding payment timetable

An initial payment of £1,000 is required upon booking, or by a date agreed with your Events Coordinator, to secure your booking. This is your booking deposit, is credited against your final balance, and is dealt with in Section 17 if you cancel or postpone.

50% of the estimated total cost is due at least 90 days before your wedding, with the remaining balance due at least four weeks before your wedding. We may cancel your wedding and this contract if payment is not received by these deadlines. Weddings confirmed within 90 days of the wedding date require an upfront payment of 50% of the estimated total cost.

A payment scheme is available if you would prefer to split payments into smaller, more frequent instalments; ask your Events Coordinator for details.

15.2. Payment Payment may be made by debit or credit card, bank transfer (BACS) or cash. **We no longer accept cheques.** All prices include VAT at the prevailing rate. Where the rate of VAT changes between the date of your booking and the date of your wedding, we will adjust the VAT you pay, unless you have already paid in full.

Any additional charges incurred on the day must be settled on departure. Where a bar tab, room transfer or credit facility is used, valid credit card details are required in advance.

15.3. Card payments only — The Barn and The Cadogan Suite (from 1 October 2026) From 1 October 2026, only card payments are accepted at the bar in The Barn and in The Cadogan Suite. This does not apply to any other bar or area of the Hotel. It is the responsibility of the organiser or booker of the wedding to communicate this to all guests and attendees in advance, so that they bring a suitable means of payment. We accept all major card types, including American Express, at both of our bars. This reflects the reconciliation and cash-handling costs of operating these two bars, and applies regardless of the payment method used for your booking with us.

15.4. Late payment Where any sum is overdue, we may charge interest at **4% above the Bank of England base rate** for consumer bookings, or at the statutory rate under the Late Payment of Commercial Debts (Interest) Act 1998 for business bookings, accruing daily from the due date until payment is received. We will not charge interest on any sum that is the subject of a genuine, promptly-raised dispute while that dispute is being resolved.

15.5. Prices All prices are correct at the time of publication and are subject to change. Once your booking is confirmed, the package price stated in your booking confirmation is fixed, **except** that we may increase it to reflect:

- an increase in the rate of VAT or the introduction of any new tax or levy;
- a change you request to your package, menu, guest numbers or timings; or
- an unavoidable, documented increase in the cost of a specific bought-in item forming part of your package, notified to you in writing, and limited to the amount of that increase.

Where any such increase exceeds **10%** of your total quoted balance, you may cancel your booking within 14 days of being notified and receive a **full refund of all sums you have paid, including your deposit.**

15.6. Conditional discounts Where we have applied a discount or preferential rate to your room hire, or to any other part of your price, on the basis of your wedding as a whole — including any food, drink, minimum spend, or other package element included in your original quote — that discount is conditional on those

elements being delivered as quoted. If you later cancel, reduce, or materially change any element your discount was based on, we will recalculate your price against the booking as it now stands. This may mean your discount is reduced or withdrawn, and the price for what remains may increase to reflect this. **This clause does not entitle you to cancel and receive a refund under Section 15.5 above**, and any separate cancellation charge that applies under Section 17 to the element you have changed remains payable in addition. We will confirm any recalculation to you in writing before it is applied.

15.7. Changes to these Terms We may update these Terms from time to time to reflect changes in law, in our premises licence, in conditions imposed by North East Lincolnshire Council, or in our operating practices. **The version of these Terms that applies to your booking is the version in force at the date of your booking confirmation**, except that changes required by law or by our licensing authority apply immediately. We will notify you in writing of any change that materially affects your booking, and if it does so to your material detriment you may cancel and receive a full refund of sums paid.

15.8. Complaints If anything is not as you expect, please tell us at the time, so we have the opportunity to put it right during your wedding. Please raise it with the Duty Manager or your Events Coordinator immediately.

Any complaint after your wedding should be made in writing to the General Manager at Healing Manor Hotel, Stallingborough Road, Healing, Grimsby DN41 7QF, or to events@healingmanorhotel.co.uk, **within 28 days**. We will acknowledge within 5 working days and provide a full response within 28 days.

15.9. Data protection We process your personal data, and that of your guests, in accordance with the UK General Data Protection Regulation and the Data Protection Act 2018, and in accordance with our Privacy Notice, available at www.healingmanorhotel.co.uk. Information about allergies, intolerances, medical dietary requirements and accessibility needs is special category health data; by providing it you confirm you have the authority of the individual concerned. We use it only to deliver your wedding safely and retain it only as long as necessary.

15.10. Photography and imagery See Section 16.

15.11. Third party rights This contract is between you and us. No other person has any right to enforce any of its terms under the Contracts (Rights of Third Parties) Act 1999.

15.12. Assignment You may not transfer your booking, or any of your rights or obligations under it, to anyone else without our prior written consent, which we will not unreasonably withhold. We may transfer our rights and obligations to another business, and will tell you in writing if we do; this will not affect your rights.

15.13. Severability Each Section of these Terms operates separately. If any court or competent authority decides that any Section is unlawful or unenforceable, the remaining Sections remain in full force and effect.

15.14. Waiver If we do not insist that you perform any of your obligations under these Terms, or if we delay in enforcing our rights, that does not mean we have waived those rights or that you do not have to comply.

15.15. Entire agreement These Terms, together with your booking confirmation, quotation, function sheet and our No Tolerance & Noise Policy, constitute the entire agreement between us in relation to your wedding, and supersede all previous discussions, correspondence, negotiations, brochures, arrangements and understandings. Nothing in this Section limits liability for fraudulent misrepresentation.

15.16. Governing law and jurisdiction These Terms and your contract with us are governed by the law of **England and Wales**, and both of us submit to the exclusive jurisdiction of the courts of England and Wales.

(Consumer bookings: if you live in Scotland or Northern Ireland, you may also bring proceedings in the courts of the country in which you live.)

15.17. Acceptance See the Acceptance of Terms & Conditions block after Section 19.

16. Imagery and opt-out

16.1. Our use of imagery From time to time we, or a photographer engaged by us, may capture photographs or video at your wedding for marketing and promotional purposes, including on our website, social media channels, blog, editorial features, printed marketing materials and internal supplier showcases. Where professional imagery is used, we will credit the photographer and suppliers appropriately.

16.2. Your right to opt out You may opt out at any time, and at no cost. Please tell your Events Coordinator in writing, or email events@healingmanorhotel.co.uk, **no later than seven days before your wedding**. If we do not hear from you, we will take it that you are happy for us to use selected imagery as described above. You may also withdraw your consent at any time after your wedding, and we will remove the imagery from any channel we control as soon as reasonably practicable.

16.3. Children We will **never** publish or share any image in which a child is identifiable without the prior written consent of that child's parent or legal guardian.

16.4. Your own photographer and guests Your photographer, videographer and guests are welcome to take photographs, subject to the reasonable requests of our team and to the privacy of other Hotel guests. Photography and filming of other guests, of bedroom windows, or in areas not booked for your wedding, is not permitted.

16.5. Drones Any intention to fly a drone must be agreed **in writing in advance**. The operator must hold a valid CAA Operator ID and Flyer ID, current public liability insurance, and must comply with the UK Drone Code and any flight restrictions applying to the site. Drone footage of bedrooms, bedroom windows, or of guests outside your wedding party is not permitted.

17. Cancellation, postponement and change

17.1. Deposits Your booking deposit is a reservation fee. It secures your date, takes it off sale to anyone else, and is credited in full against your final balance.

Your deposit is non-refundable if you cancel or postpone, because from the moment it is paid we stop marketing your date and decline other enquiries for it. It is not intended to, and does not, represent all of the loss we would suffer on cancellation, and it is not a penalty.

17.2. Cancellation by you — cancellation charges Cancellation must be notified to us **in writing**, and takes effect on the date we receive it. The following charges apply in addition to your deposit, calculated as a percentage of the total quoted balance for your wedding:

Notice given before the wedding date	Charge
More than 12 months	Deposit only
12 months to 9 months (365–271 days)	25%
9 months to 6 months (270–181 days)	50%

Notice given before the wedding date	Charge
6 months to 3 months (180–91 days)	65%
3 months to 4 weeks (90–29 days)	75%
Less than 4 weeks (28 days or fewer)	90%

17.3. How these charges work — and the protections that apply to you (*consumer bookings*) These charges are our genuine pre-estimate of the loss we are likely to suffer if you cancel at that point, taking into account: the loss of the opportunity to sell your date to another client; non-recoverable deposits and charges already paid by us to third-party suppliers on your behalf; food, drink and consumables already ordered or purchased for your wedding; staff already rostered and committed; and the administrative cost of unwinding your booking.

Because we are required to act fairly, and to take reasonable steps to reduce our loss:

- **We will always try to re-sell your date.** Where we succeed in re-letting your date, in whole or in part, for a comparable wedding, we will **credit against your cancellation charge the net revenue we actually recover**, so that we are not compensated twice for the same date. We will tell you in writing if this happens and refund or reduce the charge accordingly.
- **We will not charge you for costs we have not incurred and are able to avoid.** Where we have not yet incurred a cost, and can avoid incurring it, that cost is not included in the charge.
- **The charge will never exceed the actual net loss we suffer.** If our actual loss turns out to be lower than the banded charge, we will charge only our actual loss.
- The Events Manager holds discretion to reduce or waive cancellation charges in individual circumstances, and will always consider compassionate grounds sympathetically.

Nothing in this Section affects your statutory rights. If you consider a cancellation charge to be unreasonable in your particular circumstances, please contact us — we would always rather resolve it directly with you.

17.4. How these charges work (*business / corporate bookings*) These charges represent an agreed pre-estimate of the loss we are likely to suffer on cancellation, and are agreed between us as a fair commercial allocation of risk. Where we re-let your date for a comparable event, we will credit the net revenue recovered against your cancellation charge. The Events Manager holds discretion to vary cancellation charges, and to transfer a deposit to a new date, where doing so causes no net loss of business to the Hotel.

17.5. Postponement and change of date by you We will always try to accommodate a change of date. A change of date is treated as a cancellation and rebooking, and the cancellation charges in Section 17.2 apply, **except** that:

- Where you rebook a confirmed alternative date **within 12 months** of the original date, and that date is available, we will transfer your deposit and all sums already paid to the new date, and **we will waive the cancellation charge** — subject to your paying any difference in package price for the new date, and any non-recoverable third-party costs we have already incurred.
- Where your new date falls **more than 12 months** after your original date, an administration and re-pricing charge of £500 applies, in addition to any difference in package price.
- Prices applicable to your new date are those in force for that date, not those originally quoted.
- We can only hold one provisional alternative date at a time, and only for 14 days.

17.6. Cancellation or change by the Hotel — Events Outside Our Control

An “**Event Outside Our Control**” means any event or circumstance beyond our reasonable control, including: fire, flood, storm, tempest, explosion, subsidence or structural failure; damage to or destruction of any part of the Hotel; failure or interruption of utilities, water, power, gas, heating or telecommunications; epidemic, pandemic or public health emergency; act, order, restriction or intervention of any government, local authority, licensing authority or emergency service; suspension, revocation or variation of our premises licence; civil emergency, terrorism, act of war, riot or civil commotion; strike, lockout or industrial action; failure or insolvency of a critical third-party supplier; serious staff shortage arising from illness or public health measures; act of God; or any other cause we could not reasonably have foreseen or prevented.

Where an Event Outside Our Control prevents us from providing your wedding, or means we can only provide it in a materially reduced form:

(a) We will tell you as soon as reasonably possible, and explain the position honestly and fully.

(b) Our first and preferred remedy will always be to offer you an alternative date. We will offer you a reasonable choice of alternative dates, in the same or a comparable function room, at the **same package price you originally agreed**, so that your wedding can go ahead as closely as possible to the one you planned. We will not charge any postponement fee, date-change fee, administration fee or price uplift for a date change made under this Section.

(c) All sums you have already paid to us will be transferred in full to the rearranged wedding. No cancellation charge will apply.

(d) Where the Hotel remains able to host your wedding but a **specific element** of it cannot be provided (for example an outdoor ceremony, a particular room, a particular menu item, or fireworks), we will provide the nearest reasonable equivalent and will discuss this with you. This does not entitle you to cancel the whole booking without charge, provided the wedding as a whole can still substantially go ahead.

(e) Where, despite both of us acting reasonably, **no mutually acceptable alternative date can be agreed within 30 days** of us offering alternatives, either of us may end the contract by notice in writing. In that case we will refund all sums you have paid to us in respect of services not yet supplied, less the reasonable value of any goods or services we have already supplied to you at your request. We will make that refund within 14 days.

(f) Our liability to you in these circumstances is limited to the offer of an alternative date under (b), or the refund under (e). **We will not be liable for any other loss, cost or expense you incur** as a result — including deposits or fees paid to third-party suppliers, registrar or celebrant fees, travel, transport, accommodation booked elsewhere, stationery, attire, gifts, or any loss of enjoyment. **This is precisely the risk that wedding insurance is designed to cover, and it is why we strongly recommend you take it out — see Section 8.**

(g) Nothing in this Section limits our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot lawfully be excluded or limited.

17.7. Cancellation by the Hotel — other grounds We may also cancel or end your booking, on written notice, where:

- a scheduled payment is not received by its due date and remains unpaid 7 days after we have written to you about it;
- you or your guests are in serious or repeated breach of these Terms or of our No Tolerance & Noise Policy;

- we reasonably believe your wedding is likely to prejudice our reputation, our premises licence, the safety of our guests, staff or property, or the amenity of our neighbours;
- you have given us materially inaccurate information about the nature, size or character of your wedding; or
- you become insolvent, enter administration or liquidation, or cease to trade (*business bookings only*).

Where we cancel on any of these grounds, the cancellation charges in Section 17.2 apply as though you had cancelled on that date, and we may recover any additional loss we suffer.

17.8. Reduction in guest numbers Where your final confirmed numbers reduce after your final details deadline, the charges set out in Section 18.3 apply. A reduction of more than 10% below your confirmed final numbers, or below any package minimum, is treated as a partial cancellation and Section 17.2 applies to the shortfall.

17.9. Statutory cancellation rights Where your booking is made at a distance (for example online, by email or by telephone) or away from our premises, you should be aware that contracts for the supply of accommodation, catering and services related to leisure activities on a **specific date or for a specific period** are exempt from the 14-day statutory cancellation right under regulation 28(1)(h) of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. The cancellation terms in this Section therefore apply to your booking.

18. Final details and numbers

18.1. Final details deadline Confirmation of all final details — including final guest numbers, table plan, menu choices, pre-orders, **all dietary requirements and allergens**, room layout, timings, supplier list and any special requirements — must be provided in writing no later than **4 weeks** before your wedding, at your final details meeting.

18.2. Where final details are not provided Where final details are not received by the deadline, and an extension has not been agreed in writing with your Events Coordinator:

- we will provide a **set menu of our choosing**, made up of items already selected from the menus provided to you;
- we will lay the room to our standard layout for your confirmed numbers;
- the additional catering charge in Section 5.3 applies to any dietary requirement notified late; and
- where the missing information relates to **health, safety or wellbeing** (including allergens, accessibility or safeguarding), and we are unable to obtain it, we may be unable to proceed with the wedding, and Section 17.6 applies.

18.3. Minimum and final numbers Estimated numbers must be advised at the time of booking. Final numbers must be confirmed by the final details deadline and are used to calculate your final account.

Where your final numbers fall below the minimum for your chosen package, the full package amount remains payable, unless you have booked a bespoke package. An allowance of up to **10% below your confirmed final numbers** is permitted without charge; below that, the per-head charge applies to the shortfall.

Where numbers **increase** after the deadline, we will always try to accommodate them, subject to room capacity, kitchen capacity and availability. This cannot be guaranteed and an additional charge may apply.

19. No Tolerance & Noise Policy

This Policy forms part of your contract with Healing Manor Hotel and applies to every event held at the Hotel, regardless of type. It applies equally to you, your guests, your attendees, your suppliers and your contractors. You are responsible for making all of them aware of it in advance of your event.

*Where there is any inconsistency between this Policy and any other part of your Terms & Conditions, **this Policy takes precedence**, because it reflects conditions imposed on us by our premises licence and by North East Lincolnshire Council.*

19.1. Behaviour The Hotel operates a **zero-tolerance approach** to illegal acts, vandalism, and rude, abusive, discriminatory, harassing or threatening behaviour towards our team, other guests of the Hotel, our neighbours, animals, wildlife or members of the public.

The Hotel reserves the right to determine, acting reasonably, what constitutes acceptable behaviour and noise on its premises. Any guest behaving in a rude, abusive, discriminatory or threatening manner will be asked to leave the premises with immediate effect. Any breach may result in the event being ended, and the police or other relevant authorities being informed.

19.2. Alcohol Only alcoholic beverages purchased from Healing Manor Hotel may be served or consumed on the premises, including in bedrooms, the grounds and the car parks, unless we have agreed otherwise in writing in advance. Where alcohol is brought onto the premises without our written agreement, we reserve the right to hold it and return it after the event, or on check-out, whichever is later.

We operate **Challenge 25**. Anyone who appears under 25 will be asked for photographic ID (passport, photocard driving licence or PASS-accredited card). We will refuse service without it. We will not serve alcohol to anyone under 18, or to anyone purchasing on behalf of someone under 18, and we will refuse service to anyone who is, in the reasonable opinion of our team, intoxicated. These are legal obligations under the Licensing Act 2003 and are not matters on which we have any discretion.

Any guest whose behaviour, as a result of alcohol consumption, breaches this Policy may be asked to leave the Hotel or the event with immediate effect.

19.3. Substance misuse The Hotel does not and will not permit the use, possession or supply of illegal drugs or other controlled substances on its premises. Any guest found in breach may be asked to leave immediately, and the police will be informed where the Hotel considers this necessary.

19.4. Damage The client or event organiser is responsible for the cost of any damage or defacement caused to the property, fixtures, fittings, furniture, equipment or grounds during their event, whether caused by them, their guests, their suppliers or their contractors. The cost of making good will be charged in line with the Damages Section (Section 13) of your Terms & Conditions, and may be invoiced up to 48 hours after the event.

19.5. Function rooms after dark For all evening events in the Barn, entrance doors must be kept closed and the soundproof curtains over the doors in the chapel must be drawn.

All doors and windows, other than those in use for entry and exit, must remain closed **between 8pm and 9am** for events in the Barn or the Cadogan Suite. Outside access during those hours is permitted only for smokers, who must use the designated smoking areas.

Unless the Hotel is fully booked out, guests are asked to remain in their booked function room after **10pm**. Where noise is impacting other Hotel guests or our neighbours, guests will be asked to remain inside for the duration of the event. Guests are asked to keep noise to a minimum when departing. Our team may ask guests to reduce noise levels at any point where this is considered necessary, and that request must be complied with immediately.

19.6. Discos, live music and amplified sound All music and entertainment for any event at Healing Manor Hotel **must be booked through one of our approved suppliers**, with whom the Hotel holds sound agreements. The Hotel's resident DJ is provided by Mr T & Co.

- The booked DJ or band must provide **noise monitoring throughout the event**.
- **Bands are limited to a maximum of two performers**, and music must be controlled through an amplifier. **This limit does not apply on New Year's Eve (31 December)**, where a larger band or act may be booked, subject to the act being approved in advance by our Events Team.
- All singers, vocalists and musicians must perform **from inside the building only**, and must not perform from the grounds.
- DJs and entertainment suppliers must **sign our noise policy and procedures** and provide public liability insurance and valid PAT testing certification before the event.
- **Amplified music is not permitted in any outdoor area of the grounds**, due to conditions imposed by the local authority, unless otherwise agreed in writing by North East Lincolnshire Council. Unamplified musicians may perform outside only where the location and timing are agreed in advance in writing with your Events Coordinator.
- The Hotel reserves the right to control entertainment volumes and outputs at all times, and to require volume to be reduced or entertainment to stop where this Policy is not being observed.

Decibel limits. The reading at the DJ deck must not exceed:

- **Set Up Point 1: 100 dB** (*phone decibel app equivalent: LAeq 84 dB*)
- **Set Up Point 2: 84 dB** (*phone decibel app equivalent: LAeq 78 dB*)

19.7. Fireworks Fireworks are not permitted unless agreed in writing in advance. Where agreed, any display must:

- be supplied and operated by the Hotel's recommended fireworks company, who must hold current public liability insurance;
- use **zero-noise fireworks only**, except on Bonfire Night, Chinese New Year and New Year's Eve;
- last no longer than **five minutes**;
- conclude by **9.30pm**;
- be let off towards the moated island and main grounds, away from neighbours, bedrooms and the main road; and
- be booked into an available slot, allocated first-come, first-served and confirmed in writing.

Across the Hotel, fireworks are limited to a **maximum of six displays per year** and must not take place on consecutive weekends. Bonfire Night, Chinese New Year and New Year's Eve fall outside this annual limit. Where notice is given by the client, neighbours will be informed at least two weeks in advance.

No amplified music may be played outdoors during a display, except on the exempt dates above or where agreed in writing by the Council. **No lighting of fires, and no Chinese or sky lanterns, is permitted anywhere on our grounds.**

Sparklers are permitted outside only, for photographs, entirely at your own risk. Sparklers are not permitted inside the building. A fire source must be provided by you or your supplier; our team can assist with lighting. Sparklers must be extinguished fully in water and disposed of separately from the Hotel's waste system. The Hotel does not accept responsibility for their disposal, or for any resulting harm or injury.

19.8. Outdoor events Outdoor events are restricted to a **maximum of six days per year**, must take place in the main garden outside the Restaurant, and must conclude no later than **11pm**. No external amplified entertainment is permitted on site outside of these six exempt events per year.

Advance notice must be given to the Council's Environmental Protection Team, and a noise management plan must be submitted and agreed with the Environmental Protection Officer for each external event. Where an outside event takes place, a Temporary Event Notice (TEN) will be applied for; a TEN is at the discretion of North East Lincolnshire Council and **cannot be guaranteed**. Where a TEN is refused, the event will proceed indoors and no refund or reduction will be due.

19.9. Noise monitoring A perimeter noise level check is carried out **hourly by the Duty Manager** for every evening event, covering the function room, outside windows and doors, and the entrance to the car park. Readings are logged. Action is taken immediately where readings are found to be in breach.

19.10. Smoking and vaping Smoking and vaping are not permitted inside the Hotel, in the function rooms, toilets, corridors or bedrooms. Please use the designated smoking areas provided and dispose of cigarette ends responsibly — wildlife wander our grounds, so safe disposal matters. Organisers are responsible for informing their guests. A cleaning charge, and the cost of any related damage, may be applied. Smoking in a bedroom will incur a deep-cleaning charge of **£250** and the cost of any loss of use of that room.

19.11. Health, safety and safeguarding

- The moat and pond area must not be used for paddling, swimming or any other activity, and are for photographs only.
- **All children remain the responsibility of their parents, guardians or the client at all times**, and must be supervised. Children must not be left unattended in any part of the Hotel or grounds, including the function room, corridors, staircases, grounds, moat, pond and car parks.
- Football and ball games are permitted only on the flat grass area opposite the Portman terrace, away from bedrooms, wildlife, The Pig & Whistle and the Restaurant. Any damage arising, including to flowerpots or planting, will be charged.
- All outdoor activities must be agreed in writing in advance, and grounds must be cleared by an agreed time the following morning.
- The Hotel reserves the right to refuse any external entertainment or activity, and accepts no liability for any resulting loss or cost.
- Fire exits, fire doors and escape routes must be kept clear at all times and must not be blocked by décor, staging, equipment or seating. Fire doors must not be wedged open.

19.12. Staffing and security Events of **350 guests or more require SIA-licensed security on site**, arranged through the Hotel and charged to the client, covering door management, car park checks, behaviour control and general health and safety. The Hotel may also require security, at the client's cost, for any event where it reasonably assesses that the nature, size or profile of the event makes it necessary.

19.13. Carriages and closing times Carriages are at **12am** for non-resident guests. Last orders for the Hotel are **11.45pm** and the function room closes at **midnight**. The residents' bar operates for residents only, at the discretion of the Night Manager; drinks purchased there must be transferred to a bedroom.

19.14. Consequences of breach Where guest behaviour or noise breaches this Policy, breaches your Terms & Conditions or our Noise Management Plan, or is otherwise unacceptable to us, we may — acting reasonably and proportionately, and having given a warning where it is safe and practicable to do so — take any of the following steps:

- require the volume of entertainment to be reduced, or require entertainment to stop;
- require any individual guest to leave the premises immediately;
- close the bar or cease the service of alcohol;
- in serious cases, **end the event immediately, without liability for any refund or compensation**; and
- inform the police or other authorities.

Where an event is ended early under this Section, no refund or reduction is due, and you remain liable for the full contracted amount and for any damage caused.

This Policy exists for the safety and wellbeing of your guests, other guests of the Hotel, our team, our neighbours, and the wider public and wildlife on our grounds. We ask every client to share it with their guests and suppliers ahead of their event. It is updated from time to time; the current version is available on request from your Events Coordinator and at www.healingmanorhotel.co.uk.

Acceptance of Terms & Conditions

These Terms & Conditions are accepted electronically. No physical signature is required.

I/We confirm that:

- I/we have read, understood and accept these Terms & Conditions, including the No Tolerance & Noise Policy set out at the end of this document;
- I/we have read and understood in particular the Sections on **Cancellation, Allergens and Dietary Requirements, Confetti, Décor and Fixings, Customer Property and Deliveries, and Liability**;
- I/we understand that the Hotel strongly recommends wedding insurance and that I/we have considered whether to take it out;
- I/we accept responsibility for making our guests, suppliers and contractors aware of these Terms and of the No Tolerance & Noise Policy; and
- I/we accept these Terms on behalf of ourselves and our wedding party.

Your booking is confirmed, and these Terms & Conditions accepted, when you complete your booking through our SONAS booking system and pay your deposit. SONAS records your electronic acceptance in place of a wet-ink signature.