



1. A non-returnable deposit, which comprises temporary membership of the River Stour Trust, must be paid when booking the room. The balance of the charges must normally be paid in full at least one calendar month before the booking is taken up.
2. Cancellation of your booking within 8 weeks of the event will result in the full hire charge and any related booking costs being retained and/or payable. The initial non-refundable deposit can be used towards any future booking at The Granary within a year from the cancellation date.
3. The River Stour Trust reserve the right to refuse any booking.
4. During the summer months, usually on Sundays and Bank Holiday Mondays (11am-5pm), our tea-room and boats are in use. On such days, the toilet facilities will be shared and part of the lower decking area is used by the public. Building entrances will only be shared when the tea room is not open and in this instance every effort will be made to avoid disruption to functions being held at The Granary.
5. There is no charge for parking in the Quay Lane car park or the overflow car park past the Quay Theatre. Please note this is a shared use car park and parking spaces cannot be guaranteed. Parking is not permitted on the area opposite the river access slipway at the side of the venue.

Use of the accommodation

6. The River Stour Trust holds a premises licence for the Granary and in accordance with the Licensing Act 2003 all beers, wines, spirits, ciders and soft drinks dispensed must be supplied by or through the River Stour Trust or our designated contractor who oversee management of the bar and provision of drinks.
7. No alcohol or non-alcoholic drinks can be brought onto the premises that has not been purchased through the River Stour Trust or our designated contractor. If any drinks are found on the premises then your entire deposit will be forfeited. Please make your guests aware of this policy.
8. Licensed Hours - Hire of The Granary is only permitted in accordance with the terms of our Premises Licence. We reserve the right to cancel any booking with immediate effect should this condition be breached.
 - Alcohol Consumption/Bar Hours: Monday-Saturday: 11.00-23.00 / Sunday: 12.00-22.30
 - Regulated Entertainment: Monday-Friday: 10.00-00.00 / Saturday: 10.00-23.30 / Sunday: Not Permitted
 - Departure deadline: 12.30am Monday-Friday / Midnight on Saturday / 11pm on Sunday
9. We are currently licensed to hold up to 70 people for a 'sit down meal' and up to 100 guests in total (standing and seated). Please note that there is no disabled access to the 1st floor function room at this time.
10. All rooms/areas used by the user must be left in an orderly state on completion of the booking.
11. The Granary can be decorated for your event but no materials or articles of any description are to be fixed in such a way as to cause irreparable damage to the walls, flooring or fixtures.
12. All items brought onto the premises e.g. decorations, music equipment, catering equipment, food, etc must be removed from the premises before the end of the agreed period.
13. We do not condone balloon releases and they must be disposed of responsibly - pin it before you bin it; with confetti balloons are either deflated or bagged before popping to limit confetti dispersal. A £50 disposal fee is payable if management agrees to you bringing a gas canister for balloons unless you take the canister with you. Where possible, we recommend the use of reusable/biodegradable options e.g. fabric bunting, latex balloons. It is a requirement that biodegradable confetti is used for outside use.
14. Any items left at The Granary will incur a charge for their removal and/or disposal with 10% of the charge towards administrative costs.
15. Please ensure that you bring washing-up liquid, dishcloths, tea-towels and bin bags, as these are not provided.
16. Access is restricted to the rooms/areas specified on the letter of confirmation.
17. As we are in such close proximity to the river it is the responsibility of the hirer to ensure that adequate supervision is given to children whilst they are on the decking area.
18. The user is responsible for the security of the premises during the period of use.
19. The user shall not sublet the premises or any part thereof, nor sell tickets to the event at the door.
20. The Right of Entry to the premises is reserved to any senior Officer of the River Stour Trust and any Police or Fire Officer at any time during the booking.

Fire and Safety:

21. SMOKING IS PROHIBITED ANYWHERE ON THE PREMISES – It is the responsibility of the hirer to ensure that this rule is strictly adhered to by their guests and service providers. The area designated for smoking and the

receptacles to dispose of cigarette butts are at the front of the building. Damage caused by cigarettes will be dealt with under the breakages clause.

22. Naked flames, lighted candles, sky/floating lanterns and/or fireworks are prohibited anywhere in the building, its perimeter and nearby vicinity partly due to the proximity of nearby properties, car park and woodland.
23. Use of mobile gas, oil cookers, BBQ's or hog roasts is prohibited within the building, on the decking and any other areas restricted to hirers; but can be set up at the designated area at the front maintaining a distance of at least 3 metres from the building.
24. No alterations to any electrical or gas fitting or any additional lighting is allowed without the permission of the River Stour Trust.
25. All users of The Granary must familiarise themselves with the Fire Precaution requirements of the building and adhere to the following instructions at all times during the period of hire. In the event of a suspected or actual fire, the instructions displayed at every fire call point should be followed without delay.
26. The Fire Exit doors must be kept clear and not propped or wedged open at any time. Stairways, corridors and entrance must be kept clear of obstructions and furniture. Fire Notices and Fire Fighting Equipment must not be removed or misused. Any incidents involving the Police or other Emergency Services, e.g. Fire Brigade or Ambulance, must be reported to the River Stour Trust.
27. Tables and seating layouts need to take into account where the fire exits are located to ensure that we abide by health and safety regulations.

Damages:

28. Any damages or breakages or loss to the premises or to the approaches thereto or to anything therein or in the said premises arising out of the booking must be reported to the River Stour Trust. The user shall make good at his/her own expense all such damage or loss and, in the event of his/her failing to do so within two days of the occurrence, the user shall hereby irrevocably authorise the River Stour Trust to make good that damage and hereby undertake to indemnify the River Stour Trust against all costs, charges and expenses in respect thereof.
29. A deposit against damage is payable and banked immediately upon receipt. The amount will be refunded to the person named on the booking form (unless we are informed otherwise) usually within 10 working days after the date of the booking less the cost of making good any damage (if applicable).
30. Payment for breakages will include an additional 10% for administrative costs.

Responsibility for Loss, Damage or Personal Injury:

31. The River Stour Trust will not accept any responsibility for any loss or damage to any property arising out of the booking nor for any loss, damage or injury which may be incurred by or be done, or happen to any person or persons resorting to the premises during the booking or for the loss due to any breakdown of machinery or failure of services. The user shall indemnify the River Stour Trust against any claim in respect of any loss, damage or injury, which may arise out of the booking or by any person resorting to the premises during the booking.
32. The Granary does not tolerate violent, anti-social, abusive or unwelcome behaviour from anyone under any circumstances.
33. Complaints following use of The Granary should be referred in writing to the Chairman, River Stour Trust.
34. Any dissatisfaction with services must be taken up directly with the relevant service provider. We cannot be held liable for these services although we welcome your feedback.

Insurance:

35. Users are advised to consider obtaining insurance cover for the "third party risks" for which they have a liability.
36. The River Stour Trust has its own Public/Products Liability insurance which covers its own liabilities only. A copy of this document is available upon request.

Suppliers:

37. Your chosen supplier/s must be able to provide us with copies of relevant certificates/paperwork proving that they hold current:
 - a. Public Liability Insurance
 - b. PAT Testing Certificate/s (for any electrical equipment to be brought onto the site)
 - c. In the case of food suppliers, they are registered with the environmental health service of their local authority and hold a Food Hygiene Rating score of 3 or more.

Variations of Terms and Conditions:

38. The River Stour Trust reserves the right to alter these Terms and Conditions and charges at any time and without notice.

Acceptance of Terms and Conditions:

39. Completion of the Booking Form denotes your understanding and acceptance of these Terms and Conditions of Use. Every person receiving confirmation of a booking shall be deemed to have agreed to these Terms and Conditions.