



## Member Terms & Conditions

### Conference & Banqueting

#### **Confirming your booking**

The Club's function rooms can be reserved by members for private events. The function room(s) of choice will be held as provisional for 14 days, whilst a reservation remains provisional the Club is able to continue to market the function room, but the conference and banqueting team will offer you the opportunity to confirm the booking should another enquiry be received for the same room and date. In order to confirm the function room(s) a copy of the contract signed may be required. Once the booking is classed as a confirmed reservation, the Club's Cancellation Policy will apply thereafter.

Whilst Members may reserve private reception rooms to hold reunions and functions. The Member making the booking is responsible for all expenses in connection with the reservation.

#### **Confirmation of all function details:**

Menu, wines, ancillary equipment or services etc) should be provided to the Club conference and banqueting team no later than 14 days before the event.

Should the function be reserved at a date within 14 days of the event date, all arrangements should be made immediately.

#### **Attending numbers**

Approximate numbers for any function should be advised by the client at least 14 days prior to the event. Final numbers for catering and a mandatory guest list\* in alphabetical order of all attendees should be confirmed no later than 72 working hours before the event, and these will be the final number of guests to be charged for by the Club. Any decrease in numbers after this point will still be charged at full rate, any increase in numbers will be subject to room capacity and availability.

\*For any event with more than 50 attendees the host must provide someone to sign in all guest in the lobby for Security purposes.

#### **Food and Beverage**

The Member will ensure that no food or beverage is brought into the Club by themselves or any of their guests unless previously agreed in writing by the Club. The Member agrees to pay the Club for any food, beverage or other service not previously organised but made available on request.

#### **Service charge**

Please note that a 10% service charge, which is optional will be added to your final bill.



## **Cancellation Policy**

Once a provisional booking is confirmed, which may include the provision of a non-refundable deposit, the Club's cancellation policy will apply to a reservation. If a confirmed booking is to be cancelled notification needs to be made in writing to the Conference and Banqueting department at least 8 weeks in advance. When a cancellation is made the following applies.

If the cancellation is received less than:

- 8 weeks prior to the event - 25% of the estimate cost (i.e F&B only) will be payable.
- 4 weeks prior to the event - 75% of the estimate cost (i.e F&B only) will be payable.
- 2 weeks prior to the event - 100% of the room hire charge or equivalent will be payable.

If a cancellation is received within a week of the event full quoted cost of the event will be payable.

## **Cancellation by the Club**

The Club reserves the right to cancel or amend any reservation should the Club or any part of it be closed due to fire, natural disaster, alteration, demolition, employee dispute or by order of any public authority, or if the Member becomes insolvent, or enters into receivership or liquidation. The Club also reserves the right to cancel any function if it might be perceived to negatively affect the reputation of the Club. Should such a decision be made by the Club Management any deposit received would be returned to the Member, unless the Club Management cancelled due to reputational risk and this became apparent within 72 hours of the event. The Club Management would discuss this and any cost borne by the Club at that stage with the Member under these circumstances.

## **Invoice Settlement:**

If full payment for the event is not received on or by the day of the event at the Club, then payment must be made to the RAF Club Accounts department within 14 days of the function date otherwise late payment charges may be applied.

Invoices for all outstanding charges regarding the event will be made out to the Member that booked or sponsored the event the function unless agreed otherwise with the Club at the time of booking.

The Member is responsible for all of their guests during their time at the Club and is liable for charges those guests may incur. The Sponsorship Members should remain at the Club until their non-Member guests have departed the premises.

## **Sponsored event:**

A member can sponsor an event in the Club. A letter or an email dated no more than two months prior to the event date has to be sent to confirm the sponsorship. If the Club has not received the confirmation of the sponsorship 8 days before the date of the function, the Club reserve the right to apply a room hire.

Please note that for an event to be sponsored the member has to attend, if the member is not able to attend, then the room hire charge will apply.



## **Club Dress Code**

The Club Dress Code must be adhered to at all times by everyone entering the Club including event organisers and function guests or delegates. If guests are using public areas of the Club, they must conform to the specific room's dress code regulations.

### **The Club Dress Code is:**

Formal Dress – Suit or jacket with collar shirt, tie (ties optional until 18:30), smart trousers and appropriate footwear.

Cowdray Lounge and Dining Room:

Formal dress - from 10:00am onwards (ties optional until 18:30)

Informal dress – Breakfast, Friday evenings, weekends and Bank Holidays

### **All other Club areas:**

Informal dress – smart casual, which includes tailored jeans but excludes shorts, torn jeans, sandals, sports vests and similar overly casual attire.

Ladies are required to dress appropriately using the above rules as a guide.

## **General Conduct**

The Member making the booking will ensure that all attendees of the function conduct themselves in an orderly manner without causing offence or nuisance in accordance with the directives and requirements of the Club management and in full compliance of the Club Rules and Bye-Laws (copy available on request).

## **Damage to Club Property**

In accordance with these terms and conditions, the Member is responsible for any damage caused by any member of his / her party, whether in the hired function room or in any part of the Club.

### **Loss or damage to property**

The Club shall not be held responsible for the damage or loss of any property owned by the Member, or anyone connected to the Member's event at the

Club, whether the items were left before, during or following the function. We respectfully remind you that any items brought into the Club, including valuables and audio visual equipment, are brought in at your own risk. The Club accepts no responsibility for loss or damages to any valuables left on the premises.

## **Children**

Children of all ages are welcome at the The Royal Air Force Club. Children are the responsibility of the parents and must be under parental guidance at all times.



## **Mobile phones**

Mobile phones are permitted to be used in the Study, bedrooms, private function rooms and main corridors on the Ground and First floors only. Silent use of Tablets and PDAs is permitted throughout the Club at all times.

## **Smoking**

Smoking is strictly forbidden at the Royal Air Force Club. Electronic cigarettes are also not approved for use on Club premises.

## **Allergies and Dietary Requirements**

Prior knowledge of any allergies or dietary requirements are very important to us in order to ensure we accommodate individual concerns.

Please advise the reservations team of any dietary requirement or allergies at the time of your booking we will then note the specific requirement in your reservation.

Information regarding any allergens that may be contained within any of our dishes can be made readily available and we would ask that you raise any concerns with a member of the Dining Room team at the time of ordering.

## **Accessibility**

Should you need any assistance, please do not hesitate to mention to our Conference and banqueting reservation team while booking your event.