



Non-Member Terms & Conditions

Conference & Banqueting

Confirming your booking (non-members)

The Club's function rooms can be reserved for private events. The function room(s) of choice will be put "on hold" for the person or company ('the Client') making the booking for a period of 5 working days. Once the deposit payment (room hire) and a copy of the terms and conditions signed is received the booking will be classed as a confirmed 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 for security purposes should be confirmed no later than 72 hours 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.

Food and Beverage

The Client will ensure that no food or beverage is brought into the Club by themselves or any of their guests unless a food disclaimer form has been filled out by the person, or client.

The Client 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 fixed 10% service charge will be added to your final bill.

Cancellation Policy

Once a provisional booking is confirmed through the receipt of a non-refundable deposit (room hire), the Club's cancellation policy will apply to a reservation. If a confirmed (deposit paid) 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 - 50% of the room hire charge or equivalent will be payable.
- 4 weeks prior to the event - 75% of the room hire charge or equivalent 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.

For events in the Ball Room only: there is a cancellation charge of 50% on all costs if cancellation occurs within 12 weeks of the event.



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 Client 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 Client, 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 Client under these circumstances.

Invoice Settlement

All quoted charges are due for payment 10 days prior to the event, any further charges incurred during the event will be invoiced and require payment no later than 14 days after the event. A credit card guarantee will be required prior to the function and will be charged for any outstanding amounts after 14 days. The Client is responsible for all of their guests during their time at the Club and is liable for charges those guests may incur. The Client's representatives should remain on the premises until their non-member guests have departed the premises.

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. The Club Dress Code for all private rooms and public areas such as the corridors leading to these rooms is Informal Dress. Informal Dress is qualified as 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 description as a guide.

General Conduct

The Client 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).

Please note that it is not allowed to use any other facilities of the club. All other facilities are exclusively for the use of the Royal Air Force Club member.

Damage to Club Property

In accordance with these terms and conditions, the Client 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 Client, or anyone connected to the Client'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 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.