

# KIRKLEY HALL ZOOLOGICAL GARDENS

## TERMS AND CONDITIONS

### Standard Terms and Conditions

Kirkley Hall asks Clients to be aware that business with the Company is conducted on the basis of our Standard Terms and Conditions.

#### 1. Confirmations

Bookings will be treated as provisional until the signed contract (the Confirmation) is returned by the Client, which should be within 7 days of the original booking.

Final numbers must be given to Kirkley at the time of booking. The amount payable by the Client will be calculated on this final number or the number who attend on the day, whichever is greater.

#### 2. Cancellations

Should you have to cancel your booking; a charge may be made, calculated as a percentage of the total booking value, according to the scale below:

Cancellation Period	Percentage
Up to 1 month prior to the event	25%
Between 1 months and 2 weeks prior to the event	50%
Less than 7 days prior to the event	80%

The Client should confirm all cancellations in writing.

In the occurrence of a cancellation any costs incurred for a particular event, that otherwise would not have been incurred; will be charged to the client unless Kirkley are able to mitigate their loss.

#### 3. Reduction in Numbers

Kirkley Hall reserves the right to set a minimum number to be charged for the event.

#### 4. Deposits and Payment

Kirkley Hall will invoice for the total balance which is due no later than 2 weeks after the event.

All payments are subject to VAT.

Cheques should be made payable to: Kirkley Hall Limited

#### 5. Damage

The Client is responsible for any damage caused by the Client or his/her guests, agents, employees or delegates etc. The Management, staff and Kirkley Hall Operations cannot accept any responsibility for any valuables and property which are lost, stolen or during the event.

#### 6. Failure to comply

Kirkley Hall will not be liable for failure to comply with any terms and conditions of this agreement to the extent such compliance is prevented, hindered or delayed by any cause beyond its control including but not limited to fire, storm, explosion, flood, act of God, action of any Government or Governmental Agency, shortage of materials or goods, strike or lock-out.

Date of Visit: \_\_\_\_\_

Arrival Time: \_\_\_\_\_ Departure Time: \_\_\_\_\_

Full Name: \_\_\_\_\_

Organisation Name: \_\_\_\_\_

Organisation Address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

Number of children: \_\_\_\_\_ Age of children: \_\_\_\_\_

Number of adults: \_\_\_\_\_

Do any of your visitors have any special needs that we need to be aware of?:

\_\_\_\_\_

What are your expected learning outcomes from your visit and is there any particular topic you would like to focus on?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please sign to confirm you have understood and agree to the terms and conditions set out in the contract:

Client (Print Name): \_\_\_\_\_

Signed: \_\_\_\_\_ Dated: \_\_\_\_\_

Invoice Address (if different from above): \_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_ Telephone: \_\_\_\_\_

Purchase Order Number: \_\_\_\_\_

How did you hear about Kirkley Hall? .....

Please sign and return to:

Kirkley Hall Zoological Gardens  
Kirkley Hall  
Ponteland  
Northumberland  
NE200AQ  
Tel: 01670 841 235