

Tribute Night Shows

Booking Information Terms & Conditions

**Payment Terms**

Tickets are payable in full when booking. If you need to change your booking, you may add more tickets to your party booking subject to ticket availability. This will need to be done by calling the club on 01675 444890.

For groups of 20 or more, we require a £5.00 deposit per person with the remaining balance due 2 weeks after making the booking. This option will only be available up to 3 months prior to the event, after this our standard payment procedure will apply (full payment on booking).

All prices quoted are per person and include a 3-course set meal and VAT at the current rate. Supplementary dishes are available at an extra charge, details are on the website.

A booking confirmation will be sent to you via email, and it is the customers responsibility to ensure all the information provided to us is accurate. This includes any dietary requirements/allergens.

The management reserves the right to change the artists advertised without prior notice in the event of force majeure, ill health, or any forces beyond our control. In the event of this, we will always endeavour to seek a like for like replacement.

**Cancellations**

Tickets are non-refundable and cannot be transferred to another event however if you are unable to make it to a show for any reason, we will put your tickets back up for sale, and if resold, we will refund you the value of the tickets and any supplementary food charges. If you are able to resell your tickets yourself, you may do so but the agreement will be between you an the buyer, and please make the buyer aware of these terms and conditions.

**Discounts/Offers**

If we have last minute ticket availability, we may promote tickets to our database at a reduced price.

Tickets purchased at the full rate will be allocated priority seating, any tickets sold at a discounted rate will be allocated after this. Please be aware that smaller parties may be paired up with another party if space is limited.

E.g. 3 x tables of 2 may be seated together on a table of 6.

**Complaints**

Any complaints relating to food must be mentioned at the time of the meal, this will allow us to see what the issue is, and correct it if possible. If you feel the issue has not been corrected please ask to lodge a complaint. You will be given a log number and form to complete and this will be passed to the Manager. Complaints relating to the entertainment will be passed to our Agency or directly to the act for comment.

**Cont.**



**Age Limit**

Our events are for adults only however we will allow children over the age of 14 to attend with their parents or guardians, at your discretion. Please note that some evenings may have adult themes and alcohol will be consumed during these events.

We will not make any concessions in price or tailor menus for children.

**Drinks**

We do not allow any drinks purchased from off site to be consumed on the premises. If we see guests drinking their own drinks, we reserve the right to confiscate these items. Should you wish to have any items returned to you, you can request these from behind the bar at the end of the night.

**Damages/Antisocial behaviour**

We have a zero tolerance policy regarding illegal activities, vandalism, rude and abusive behaviour towards the management or staff. Illegal activities will immediately be reported to the police.

We reserve the right to expel any guest that they feel may be disruptive or a danger to other guests and will be asked to leave the venue and its grounds with immediate effect.

The Lake at Barston is situated within beautiful surroundings and we ask that all guests behave and treat the venue and grounds with respect. The lake and fountain are not to be used for paddling or swimming. If any damages are incurred from your party, we will contact you directly to seek payment for any funds owed.

We may also seek a cleaning charge should any additional cleaning methods be required in the event of a member of your party being sick. E.g. Professional carpet cleaning.

We have CCTV in operation for the safety and security of our staff and customers and this will be passed to Police in the event of an incident.

**Car Parking**

Customers are permitted to leave their vehicles overnight in our car park. We do have CCTV in operation however, cars are parked at the owners own risk and we take no responsibility should anything happen to your vehicle whilst left on our site.

**Entertainment cancelation**

In the event of an entertainment act not being able to attend the event due to any cause out of their control, the event will still go ahead with an in house disco being held instead. This could occur with little or no warning, for instance sudden illness or vehicle accident or breakdown en route. The cost of the entertainment would be refunded to all customers at the cost of £5 per person.

Please make all guests in your party aware of these Ts & Cs.

The Lake at Barston Restaurant. At West Midlands Golf Club, Barston, Solihull, West Midlands, B92 0LB

01675 444890 - thelakeatbarston.co.uk