

Terms and Conditions for Party and group bookings at the Kings Head, Hagley Road, Birmingham

General notes – Please read to all clients Prior booking an event..

1. All guests must display a **parking** permit if parking in our car park.
 - a. Also please note there is a limited amount of spaces in the car park.
2. **Decorations** must be cleared with the events coordinator or a manager
 - a. (no blue-tack or sticky tape on the walls).
 - b. We have **helium** but we will need to check to see how much we have and you may be charged depending on the amount you require
3. **Chandeliers** – for electrical reasons we can not change the bulbs and they are going to be removed.
4. If you have booked the **function room for a Friday or Saturday** you need to be out promptly at 9pm this is due to a weekly music night, which starts at 10 pm prompt.
5. **Any and all children Under 18s** are welcome in the venue but due to licensing restrictions they must be out of the venue at 9pm.
6. **Deposits** are non refundable, and must be made 7 days prior to event for parties under 30, 14 days for parties over 30..
7. **Pre order Forms** for food must be completed and received by us 72 hours in advance.
 - a. To enable review and analysis.
 - i. This is mainly due to the freshly prepared and cooked food items that we source.
 - b. An email form is available and should be completed to specific requirements
8. Under no circumstances may the Customer bring their own food, whether it be provided by a separate catering company or produced by them selves. This also includes children's food.
9. Although we welcome and understand that in many occasions' customers prefer to bring their own cakes for some functions, and therefore The Kings head is not liable for any food born illness incurred due to cakes or such food provided by the Client.
 - a. Any cake that is to be brought in must be cleared by the duty manager or head chef.
10. Any issues on the day or found not to be of correct standard, a complaints department is available and will look at any incident with a due response in 28 days.
11. No Drink may be brought in by the client, except in certain circumstances.
 - a. A corkage fee will be required per item, and a price will be set prior to the event.
12. Any **Drinks promotion** will not necessarily be available for your function unless previously set out by the General Manager and Events Co-ordinator.
13. **No Bill may be left until a later date**
 - a. and full payment made on the date of the event.
14. The Kings Head reserves the right to refuse entry to any individual that does not meet or adhere to the dress code set out in dress code policy.
15. The Kings Head reserves the right to change any promotion that is not written in quote form prior to or during any function or day.
16. The Kings Head staff has the right to work without fear and intimidation by any individual and may result in removal from the venue.
17. The Kings Head reserves the right in force majeure circumstances to alter a set prices with out notice; such as VAT increases, and therefore be unable to provide a previously set and agreed price.

