

The Corran Resort & Spa Wedding Bookings Terms and Conditions

1. Your contract is with us, Corran Resort Limited trading as The Corran Resort & Spa, which is a company registered in England and Wales (registration number 11079105) with a registered address of 8 Axis Court Mallard Way, Riverside Business Park, Swansea, Wales, SA7 0AJ
2. We appreciate that on occasions someone else (such as a parent) may wish to make payments due to us on your behalf. We are happy to accept such payments, but please note that unless we agree otherwise with you in writing you are legally responsible for any payments due to us. This contract is not binding on third parties unless it is accepted in writing by us to the contrary.
3. In these terms, "venue" means the venue at the Corran Resort & Spa, East Marsh, Laugharne, SA33 4RS where your wedding is agreed to be held, "wedding" also means (where applicable) a civil partnership, "wedding package" means the services relating to your wedding which we agree to provide to you; and "working day" means a day other than a Saturday, Sunday or public holiday in England & Wales when banks are open for business.

PLEASE NOTE: By making the deposit payment in accordance with Clause 5 below, you are agreeing to the terms and conditions of the booking.

Making your booking

4. A provisional booking with us is not legally binding on either you or us unless and until a contract is entered into in accordance with paragraph 5.
5. If, after receiving our quotation for your wedding package, you want to make a booking with us, you should, within 7 days of the date of our quotation, pay your deposit of £1,000. We reserve the right to include a reasonable administration charge for any changes made after this initial deposit has been paid. Payments can be made in cash, BACS or by most credit/debit cards. **Please note that your deposit will not be refunded if you subsequently cancel a confirmed booking, as explained in paragraphs 28 and 29 below.** A contract is only formed between you and us when we accept your deposit and send our confirmation of booking letter/e-mail to you. No booking application shall be binding on us and no contract shall be formed unless and until we send this confirmation. If we do not accept your booking application, we shall of course return your deposit.

Your wedding package

6. The general content of your wedding package shall be as set out in your quotation (which are your minimum numbers), or as otherwise subsequently agreed with us in writing. We may finalise certain details of your wedding package (for example, the exact numbers of guests to be catered for, and the menu for meals) with you in the period leading up to your wedding, in accordance with these terms.

7. As part of your wedding package, the restaurant and/or Dylan Suite area of the Corran Resort & Spa (to be agreed between the parties prior to booking) and its accommodation will be exclusive to you, for the period set out in your quotation provided to you. We will not hire out these areas to anyone else during this period.

8. On securing your booking, in accordance with clause 5, the Corran Resort & Spa will reserve all the accommodation for you and your wedding guests. Your guests will need to make payments directly to us, and any payments must be made on our relevant terms and conditions (a copy of which we will enclose with our information pack). Please note that all rooms at the Corran Resort & Spa must be sold either directly to guests of the wedding party or to the wedding party themselves. The allocation of rooms is the responsibility of the wedding party.

9. The Cottage, our Bridal Suite, will be available from 3pm on the day of your wedding. Accommodation check in and checkout times are: Check in: 3pm. Check out: 11:00am

Price

10. Subject to paragraphs 10 to 12 inclusive, the price of your wedding package shall be as set out in your quotation.

11. If not all components of the price in the quotation are stated to be fixed (for example, because they depend on the number of guests to be catered for), the final price will be determined either in accordance with the quotation (for example, the charge "per head" for meals) or as otherwise agreed with us (for example, if there are any "extra" services not set out in the quotation which we subsequently agree at our discretion to provide to you).

11.1 Once we have invoiced you for the forth payment subject to paragraphs 14 and 15 below, you will not be entitled to any refund for any decrease in the numbers of your guests within the two months prior to the scheduled date of your wedding or for any guests who do not attend your wedding on the day. Please note, however for the avoidance of doubt that any increase followed by decrease in total numbers are of course subject to the minimum numbers agreed in the initial confirmation of booking.

12. If your wedding date is scheduled more than 1 year after the date of our confirmation of booking, the Corran Resort Ltd will always honour your original venue quote. Please note external suppliers' prices (e.g. food and drink) are outside of our control and may lead to slight increases.

13. All prices are inclusive of VAT. However, if the rate of VAT changes between the date the contract is formed between you and us and the date of your wedding, we will adjust the VAT you pay (and hence the overall price of your wedding package), unless you have already paid for your wedding package in full before the change in the rate of VAT takes effect.

Payment of balance

14. Following the payment of the deposit of £1000 you have a 7 days cooling off period in which you can cancel your booking and receive a full refund. After this point the deposit is non-refundable. We will subsequently invoice you for the remaining balance which is due to be paid by 3 equal payments of the total outstanding balance of your wedding. We will invoice you for the first payment 6 months before the scheduled date of your wedding. You must pay our invoice in full no later than 7 working days from the date of invoice. We will then invoice you for the second payment 4 months before the scheduled date of your wedding. You must pay our invoice in full no later than 7 working days from the date of invoice. We will then invoice you for the third and final invoice for your wedding two months before the scheduled date of your wedding. You must pay our invoice in full no later than 7 working days from the date of invoice. The final invoice may be different to the previous ones if you have changed your wedding requirements after receiving the final quotation from us. If you make any changes to your wedding requirements after the final payment has been made, we will present you with the invoice on checkout which will be payable immediately.

15. On some occasions an alternative payment plan will be structured around your needs. However, in all cases 50% of your remaining balance must be paid 4 months prior to the wedding date with the full balance of the wedding being due no later than 2 months prior the date of the wedding. Failure to make such payment may result in your wedding package being forfeited and no return of funds will be made unless the date can be re-booked to an alternative party. With weddings booked to take place within a 7 month period of booking, it is recognised that it may not be possible to comply with the 6 months payment date. In these instances full payment may need to be paid at the time of booking particularly if the wedding is to take place within a 2 month period. In this instance once the payment is received, you will not be entitled to a refund if your wedding is cancelled. We will discuss this with you at the time of booking.

Your responsibilities

16. It is your responsibility to book the Registrar for your wedding. If you have not booked the Registrar before making your booking application with us, we advise you to do so as soon as possible after you have received our confirmation of booking. Contact 01269 598300; you can now book a registrar up to two years in advance of your wedding.

17. You must confirm final catering numbers no later than 2 months before your wedding. They must be within any minimum and maximum numbers that may be set out in our quotation. Any and each alteration that is made within the 2 months prior to your wedding will incur a £20 administrative charge.

18. You must provide us, by the dates we may reasonably request of you, with any other information we ask for (such as your final choice of menus) so that we may finalise the details of your wedding package and/or its price.

19. Unless we agree otherwise, only food and drinks supplied by us may be consumed at your wedding.

20. You must comply with, and use your reasonable endeavours, to ensure that your guests comply with all of our reasonable instructions intended to ensure the safety of property and/or people at the venue.

21. You must provide your guests with such information we may reasonably request regarding arrangements to be followed at the venue (for example, in relation to car parking or the storage of valuables).

22. You will be liable for any malicious damage you or a member of your party causes to the venue, its equipment, contents or fittings.

23. We reserve the right to stop any activity which we reasonably believe is likely to cause damage to the interior or exterior of the venue or to risk the safety of people at the venue.

24. If you include any images of the venue on your wedding invitations, you must ensure that you have the permission of the appropriate copyright holder.

25. Details of third party suppliers we provide to you are intended to help you in arranging other services to be provided in connection with your wedding. If you do engage these or any other third party suppliers, we accept no responsibility for their performance of services and you should take up any complaints with them directly. You are also responsible for paying their charges directly. We reserve the right not to allow

into the venue any third party suppliers who do not meet our requirements intended to ensure the safety and welfare of property and people at the venue.

26. Children of all ages are very welcome at the Corran Resort & Spa. We do request that children are supervised at all times by an Adult and are not left unattended in Hotel bedrooms, or grounds, unless suitable monitoring provisions are made.

27. Confetti – The hotel request that confetti is not thrown indoors; biodegradable confetti is permitted to be thrown on or around the hotel grounds.

Cancellation by you

28. If you want to cancel a confirmed booking, you must do so in writing and the provisions in paragraph 29 shall apply.

29. We will use reasonable endeavours to "re-sell" the date to another couple. However, you must pay us any losses and costs we suffer either directly or indirectly because of the cancellation which were reasonably foreseeable to both you and us when the contract was entered into, whether or not we are able to resell the date. We are entitled to retain the £1000 initial deposit in full regardless of whether the date is re-sold. Depending on when you cancel, the cancellation charges you must pay shall be determined by reference to the table below. We will tell you the exact cancellation charges once we know whether or not we have been able to resell the date, and you must pay the charges within 20 working days of our invoice. Where the final price has yet to be finalised (for example, because you have not yet confirmed catering numbers), we shall base the cancellation charges on any minimum numbers set out in our quotation.

Length of time before your scheduled wedding day	Cancellation charge
More than 12 months	Amount of your deposit (i.e. non-refundable in all cases i.e. £1000.00 deposit)
Between 6 and 12 months	Up to 50% of total wedding package price

Less than 6 months	Up to 75% of total wedding package price
Less than 1 month	Up to 90% of total wedding package price

Cancellation by us

30. We reserve the right to cancel your booking without liability to you and without any obligation to refund your deposit if:

- (a) you do not pay us the balance of your wedding package price by the date due for such payment; or
- (b) we have reasonable grounds to believe that you may not pay us the balance of your wedding package price by the due date and we have requested you to explain the position and you have not done so satisfactorily; or
- (c) we discover, before you have paid the balance of your wedding package price, that you have deliberately concealed information, or deliberately given us incorrect information, about your intended wedding in circumstances where (if you had not done so) it would have been reasonably foreseeable that we would not have accepted your booking; or
- (d) we have reasonable grounds to believe that your behaviour or that of your guests at the wedding is likely to result in damage to the venue or to our property and/or injury to people.

31. If we cancel your booking under paragraph 29, you must pay us any losses and costs we suffer because of the cancellation which were reasonably foreseeable to both you and us when the contract was entered into, whether or not we are able to resell the date. Depending on when we cancel, the cancellation charges you must pay will be determined by reference to the table set out under paragraph 29 above.

Events outside our control

32. Except as set out in this paragraph 30, we shall not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under our contract with you that is caused by events outside our reasonable control (such as serious damage to the venue, serious adverse weather conditions, a pandemic or epidemic, or

interruption or failure of utility services such as electric power, gas or water). In these circumstances, we shall use every effort to notify you as soon as is reasonably practical. If, as a result of such events, we believe we have no alternative but to cancel your booking, we shall use reasonable endeavours to help you find an alternative venue of a similar standard for a similar price but our sole liability to you shall be to refund you any money you have paid towards your wedding package.

Limitation of our liability to you

33. Subject to paragraph 32, our total liability to you for any loss you suffer will be limited to the total amount of money payable to us for your wedding package. We will not be liable for any losses which were not reasonably foreseeable to both you and us when the contract was entered into or for any losses that were not caused by any breach of contract or breach of statutory duty or negligence on our part.

34. Nothing in these terms excludes or limits in any way our liability for death or personal injury caused by negligence, or for fraud or fraudulent misrepresentation, or for any other matter for which it would be illegal or unlawful for us to exclude or limit (or attempt to exclude or limit) our liability.

Changes to the venue and/or your wedding package

35. We reserve the right to make changes to the interior and/or exterior of the venue between the time we accept your booking and the date of your wedding. For example, we may make changes to the décor and colour schemes of function rooms, and we cannot guarantee that the venue and its surrounds will be free from additional structures (such as scaffolding).

36. We will use all reasonable endeavours to ensure that no components of your wedding package have to be altered. However, as the wedding package is normally put together a long time before your scheduled wedding, we reserve the right to make changes to certain components if this is necessary to comply with safety requirements or other changes in law or relevant codes of practice, or to make other minor changes which we reasonably believe will not be to the detriment of your overall wedding experience and which will not increase the price.

37. We will notify you of any significant changes covered by paragraphs 35 and 36, but unless the change is one which is likely to fundamentally change the nature of your wedding experience we will not offer a refund, costs or compensation.

Loss, Theft or Damage

38. Please note that any loss or breakages which occur during your stay within the venue, must be paid for before departure. It will be the responsibility of the Bride and Groom to recover any costs incurred. The Corran Resort & Spa does not take any responsibility for loss or theft of any items or items from a third party on its premises whatsoever. We recommend that instructions are given to your relevant guests to make sure that they are responsible for the collection and safekeeping of all cards, cakes, presents, gifts and decorations etc. throughout the day and evening.

39. Your guests are welcome to leave their cars at The Corran Resort & Spa overnight, but The Corran Resort & Spa does not take any responsibility for any loss or damage, and cars must be collected prior to 11am the following morning.

Health & Safety

40. Whilst you and your guests are free to use the grounds, please ensure that your guests do so with great care as The Corran Resort & Spa does not take any responsibility for any injuries or damage to persons or their belongings.

Music & Entertainment

41. Our music licence permits us; live music until midnight Monday to Sunday in the grounds and 2am inside the premises.

42 Any outside supplier being hired by yourselves must conform to safety standards set by law and must supply the Events Manager with an up-to-date copy of their Public Liability Licence, PAT testing certificates and any Legal documents required for Health & Safety purposes for them to be given permission to bring their own equipment to play on/in The Corran premises and grounds. In the event that they do not supply the correct up-to-date paper work, The Corran reserve the right to refuse them entry permission.

Alcohol

43. We are licensed to serve alcohol 24 hours a day every day of the week for residents and guests.

44. During an event all alcohol at the Corran Resort & Spa has to be consumed within the grounds of the Corran Resort & Spa. The licensing department have made it clear to us that **no alcohol** can be brought in from outside and hold us responsible by making sure this forms as part of our licence. **Anybody caught consuming their own alcohol during a wedding will be charged a £50 fee, if the guest continues to use own alcohol they will be asked to leave the premises. Please note that the licensing conditions for**

the Corran Resort & Spa are such that if alcohol is brought on site for guest's consumption our license is at risk. Any wedding guests found with their own alcohol on our site they will be asked to leave the premises. Please make this clear to your guests that such an eventuality will have a serious detrimental effect on your wedding day.

45. The Corran Resort & Spa currently holds a health and hygiene certificate with the City and County of Carmarthen. It is a requirement by them that no food is to be consumed on our premises that has not been made under the supervision of our catering team. No exceptions can be made. We do not accept any responsibility of health and hygiene for any third party who bring food on to the premises (e.g. cake maker) and require relevant food hygiene certificates for the health and well-being of you and your guests.

Smoking & Narcotics

46. The Corran Resort & Spa is happy for guests to smoke in designated areas. No smoking is allowed inside any of the Corran Resort & Spa buildings as they are designated commercial (this includes all the Corran Resort & Spa accommodation and function areas).

47. The Corran Resort & Spa has a zero tolerance to any illegal substances being consumed on its premises. Persons found with narcotics will be told to leave and if they refuse, police will be called.

General

48. If only one person is making the wedding booking, that person confirms that he/she has the authority to make the booking on behalf of both persons intending to be married. Our contract will therefore be with both such persons joint and severally as named as part of the quotation.

49. Any error or omission in any information or document issued by us shall be subject to correction provided that the correction does not materially affect the contract.

50. You may not transfer any of your rights or obligations under our contract with you to another person without our prior written consent, which we will not withhold unreasonably. We can transfer all or any of our rights and obligations under the contract to another organisation, but this will not affect your rights under these terms.

51. If any court or competent authority decides that any of the provisions of these terms are invalid, unlawful or unenforceable to any extent, the term will, to that extent only, be severed from the remaining terms, which will continue to be valid to the fullest

extent permitted by law.

52. No person who is not a party to our contract with you shall have any rights under or in connection with it.

53. All written communications by you to us, must be sent by e-mail to events@thecorran.com or by post to The Corran Resort & Spa, East Marsh, Laugharne, SA33 4RS (or to such other address that we may notify to you). We may send written communications to you at either the e-mail or postal address set out in your quotation.

54. These terms shall be governed by English & Welsh law and shall be subject to the non-exclusive jurisdiction of the English & Welsh courts.

Discrimination

55. The venue is operating in accordance with the government policy which prohibits discrimination on the bases of race, colour, sex, age, handicap, familial partners, religion or national origin.

56. No verbal or mental abuse will be tolerated to any of the Corran Resort & Spa staff and may result in private prosecution.

CCTV

57. CCTV is in operation outside and inside The Corran Resort & Spa premises. The bridal party are entitled to see the location of our cameras which are there as a condition of our alcohol licence and general safety and security.

By signing this document we confirm that we accept all of the terms and conditions contained therein.

Signed:..... Bride

Signed:..... Groom

Date:.....

Signed:..... Events Coordinator