



Terms and Conditions

Venue Hire – Elvaston Castle & Gardens

1. Booking Fees and Payment

Upon confirmation of booking, the following process will commence –

First payment – upon receipt of the venue deposit invoice, a non-refundable deposit of £1,000 will be due. At this point, a pro-forma invoice will be issued for the venue hire, and a pro-forma invoice for the catering will also be issued.

Second payment – 8 weeks prior to the event date, the final balance for the venue hire is due, an invoice will be raised and issued to the client, payment due on receipt.

Third and final payment - All final details will start to be collated approximately 4 weeks prior to the event date, and these must be confirmed no later than 2 weeks prior to the event date, which is the point when the final balance for catering services is due. A final invoice will be issued upon confirmation of final details and the balance due in full no later than 2 weeks prior to the event date.

The client is responsible for all final details and the settlement of the account, with any queries regarding the invoice being raised immediately. Payment is preferred via BACS, debit cards are accepted, and credit card payments are subject to a 2.5% charge. Any cheques should be made payable to Saffron Event and Venue Caterers Ltd.

Please do not pre-pay any monies based on a pro-forma invoice, for accounting reasons we cannot accept any payment until the final details are confirmed, and your final invoices are raised.

Please note, no refunds will be given for any decrease in numbers once final details have been agreed and the final balance paid.

The venue hire period relates to the event date itself. Any set up/take down agreements will be made closer to the event date and are subject to other events the day prior or the day following.

2. VAT

All fees are subject to VAT

3. Final Details

All final details including numbers, dietary requirements and timelines are to be provided when requested, approximately 4 weeks prior to the event date. Any subsequent changes should be notified as soon as possible and will be due for payment immediately, although Saffron are under no obligation to accommodate these changes. The deadline for confirmation of any details is 2 weeks prior to the event and no extension will be given on this deadline.

Please note, no refunds will be given for any decrease in numbers once final details have been agreed and the final balance paid.



4. Cancellation

Any cancellation should be advised in writing to Saffron as soon as possible. All deposits are non-refundable and this will be retained by Saffron. Charges will also be made as per the following-

If Cancelled	Amount due from Client
0-8 weeks prior to the event date	100% of the venue hire 100% of the catering services
8-20 weeks prior to the event date	50% of the venue hire 50% of the catering services
20 weeks plus	£1,000 of the venue hire (equating to the non-refundable deposit) 10% of the catering services (equating to the non-refundable deposit)

Non-payment prior to any event may be taken as a cancellation and the charges above will be applied accordingly. Saffron may take the decision to cancel an event should the client be in arrears of payment or be in breach of the above terms and conditions

Saffron strongly recommends clients purchase wedding insurance independently upon booking for their own peace of mind.

5. Range and Availability of Catering

All goods and ingredients are offered subject to availability. If an item becomes unavailable or it is of insufficient quality for a client's function, we reserve the right to make a substitution. Wherever possible the client will be notified of any changes. Saffron have the exclusive right to cater at Elvaston and will provide both the catering and bar requirements. No other caterers or bar providers are allowed on site.

Children under the age of 3 will not be charged for (subject to the menu being a sharing platter/buffet option only), and children aged between 3 and 9 will be charged at a proportion of the adult's cost for a half sized adult meal or a set children's menu. All other guests will be charged at full adult price.

6. Additional Catering

Meals for entertainers, photographers, videographers, bands and musicians, child minders and any other supplier at events etc. must be pre-ordered and will be charged for. Saffron accepts no responsibility for non-catering staff who require food when it has not been booked in advance.

7. Damage, Loss and Items Left Behind

The client is responsible for any damage, breakages, or loss of any property belonging to both Saffron and Elvaston Castle, or any property hired for the clients function, however caused, and will be charged at the full replacement value. This applies to the period between delivery and collection. The client will report any damage to any equipment or structure to a representative of Saffron as soon as possible.



Saffron cannot accept responsibility for items left behind by the client, guests or any others attending the venue and will routinely dispose of menus, decorations etc. along with perishable items. If the client wishes to vary this term, Saffron must have written notice in advance. In this instance Saffron will reserve the right to charge for storage or safe keeping of all items or articles.

A linen deposit is requested to cover any damage to linen at an event and Saffron reserve the right to keep that fee if any damage occurs. Should no damage occur, this deposit will be refunded upon request and confirmation that no damage has occurred from Saffron. Naked flames and felt tip pens are not permitted to be used on any linen. Saffron reserves the right to charge additional costs to the clients should substantial damage occur to any linen products over and above the £100 deposit – evidence of damage will be provided, an invoice raised and payment is due within 7 days of receipt.

8. Smoking

Smoking is only permitted in the designated area and the client is responsible for ensuring all guests are aware of those designated areas.

9. Confetti

Only dried petal confetti is allowed at Elvaston Castle, any other type confetti is not permitted. The client is responsible for ensuring all guests are aware of this term, and a charge can be applied if this is not adhered to.

10. Wall Coverings

The client is not permitted to fix any items to the walls within the Gothic Hall, including any signs, posters or displays. Blue Tac, Sellotape or any other adhesives are not permitted.

11. Entertainment

Any external suppliers such as DJ's, bands, photographers, and entertainment providers must be approved by Saffron in advance of the event, with all relevant PAT testing certificates and insurance documents being required. A minimum of £5m public liability insurance is required and proof of this must be provided in advance of the event. This also applies to any other suppliers hired by the client.

All suppliers requiring access to set up/take down, will need to be agreed with our venue co-ordinator and access times will be subject to the venue-co-ordinators discretion.

12. Venue Stipulations

The venue hire fee does not include the registrar and the client is responsible for organising and paying for this service directly with the local Council.

The licence of the venue stipulates that any event must end in full by 2300 and all guests must be off site by 0000. No extensions of these timescales are available due to licence restrictions.

Any damage caused at Elvaston Castle by the client or any of their guests, will be chargeable at the cost of the item, or the repair costs applicable. An invoice will be raised to the client in such event which is to be paid in full within 7 days.



Noise restrictions are in place at Elvaston Castle and the team on site reserves the right to adhere to these restrictions should they become unreasonable and cause disturbance to local neighbours and residents. Saffron reserves the right to end any event, should this term not be adhered to.

All speed restrictions and parking regulations will be adhered to on site, at all times.

The use of camp fires, candles, pyrotechnics, fireworks and other naked flames are not permitted. Sky lanterns are not allowed under any circumstances.

Stiletto heels are not permitted within the Gothic Hall.

The client is responsible for all of their guests and no dangerous or illegal items are allowed onto the premises. If this term is breached, Saffron and/or our security term, reserves the right to request the guest/s depart the premises.

No dogs are permitted on site with the exception of guide and hearing dogs.

No glassware is allowed to be taken outside of the main structures. Polycarbonates are permitted within any outdoor areas. Alcohol is not permitted to be bought on site without prior agreement and if discovered, this will be confiscated immediately. Corkage charges also apply should this agreement be made with the client, with no exceptions.

In regards to the decoration of the Saffron marquee itself, this responsibility lies with the client, including the erection of bunting and any other ceiling decorations, all of which must not exceed the height of the chandeliers.

Saffron reserve the right to take photographs of the venue, catering and decorations throughout the event and will use within their social media strategies as they see fit, although no social media posts will be made until the wedding has ended. If the client does not agree to this term, please advise in writing in advance of the event day.

13. Force Majeure

Saffron will accept no liability for the failure to perform any obligations due to strike, lockout, hostilities or any other circumstances beyond our control.

No liability is accepted for loss, damage or consequential loss caused by any failure to perform our obligations (whether due to negligence by us, our employees or sub-contractors, or other due causes), but this does not exclude liability for death or personal injury as required by law.

14. Liability

The client is responsible for all losses, damages and expenses caused at Elvaston Castle arising from the behaviour or actions of either themselves or their guests, along with any contractors brought onto site etc.

Saffron will not be responsible for and the client will indemnify the company against all claims for injury to persons or loss of, or damage to the property and any of the garden areas howsoever caused, unless it is proven that such injury or damage be caused by fault material or workmanship, or negligence by the company.



15. Complaints

In the unlikely event of a complaint, the client should raise this in writing to Saffron with a full explanation of the issue, within 7 days of the event. This will be acknowledged within 24 hours and an estimated timescale for any investigation will be provided at this point.

Saffron Event and Venue Caterers Ltd reserve the right to amend and update these Terms and Conditions as they see fit.