



THESE TERMS AND CONDITIONS APPLY TO THE AGREEMENT BETWEEN YOU AND SYLEN LAKES LTD, FIVE ROADS, LLANELLI, CARMARTHENSHIRE SA15 5BJ (“WE”, “US”) WHEREBY YOU HOLD YOUR WEDDING AT SYLEN LAKES (“THE VENUE”). THE PAYMENT OF THE INITIAL £1500 DEPOSIT AND SIGNATURE ON THE BOOKING FORM IS DEEMED AS ACCEPTANCE BY YOU OF THE FOLLOWING TERMS AND CONDITIONS.

07793059445
weddings@sylenlakes.co.uk.

1. MAKING YOUR BOOKING:

(a) PROVISIONAL BOOKINGS: We may agree to you making a provisional booking with us, but this is not legally binding on either you or us unless and until a contract is entered into in accordance with this paragraph 1. If we accept a provisional booking from you but if another client subsequently wishes to book and confirm the same venue on the same date before your deposit is received and a contract is entered into, then we cannot guarantee your chosen date.

(b) BOOKINGS: The contract will come into existence when we confirm this to you in writing.

(c) A contract is only formed between you and us when we accept your signed booking form and send our confirmation of booking letter to you by post and/or email. 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.

Please note that your deposit will not be refunded if you subsequently cancel a confirmed booking, as explained below.



2. DEPOSIT, METHOD OF PAYMENT AND PRICE:

- (a) A non-refundable deposit of £1500 is required to secure your date and will be part of our confirmation of contract to you. The full balance is due at least 8 months before your event. If you fail to pay the full balance on or before the due date then we regret that we may treat this as a cancellation and you will forfeit your deposit. For bookings made less than 8 months before the wedding date, the total hire fee is payable on booking.
- (b) A booking is not confirmed by us until the deposit has been received.
- (b) Payments can be made in cash or by bank transfer.
- (c) The price of your wedding package shall be as set out in our confirmation letter. Any “extra” services agreed at a later date will be invoiced separately and payable upon reservation.
- (d) 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.
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3. DAMAGE TO US:

Please report accidental damage or breakage if and when it happens so that repairs or replacement items can be arranged. Any damage caused to the Venue, its equipment, contents or fittings or its grounds from misuse or negligence by you or your guests will be deemed your responsibility and will be invoiced directly to you. You must comply with and use your reasonable endeavors to ensure that your guests comply with, all of our reasonable instructions intended to ensure the safety of Venue and/or people at the venue. A guest means anyone on the premises in connection with someone invited by you.

4. LOSSES AND DAMAGE TO YOU:

We accept no liability for loss or damage to personal effects or for personal injury or accident and we suggest you make suitable insurance arrangements to cover these.

5. YOUR RESPONSIBILITIES :

(a) REGISTRAR/CELEBRANT: It is your responsibility to book the Registrar or Celebrant for your wedding. If you have not booked the Registrar or Celebrant 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. There will be an additional set up charge of £250 for having your wedding ceremony at Sylen Lakes. This is due with the final balance payment.



(b) CATERERS/SUPPLIERS: You will deal directly with our chef and onsite catering team. You are NOT permitted to use any other caterer. 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, 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 Venue and people at the venue. You and your suppliers may have access to our premises from 10:30am – 3pm the day before the event and then from 9am - 1pm on the day after the event for item collection.

If more time is required, this can be pre-arranged providing at least 6 weeks' notice. A fee of £150 is required to extend these access times. No liability will be accepted for any services provided or purportedly provided by any supplier.

You must confirm final catering numbers no later than 6 weeks before your wedding.

Photographers and videographers must be included within your final guest numbers.

(c) FOOD & DRINK: Unless we agree otherwise, only food and drinks supplied by us may be consumed at your wedding.
See paragraph 6(e) below.



(d) INFORMATION: You must provide us, by the dates we may reasonably request of you, with any other information we ask for no less than one month from the date of the event and so that we may meet any special requirements. 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).

(e) BEHAVIOUR: 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, and we will not tolerate any abusive behaviour by guests to any other guests or member of staff. We reserve the right to remove any persons acting inappropriately from the event. Smoking is NOT permitted inside any parts of the Venue.

(f) COPYRIGHT: 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. You agree that we may use some of your wedding photographs taken on the day free of charge for promotional purposes.



6. ON THE BIG DAY:

(a) DECORATION at Sylen Lakes is permitted but we please ask that you are mindful to not damage the fabric of the building. Please notify your guests that we do allow confetti within the grounds but we only allow for dried flowers and/or leaves to be used.

(b) FURNITURE is included in the price of the hire of the Venue.

(c) CANDLES are not permitted.

(d) MAXIMUM capacity of Sylen Lakes is between 130 day guests and 150 evening guests.

(e) BAR/DRINKS: A fully staffed bar is included in the hire of the Venue, we do not permit you to provide your own bar. Any alcohol not purchased on the premises is strictly prohibited and will be confiscated. Alcoholic favours are accepted only if pre-agreed by us and will be subject to a corkage fee.

(f) MUSIC/ENTERTAINMENT: Due to the Sylen Lakes' rural location we do ask that you are mindful of the residents and that all music and/or entertainment for the event ceases by 12 midnight. All guests are asked to vacate the premises BY 1am. We kindly ask your guests to keep noise levels at a respectable level when leaving the premises. Taxis and other transport should be arranged accordingly, prior to the event.

(g) SPARKLERS can be arranged but must be used before 10pm. Fireworks or Chinese lanterns are not permitted due to the location of the Sylen Lakes and the surrounding farmlands.



7. CHANGES TO THE WEDDING VENUE AND/OR YOUR WEDDING PACKAGE

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. We will use all reasonable endeavours to ensure that no components of your wedding have to be altered. However, as a wedding plan is normally put together a long time before your scheduled date, 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. We will notify you of any significant changes, 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.



8. CANCELLATIONS BY YOU:

We strongly recommend that you take out private insurance to ensure that you can meet any cancellation charges in the unlikely event that you need to cancel your event. If you want to cancel a confirmed booking, you must do so in writing. We will use reasonable endeavours to “re-sell” the date to another couple. However, 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. 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 15 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. In the event of a confirmed booking being cancelled the full deposit paid will be retained by us. We strongly recommend that you take out cancellation insurance this is available at a low cost from most insurance brokers, to cover yourself in this eventuality.

If you wish to postpone your wedding, you must give us 12 months notice or you will lose your deposit. If your new date falls in a period where the prices are higher, you will pay the new higher price for that period.



9. CANCELLATION BY US:

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 Venue and/or injury to people.

If we cancel your booking under this paragraph, 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 timings for payment referred to in these terms and conditions.



10. EVENTS OUTSIDE OF OUR CONTROL (FORCE MAJEURE):

Except as set out in this paragraph, 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 and to move the dates of your wedding package by agreement with you. 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.

11. LIMITATION OF OUR LIABILITY TO YOU:

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. For the avoidance of doubt, 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.



12.GENERAL:

If only one person is making the wedding booking, that person confirms that s/he 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.

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. 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. 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.



SYLEN LAKES
TERMS & CONDITIONS
ACKNOWLEDGMENT



WE WOULD LIKE TO BOOK OUR WEDDING AT SYLEN LAKES AND BY SIGNING THESE TERMS AND CONDITIONS, YOU (THE CLIENT) ARE ACCEPTING THE TERMS ABOVE.

SIGNATURE:

PLEASE PRINT NAME

DATE

Please note: Either partner may sign the form.

CONSENT

We like to use photos of Wedding Days to showcase our venue.

These pictures could appear on our social media and website, with permission from yourselves & your wedding photographer.

Would you be happy for us to use the pictures.

Yes

No