

# Bell Tent Hire Terms and Conditions

## Booking Process

Please follow these steps for booking your experience:

1. Check availability with our Events Team via phone or email
2. Additional refreshments, Graze Boxes, or activities to be booked paid and finalised in advance.
3. Payment is required in full to book your Bell Tent day hire. A receipt and booking confirmation will be sent to your email, along with any additional extras.
  - A booking is considered confirmed when payment in full has been made and a signed copy of the booking agreement has been returned.
  - Booking is for a maximum of five guests including children and under 3's
  - Final numbers and catering requirements must be finalised on booking. If there is a reduction in numbers attending post confirmation no refund will be available
  - If the fees are not paid by the due date, Marwell reserves the right to withdraw the facilities and retain any monies paid.

## Pricing and Chargeable Extras

- For current prices please contact the Events Team at Marwell ([events@marwell.org.uk](mailto:events@marwell.org.uk)) to receive up to date information. Prices are correct at time of sending.
- All prices include VAT. VAT is charged at the current standard rate of 20%.
- Full day use of the is limited to 9.30am – 4.00pm, access to the zoo is until closing time at 5pm. Access to the Bell Tent is from 9.30am.
- Start and finish times must be adhered to, we regret extensions are not available.
- Guests are responsible for any damages caused to Marwell's Bell Tent furnishings, fixtures, fittings, décor, equipment, or damage caused within the secret Garden area. Guests will be charged for the cost of replacement or repairs to any area or item damaged or lost.

## Cancellation

- In the Event there are changes in Government guidelines which result in your Bell Tent hire having to be cancelled a full refund will be given.
- Please note that 80% of the payment is non-refundable.
- In the event guests cancel, Marwell will retain 80% of the full hire payment.
- In the event guests do not show on the day of the booking, Marwell will retain 100% of the deposit
- If due to circumstances beyond our control, Marwell becomes unavailable for the booked hire, then every effort will be made by Marwell to find an alternative date that suits you. If this is not possible then a full refund will be given.

## Access

1. There is ample free parking within our main car park. You will be met at admissions at 9.15am, before guest opening time at 10.00am and personally escorted through the park up to the Secret Garden.
2. Please make sure you arrive at admissions no later than 9.10am.

### Internet access

- Where complimentary Wi-Fi is included in the hire package, guests may connect direct to the internet via a firewall.
- There are no restrictions on what internet services you can connect out to.
- No technical support can be given by Marwell to guests,
- Individuals are responsible for ensuring their own devices are adequately protected

### Catering

- Pre-booked catering is available and will be provided by Marwell. Guests are welcome to bring in their own food and soft. No alcohol is permitted to be brought onto our premises but can be pre-purchased.
- Food provided by Marwell cannot be taken or consumed off the premises, in line with environmental health regulations.
- Pre-ordered graze boxes or drinks will be delivered to your Bell Tent at a pre-agreed time and guests will be notified when delivery has been made.
- Any unused food will be cleared two hours after being first laid out in line with environmental health regulations
- Please notify Marwell of any special dietary requirements when pre-ordering catering.
- Marwell will endeavour to cater for any special dietary requirements if advised in advance. However **we cannot guarantee food to be free of nuts or nut residue.**
- If there are any changes to catering on the day Marwell will endeavour to accommodate your requests but this cannot be guaranteed.
- No alcohol is permitted to be brought into, consumed on the premises.

### Covid-19

- Marwell holds the Visit England **Good to Go** Covid-19 standard
- For up-to-date visitor information and Covid-19 guidance regarding the zoo please visit [https://www.marwell.org.uk/media/other/FAQs\\_29\\_06\\_20\\_22.pdf](https://www.marwell.org.uk/media/other/FAQs_29_06_20_22.pdf) on our website
- Marwell Hall is compliant with all Covid-19 requirements to ensure staff and guests using the facilities are safe
- As part of your hire, hand sanitiser and cleaning spray will be provided and available in your tent for you to use through your hire period. Our Events Team will keep you up-date with any changes to Government requirements and advice, before and during your visit. Failure to comply with these safety requirements may result in Marwell cancelling your hire with no refund given on the hire fee.
- If you have any questions regarding Covid-19 and your booking, please contact the Events Team, we are here to help.

### Guests will:

- Supply their booked party with information on how to get to Marwell
- Supply their booked guests with the park guidance which must be adhered to
- Ensure all children under the age of 17 are with an adult at all times within the zoo.
- Supply Marwell with a list of guests who will be attending on the day of hire
- Leave all areas, including the Bell Tent, secret garden and toilets, in a clean and tidy condition
- Vacate the tent and Secret Garden by the expiry time specified in the hire details sheet.
- Vacate the park by park closing time unless alternative arrangements have been made with Marwell. No guests are permitted to walk around the park outside of park opening hours. No guest vehicles are permitted in the park during opening hours
- Notify Marwell events team if you have not been supplied with something that was listed in the hire package as soon as possible after arrival, as we will not be able to rectify any omissions after the day hire.



# Marwell Wildlife

- Notify Marwell events team about any damages to the tents, its fixtures, fittings, décor, equipment, etc. Including anything with the Secret Garden Area
- Remove any personal property you have brought in, when you leave
- The guests shall be responsible for ensuring the structure and all contents are left in a clean and tidy state

## **The Guests Shall Not:**

- Smoke within the Bell Tent or Secret Garden Area. Smoking is permitted on the drive of the Hall or back lawn of the Hall.
- Bring alcohol or any illegal substances into the Zoo and Secret Garden Area
- Use the Bell Tent for any illegal activity or activity that Marwell Wildlife deems to be inappropriate for a family environment, or that causes nuisance to other guests and users of the Secret Garden area.
- Enter the privately booked areas of other guests using the Secret Garden area.
- Bring in any cooking equipment, BBQ's or cooking facilities
- Broadcast any sound or music through an external speaker. Any personal media on phones or other devices must be listened to through personal earphones.
- Exceed acceptable levels of noise and other environmental pollution due to many animal species located within the park and for the comfort of other guests
- Install any furniture, signage, equipment, or fittings without prior written consent
- Damage any fixtures, fittings or equipment in the Bell Tent. If damage occurs guests will be held liable for all costs incurred in fixing or replacing damaged items
- Remove any of Marwell's property from the premises. Any removal of Marwell property will be dealt with as theft

## **Park Guidance**

When using our facilities, we do ask that you and your guests observe the following park guidance: -

- Do not feed the animals
- Do not cross the safety barrier
- Please keep the park tidy
- No pets in the park
- No radios or externally broadcast music or other audio
- Do not use whistles
- No ball games
- No BBQ's
- No unaccompanied children allowed

## **Liability**

- Marwell accepts no responsibility or liability whether in negligence, theft or otherwise for loss of or damage to any property of the client or guests occurring on Marwell's premises
- Marwell's entire liability to the guest in respect of any claim whatsoever in breach of this agreement whether or not arising out of negligence, shall be limited to the fees paid to Marwell by the client to which the claim relates
- Your statutory rights are not affected.

## **Terms and Conditions:**

The wellbeing of our Guests and staff is top priority at Marwell Zoo, we have worked hard to take all the steps to ensure our venue is Covid-19 secure, whilst also adhering to our Sustainability policies Please be advised, your package is subject to change or altered depending on government guidelines leading up to and on the day booked. It is also your responsibility to inform us if you or any of your guests have any medical condition or illness leading up to or on the day of your event. Marwell reserves the right to modify these terms and conditions without notice and adapt the day to fit with current government guidelines.