



LLANGOLLEN RAILWAY TRUST LTD

Wedding Terms & Conditions

These Terms and Conditions constitute a written agreement between Llangollen Railway Trust Ltd and its Client (this being the person(s) who uses the products or services of Llangollen Railway Trust Ltd). Llangollen Railway Trust Ltd and its Client(s) accept and agree to be legally bound by these Terms & Conditions. Full or part payment and acceptance of such by Llangollen Railway Trust Ltd to use the products or services of Llangollen Railway Trust Ltd signifies an understanding and acceptance of these Terms & Conditions.

All weddings booked at Llangollen Railway shall be subject to the following:

Deposits

A **NON-REFUNDABLE** £300 deposit must be received within seven days of the provisional booking, or the provisional booking may be lost. Your reservation is duly guaranteed by the issuing of a payment receipt. Payment may be made by: personal cheque, cash, debit or credit card (we regret we cannot accept American Express.)

ALL DEPOSITS ARE NON-REFUNDABLE

Balance Payment

Balance payment must be made at least 6 weeks before the booked date and may be done so by personal cheque, cash, electronic payment, debit or credit card (we regret we cannot accept American Express). A full receipt will be issued upon request.

Registrar

It is the bride and grooms responsibility to contact the registrar. The registrar for the area is based in Ruthin, Denbighshire and is contactable on 01824 708100.

N.B. Prior to confirming your wedding date with Llangollen Railway please ensure you have contacted and confirmed times with the registrar.

Alcohol

All alcohol consumed at Llangollen Railway must be supplied by Llangollen Railway.

If the client would like to bring their own alcohol, there will be a corkage fee which is applied per bottle.

Price on application.

Final Information

The client shall provide, on request by Llangollen Railway, all such information which is available in relation to the wedding as may be necessary to enable Llangollen Railway to make fully informed assessment of its obligation to provide the service.

- The **menu choice** must be confirmed with Llangollen Railway at least **Sixty (60) days** prior to the wedding date, the client must also inform Llangollen Railway of any dietary requirements of guests at this time.
- Llangollen Railway requires **final guest numbers** (MAX 64 including wedding couple) no later than **Sixty (60) days** prior to the wedding date. Once the numbers are confirmed and there is a subsequent reduction, Llangollen Railway will still charge for the confirmed number. If the confirmed number increases we will therefore charge for the additional guests.

A rehearsal appointment is offered the day before the wedding day (or as agreed) to run through music and hand over seating plans, CDs, favours and name cards etc.

Music

We recommend you provide Llangollen Railway with music for your guests to enjoy on arrival to the ceremony room (optional), one song for the bride to walk down the aisle, one for the signing of the register and one song for the bride and groom to exit.

This must be provided, as a minimum requirement, the day before the wedding day and be on CD on 3 clearly labelled CD's.

N.B. All music must be pre approved by the registrar.

Seating

Seating in both the Henry Robertson Suite and on the wedding carriage is strictly a maximum of 64 people (including wedding couple). The client will be responsible for numbers and supplying Llangollen Railway with seating plans (a template is available, if required)

Where seating positions are not specified, the guests will have to find their own seats within the hired carriage. There will be no other seats provided in any other carriages and guests are not permitted to stand.

In the case of a seating plan being provided, the client can provide Llangollen Railway with favours and name cards, which will be placed on the carriage tables in accordance with the seating plan provided by the client.

N.B. Please ensure the guests with dietary requirements, along with the children, are highlighted on the seating plan.

CLIENTS USE OF LLANGOLLEN RAILWAY

i) The Client and persons attending the wedding shall:

a) Comply with all licensing, Health and Safety and other regulations relating to Llangollen Railway.

b) Any requests for services not offered by Llangollen Railway are only permitted with prior written consent by Llangollen Railway and may be subject to individual terms & conditions.

c) Not use any implements for hanging decorations that may cause damage to the building or carriages. Anything used to decorate the function room and carriages must be carried out with prior permission from Llangollen Railway. The client is responsible for removing any said decorations. If Llangollen Railway has to remove them, we cannot be held responsible for any damage caused to the items.

d) Not bring any dangerous or hazardous items into Llangollen Railway and remove any such items promptly when requested to do so by a member of staff or any other authorised person.

e) Not consume any food or drink at Llangollen Railway not supplied by Llangollen Railway or its authorised caterer, without Llangollen Railway's prior written consent. If external catering is approved by Llangollen Railway, this will be subject to a non-negotiable surcharge of £300 and only the use of Taylored Catering Services' crockery and utensils is allowed.

f) Not act in an improper or disorderly manner, leave promptly at the appropriate time and comply with any reasonable request by Llangollen Railway or its employees/staff.

ii) Children are welcome at weddings; however, Llangollen Railway is potentially hazardous. We cannot accept any liability whatsoever in the event of an accident due to children playing or running around. We respectfully ask that parents/guardians keep a watchful eye and ensure their children are always confined within the area of the wedding.

iii) Llangollen Railway operates a strict no smoking policy, for legal, health and safety reasons, within all buildings and on all station platforms.

iv) Any person in breach of these conditions may result in refused admission or removal from Llangollen Railway.

CANCELLATION BY LLANGOLLEN RAILWAY.

i) Llangollen Railway may cancel bookings under the following circumstances:

a) If Llangollen Railway or any part of it is closed due to circumstances outside its control e.g. Weather, Fire, Flood etc.

b) If the client is in arrears with any payment due to Llangollen Railway.

c) If it might prejudice the reputation or cause damage to Llangollen Railway.

ii) In such an event Llangollen Railway may at its discretion refund any advance payment made but will have no further liability to the client. If a refund is allowed, it shall be made within ten (10) working days of such a cancellation being advised and confirmed.

No compensations, consequential losses or other such claim shall be accepted in the event of such a cancellation.

CANCELLATION BY THE CLIENT

i) The following cancellation terms apply:

a) Cancellation over three months in advance - all deposits are non-refundable.

In all circumstances, notification of cancellation must be made in writing and will be effective on the date this notification is received by Llangollen Railway.

ii) Any postponement of confirmed business may be considered as a cancellation.

iii) We regret that deposits are non-refundable.

Prices Quoted

Prices quoted will be current at the time of booking. The price agreed shall not be subject to any change unless forced due to circumstances beyond our control. Where such a price amendment is necessary, you will be notified in writing no less than twenty-eight (28) days prior to your booking. Should a price amendment be unacceptable, the booking may be cancelled in accordance with our Cancellation Policy by the Client but without penalty or administration charge if confirmed as cancelled ten (10) days or more prior to the event date.

Late Arrival

In the interests of all, Llangollen Railway Trust Ltd operates a strict time-keeping policy for all departures and will operate punctually to a synchronised GMT time. In the event of missing your agreed service departure, for whatever reason, then the booking will be deemed as cancelled in accordance with our cancellation policy and the full price shall be forfeited.

Any pre-booked catering will be placed on the agreed service and as a result of the above will be regarded as inedible.

No compensation, consequential losses, costs or other such claim shall be accepted in such an unfortunate event.

Overall Enjoyment

Llangollen Railway Trust Ltd will not accept responsibility for the client and guests overall enjoyment. Whilst every effort will be made to maximise your pleasure and experience, it is accepted that every person's preference and tastes are unique and it would be impossible to satisfy all of our customers all of the time. However, Llangollen Railway PLC recognises that its own success is dependent on word of mouth referral and prioritises customer satisfaction accordingly.

Availabilities of Engines

It is not always possible to request a specific engine, in the event this is possible and an engine is requested for either a private charter or for the service train, there is never any guarantee of that specific engine until it is in the station on the day of the wedding. This is due to the age of each engine and the maintenance that is required in the up keep. In such a case, another engine will be provided.

GENERAL

i) Llangollen Railway will take all reasonable steps to fulfill the reservation to the best of its ability and in accordance with the details provided. However, it reserves the right to provide alternative services of at least equivalent standard at no additional costs.

ii) The client shall not be entitled to assign the booking to any third party or utilise Llangollen Railway's facilities, other than for the purpose stated at the time of booking, without Llangollen Railway's prior written approval.

iii) Llangollen Railway Trust Ltd reserves the right to pass on to the client additional costs for disbursements in respect of goods and services, if required sustained by a supplier's invoice.

iv) Whilst the Llangollen Railway has taken all reasonable steps to ensure that the information contained in its brochure, tariffs, leaflets and advertising is accurate, it reserves the right to alter, substitute or withdraw any service, facility or amenity without prior notice if necessary.

v) Notwithstanding anything contained in these terms, Llangollen Railway will not be liable for any failure to perform its obligations to the client in whole or part as a result of the following circumstances:

a) Strikes or other Industrial action(s)

b) Fire or Flood at or near Llangollen Railway

c) Civil unrest, dispute or commotion

d) Act of God

vii) This agreement shall be subject of the law of the Country in which Llangollen Railway is situated.

Llangollen Railway is not responsible in any way for arrangements made by the client with the Registrar, caterers, florists, and any other providers of services at the wedding.

Liability

In so far as our duties extend in providing a professional, safe and fit-for-purpose product, Llangollen Railway Trust Ltd, its staff and its agents shall not be liable for any injury, loss, expense, damage, accident, delay, irregularity, stranded individual, personal negligence, weather, quarantines, sickness, disease, act of God, Government restriction, legal regulation or otherwise which are adjudged to be out of Llangollen Railway's control.

In all cases, the maximum liability payable by Llangollen Railway Trust Ltd shall not exceed the total fee collected for the provision of the goods and/or services provided.

Complaints & Disputes

Any disputes or complaints must be brought to the attention of Llangollen Railway Trust Ltd in writing no later than twenty-one (21) days from the origin of such. Llangollen Railway Trust Ltd shall then be granted an additional sixty (60) days to investigate and resolve such a dispute or complaint without involving third parties or outside solicitors, litigation or counsel.

In the event of a complaint or dispute not being satisfactorily resolved, both parties (the Client and Llangollen Railway Trust Ltd) irrevocably agrees that the dispute will be settled and determined by final and binding arbitration pursuant to the United Kingdom and that such arbitration will be conducted in accordance with the Rules and Procedures in current effect under British law. Any correspondence must be put in writing and addressed to Llangollen Railway, The Station, Abbey Road, Llangollen LL20 8SN.

We, _____ (Name of couple)
Agree with the above Terms and Conditions.

PRINT _____

PRINT _____

Signed _____

Signed _____

Date _____

Date _____