

Waddesdon Hall Terms & Conditions of Hire

Waddesdon Hall
High Street
Waddesdon
Aylesbury
HP18 0JE

Telephone: 0844 585 2195

Email: contact@waddesdonhall.co.uk

Registered Charity No. 300343

Updated May 2025



Full Terms and Conditions

These Terms and Conditions apply to all bookings and hires of Waddesdon Hall (the Hall). By submitting a booking form, making a reservation, or paying an invoice, the Hirer confirms acceptance of these Terms and Conditions.

1. Definitions and interpretation

- Charity: Waddesdon Hall (Registered Charity No. 300343), acting through its Board of Trustees.
- Hall: Waddesdon Hall, High Street, Waddesdon, HP18 0JE and any adjoining areas made available as part of the hire.
- Hirer: The person or organisation named on the booking form/invoice who is responsible for the hire.
- Booking Manager: The person appointed by the Charity to manage bookings and venue operations (also referred to as the Hall Manager).
- Responsible Person: The named individual (usually the Hirer) who is in charge of the Hall during the hire period and is present throughout the event.
- Hire Period: The period stated on the booking confirmation (including any set -up and clear -down time).

2. Booking, confirmation and payments

- All bookings are subject to availability and are not confirmed until the Charity has issued a written booking confirmation.
- The Charity will issue an invoice setting out the hire charges, any deposits, and any additional costs (for example staffing, bar hire, security/damage deposit, cleaning, or equipment hire where applicable).
- Payment must be made by the due dates shown on the invoice. Bank transfer (BACS) payments can take up to 3 working days to clear.
- The Charity may treat the booking as cancelled if payment is not received by the due date.
- Standard payment arrangements (unless otherwise agreed in writing):
 - Children's parties and meeting room hires: full payment is required to confirm the booking.

Evening parties and celebrations (Friday, Saturday and Sunday): a first payment/deposit is required to confirm the booking, with the balance payable by the date stated on the invoice

- Event planning meetings/viewings: unless otherwise stated in writing, the hire includes one planning meeting/viewing with the Booking Manager for celebration events and up to two planning meetings/viewings for weddings.
- Additional meetings/viewings requested by the Hirer will be charged at £50 per meeting.
- Event -type specific conditions: additional conditions may apply for certain bookings (including celebrations, weddings and 18th birthday parties) as set out in Appendices E –G. Where there is any conflict, the relevant appendix prevails for that event type.
- Where you simply wish to view the Hall while it is open and staffed, this can often be accommodated without charge, subject to availability and without an event planning meeting.

3. Cancellations and changes

- If the Hirer cancels a booking, the Charity must be notified in writing (email is acceptable).
- Children's parties and meeting room hires: payments are non -refundable.
- Evening parties and celebrations: the first payment/deposit is non -refundable. Any additional sums paid may be refundable only if the Charity is able to re -let the Hall for the same date and time; any refund will be net of reasonable administrative costs.
- Requests to change the booking date or time are subject to availability and the Charity's written agreement. The Charity may charge an administration fee for changes
- The Charity reserves the right to cancel a booking (or vary hire charges) by giving at least 4 weeks' written notice. Where the Charity cancels a booking for reasons outside the Hirer's control, the Charity will refund any hire fees paid for the affected hire period. The Charity will not be liable for any additional losses incurred by the Hirer (for example supplier or catering costs).
- The Charity may cancel immediately (with no refund) if the Hirer is in serious breach of these Terms and Conditions, including for safety, licensing, safeguarding, or behaviour concerns.

4. Maximum capacity, licences and compliance

- The Hall has a maximum capacity as set out under its current Premises Licence and/or displayed signage. As a guide, the main hall accommodates up to 220 people standing and 120 people seated. The Hirer must ensure that these limits are not exceeded and that all exits and escape routes remain clear at all times.
- The Hall holds a Premises Licence and hold music licences (including PRS and PPL) which permit the use of copyrighted music in certain circumstances. If the Hirer's event requires any additional permissions or licences (for example, a Temporary Event Notice), it is the Hirer's responsibility to obtain them and to comply with all conditions.

5. Alcohol

- Alcohol may be consumed on the premises in accordance with the Premises Licence and these Terms and Conditions.
- The sale or supply of alcohol by the Hirer is not permitted without the Charity's prior written permission and, where required, a Temporary Event Notice (TEN).
- Under no circumstances is alcohol to be supplied to persons under 18 years of age.
- Waddesdon Hall can provide a licensed bar service for events. Where the bar service is required, it must be booked as part of the hall hire and is subject to separate pricing and operational rules.
- No alcohol may be brought onto the premises by the Hirer, guests or suppliers unless expressly agreed in writing by the Charity.
- For certain events (including 18th birthday parties) no beverages of any kind may be brought onto the premises; see Appendix G.
- The Charity operates a Challenge 25 policy and may require valid photo ID before serving alcohol. Service may be refused without acceptable ID.
- Where a bar is provided, last orders will normally be at 23:15 and the bar will close by 23:30, unless otherwise agreed in writing.
- If alcohol or other drinks are brought onto the premises in breach of these Terms, the Charity may apply corkage charges (including £50 per bottle where stated in Appendix G) and/or end the event immediately.
- No alcohol shall be consumed outside the premises after 23:15.
- If the Hall is booked to midnight, all licensable activities (for example music and alcohol service) must cease by 23:30 and the premises must be vacated by 00:00 unless otherwise stated in writing.

6. The Hirer's responsibilities

- The Hirer must be at least 21 years of age. The Hirer must be present throughout the Hire Period or must appoint an authorised Responsible Person who is present throughout.
- During the Hire Period, the Hirer is responsible for:
 - The supervision of the premises, its structure, fixtures, fittings and contents.
 - The behaviour and safety of all persons attending the event (including contractors, entertainers and catering staff).
 - Ensuring appropriate supervision ratios for children and young people (see section 7).
 - Ensuring that car parking is managed so as to avoid obstruction of the highway and damage to the Village Green. Parking on grass is not permitted unless specifically authorised in writing.
 - Making good (or paying for) any loss or damage caused to the Hall, grounds, car park, fixtures, fittings or contents, whether accidental or otherwise.
- External suppliers and contractors: the Hirer must provide the Charity with the names and contact details of any third -party suppliers to be used for the event (for example caterers, DJs, entertainers and hire companies).
- The Charity may contact suppliers in advance to confirm arrangements and compliance with site rules.
- Any caterer may be required to complete a site visit/induction prior to the event date. Suppliers who have not completed any required visit/induction may be refused access.
- The Hirer must ensure that all suppliers and contractors comply with these Terms and Conditions and with any instructions issued by the Booking Manager.

7. Children's and young people's events

- Children's and young people's parties require the Booking Manager's approval.
- Events primarily for children and young people under 22 years of age will not be permitted unless supervised by adults over 21 years of age at a minimum ratio of 1 adult to 20 young people.
- The Hirer must provide the name and a contactable mobile telephone number for the leading supervisor at the time of booking.

8. Use of the premises

- The Hall may only be used for the purpose described in the booking confirmation. The Hirer must not sub-hire the Hall.
- The Hirer must not do anything that is unlawful, unsafe, or that may invalidate the Charity's insurance.
- The Booking Manager (or nominated representative) may refuse admission to any person, or require any person to leave, where reasonably necessary for safety, safeguarding, licensing compliance, or to prevent nuisance.
- Entrance charges or ticketed public events are not permitted without the Charity's prior written permission and any necessary licensing/permissions.

9. Noise, neighbours and outdoor areas

- The Hirer must keep noise to a minimum on arrival and departure and must respond promptly and politely to any reasonable concerns from neighbours.
- Music (live or recorded) must be played indoors only and at a reasonable volume. Doors must be kept closed while music is playing. The Hall is fitted with a noise limiter.
- Any restrictions stated by the Booking Manager, the Premises Licence, or local authority must be followed. In particular, noise must be strictly limited after 23:15 and music must cease by 23:30 unless otherwise stated in writing.
- After 22:00, the front door must be kept closed and attendees should use the designated doors as advised by the Booking Manager.

10. Food hygiene

- If preparing, serving or selling food, the Hirer must comply with all relevant food safety legislation and good hygiene practice. Perishable foods must be stored safely and, where required, refrigerated.
- The Charity does not store perishable food overnight. All leftover food must be taken away at the end of the hire; any food left behind may be disposed of.

11. Health and safety, fire safety and accidents

- The Hirer is responsible for the safe management of their event and must ensure that attendees are advised of the location of fire exits, fire -fighting equipment, the first aid kit and the assembly point (as shown on the Hall notice board).

- All entrances, exits and fire exits must be kept clear at all times.
- No smoking, naked flames or candles are permitted inside the Hall.
- Fire doors must not be wedged open.
- In the event of fire, call 999 immediately and evacuate the building (see Appendix B).
- All accidents, injuries and dangerous occurrences must be reported to the Booking Manager as soon as possible and recorded in the Accident Book.
- Certain incidents must be reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). Where applicable, the Charity will support with the required reporting.

12. Insurance and liability

- The Charity accepts no liability for loss, damage or injury incurred during the hire of the Hall and grounds, except where such liability cannot be excluded by law.
- The Hirer is responsible for arranging any event -specific insurance they consider necessary, including public liability insurance for their event, activities, contractors and equipment.
- The Hirer must ensure that all third -party suppliers/contractors engaged for the event hold appropriate public liability insurance and provide evidence to the Charity on request. Suppliers who cannot provide satisfactory evidence may be refused access.
- The Hirer shall be liable for:
 - The cost of repair of any damage (including accidental or malicious damage) to any part of the premises and its contents.
 - All claims, losses, damages and costs arising from the Hirer's use of the premises, including nuisance caused to third parties.
- The Hirer agrees to indemnify the Charity, its trustees, employees and volunteers against all such liabilities arising from the hire, to the extent permitted by law.

13. Storage, deliveries and equipment

- The Charity accepts no responsibility for any equipment or other property brought into or left at the Hall. All property is left at the Hirer's risk.
- Unless agreed in writing, all equipment and other property must be removed at the end of each hire. Items left on site may incur storage fees and may be disposed of if not collected within 7 days of written notice.
- Deliveries may only be made during the Hire Period (unless otherwise agreed) and must be supervised by the Hirer or their representative. Fire exits must not be obstructed.

14. Decorations and alterations

- No alterations or additions may be made to the premises without the Booking Manager's prior written approval.
- No pins, staples, nails, sticky tape or tack (including blue/white tack) may be used on walls, blinds, doors or ceilings.
- The Hirer and guests must not use ladders to decorate the Hall.
- Combustible decorations (for example polystyrene or cotton wool) are not permitted.
- Decorations must not be placed near light fittings, heaters or fire safety equipment.

15. Prohibitions

- Smoking inside the Hall is prohibited under the Health Act 2006. Smoking is permitted only in the designated outdoor smoking area as directed by the Booking Manager. Smoking is not permitted at the front of the Hall.
- Illegal drugs are strictly prohibited.
- Highly flammable substances must not be brought into or used in any part of the premises.
- Portable LPG heating appliances must not be used. Unauthorised heating appliances may not be used without written consent.
- Gaming, betting and lotteries must comply with applicable law.
- No animals (including birds) are allowed, except dogs, unless a special event is agreed in writing.
- Animals must not enter the kitchen or any food preparation area.
- Activities or performances that are dangerous, sexually explicit, or likely to cause offence are not permitted.
- Fly posting or unauthorised advertising is not permitted.

16. Cleaning, waste and end of hire

- The Hirer must leave the Hall, kitchen and surrounding areas clean and tidy at the end of the Hire Period, with furniture returned to its original position. The Hirer must ensure that all persons vacate the Hall, all lights and appliances are turned off, taps are off, and all doors and windows are closed and locked (unless directed otherwise).
- All bottles, rubbish and food waste must be removed from the Hall and taken off site unless otherwise agreed. Any breakages, spillages or damage must be reported to the Booking Manager as soon as possible.
- Unless otherwise agreed in writing, all decorations, gifts, equipment and personal belongings must be taken away at the end of the hire. The Charity is not responsible for items left behind.

- If additional cleaning, waste removal or repairs are required, the Charity reserves the right to charge the Hirer for the reasonable costs incurred.

17. Complaints

- Any complaint relating to the hire must be notified to the Booking Manager in writing within 7 days of the hire date.

18. Data protection

- The Charity will process the Hirer's personal data for the purposes of administering bookings, invoicing, site safety and security, and legal/regulatory compliance. The Charity will not share personal data with third parties except where required for these purposes or by law.

19. General

- No tenancy or other right of occupation is granted to the Hirer.
- No provision of this Agreement is intended to confer any benefit on any third party under the Contracts (Rights of Third Parties) Act 1999.
- If any provision is found to be invalid or unenforceable, the remaining provisions remain in full force.
- These Terms and Conditions are governed by the laws of England and Wales and the parties submit to the exclusive jurisdiction of the English courts.

APPENDIX A: Procedure in case of accidents

The First Aid Kit is located in the Hall kitchen.

Nearest hospital Accident & Emergency (A&E):

Stoke Mandeville Hospital, Mandeville Road, Aylesbury, HP21 8AL. Telephone:
01296 315000

Nearest doctor's surgery:

Waddesdon Surgery, Goss Avenue, Waddesdon. Telephone: 01296 658585.

Surgery hours: Mon -Fri

09:00- 17:45

All accidents must be reported to the Booking Manager as soon as possible. The Accident Book is kept with the First Aid Kit and must be completed whenever an accident occurs.

APPENDIX B: In case of fire

The Responsible Person is the person in charge of the Hall during the Hire Period.

In the event of a fire, the Responsible Person must instruct all persons (including those in other rooms and toilets) to evacuate immediately using the nearest available emergency exit and to assemble on the Woodland Walk (or the designated assembly point shown on the Hall notice board). If practicable, a roll call should be taken.

CALL THE FIRE AND RESCUE SERVICE - DIAL 999

Address to give:

Waddesdon Hall, High Street, Waddesdon, Aylesbury, Buckinghamshire, HP18 0JE

No-one must re-enter the building for any reason until the Fire and Rescue Service declares it safe to do so.

Fire extinguishers should only be used if it is safe and you are confident to do so. If in doubt, leave the building.

All incidents, no matter how small, must be reported to the Booking Manager as soon as practicable.

APPENDIX C: Health and Safety policy statement

It is the policy of the Board of Trustees of Waddesdon Hall (Registered Charity No. 300343) to:

- Provide healthy and safe environmental conditions, equipment and systems for all trustees, volunteers, user groups and hirers.
- Keep the Hall and its equipment in a safe condition for all users.
- Provide such training and information as is necessary for volunteers and users.
- Comply with all relevant health and safety legislation and take reasonably practicable steps to prevent injury, ill health or danger arising from the Charity's activities and operations.

Volunteers, hirers and visitors are expected to comply with safety instructions displayed in the Hall and to take reasonable care to avoid injury to themselves or others.

Signed: J Wilson, Chair, Board of Trustees

Date: 14 May 2025

APPENDIX D: Safeguarding (children and vulnerable people)

The Charity is committed to safeguarding children and vulnerable people who use the Hall. All Hirers must take appropriate steps to safeguard attendees and to ensure safe supervision.

- Treat everyone with respect and set a positive example.
- Ensure that children and young people are appropriately supervised at all times.
- Avoid being alone with a child or vulnerable person; keep activities in sight and hearing of others.
- Do not tolerate bullying, harassment, abusive behaviour or inappropriate conduct.
- If you have a safeguarding concern, report it immediately to the Booking Manager. If anyone is at immediate risk of harm, call 999.

APPENDIX E: Celebration events – additional conditions

This Appendix applies to celebration events (for example evening parties, anniversaries and similar events) where stated in the booking confirmation.

1. Included viewings/meetings: your hire includes one initial viewing/meeting at the Hall with the Booking Manager. Any additional viewings/meetings with the Booking Manager requested by the Hirer will be charged at £50 per meeting. Where the Hall is open and staffed, an additional viewing without an event planning meeting may be possible at no extra charge, subject to availability.
2. External suppliers: you agree to supply contact details of all outside suppliers you wish to use. The Booking Manager may contact your suppliers ahead of your event. Any caterer may be required to visit the Hall prior to your event; if a required visit has not taken place, that caterer may not be permitted to provide services at the Hall.
3. Supplier insurance: all external suppliers must hold appropriate public liability insurance and provide evidence on request. Failure to provide insurance evidence may prevent the supplier from providing services at the Hall.
4. Licensable activities and timings: last orders at the bar will normally be at 23:15; music will cease by 23:30; and lights will be turned on at 23:30. Guests and suppliers must leave the premises by 00:00 and must depart quietly in respect of local residents (unless otherwise agreed in writing).
5. End of event: your belongings (including decorations) must be taken home with you at the end of the evening. The Charity is not responsible for lost or damaged items. All leftover food must be taken with you at the end of the evening (the Charity does not store perishable food overnight; if left, it may be disposed of).
6. Alcohol: guests must not bring alcohol onto the premises.
7. Decorations: ladders may not be used to decorate the Hall. Decorations must not be pinned or nailed to any surfaces.

APPENDIX F: Weddings – additional conditions

This Appendix applies to wedding bookings where stated in the booking confirmation.

1. Included meetings/viewings: your hire includes up to two meetings/viewings at the Hall with the Booking Manager (or Wedding Manager where appointed). Any further meetings/viewings will be charged at £50 per meeting. Where the Hall is open and staffed, an additional viewing without a planning meeting may be possible at no extra charge, subject to availability.
2. Rehearsal: if you wish to hire the Hall for a rehearsal prior to your wedding, the fee is £50 for up to 3 hours (please note this does not include the Booking Manager or Hall staff present unless agreed separately).
3. External suppliers: you agree to supply contact details of all outside suppliers you wish to use. The Booking Manager may contact your suppliers ahead of your wedding. Any caterer may be required to visit the Hall prior to your wedding; if a required visit has not taken place, that caterer may not be permitted to provide services at the Hall.
4. Supplier insurance: all external suppliers must hold appropriate public liability insurance and provide evidence on request. Failure to provide insurance evidence may prevent the supplier from providing services at the Hall.
5. Package inclusions and additional services: for the Beatrice Wedding package, your hire includes the clearing and washing up of the venue's crockery and cutlery. There may be an additional fee for clearing and/or washing up of guests' or caterers' items; please ask for a quote. Please ask for a quote for any additional services you may require (for example waiting staff, clearing tables, or moving furniture). #
6. Licensable activities and timings: last orders at the bar will normally be at 23:15; music will cease by 23:30; and lights will be turned on at 23:30. Guests and suppliers must leave the premises by 00:00 and must depart quietly in respect of local residents (unless otherwise agreed in writing).
7. End of event and collection: your belongings will be put into crates ready for collection the next day between 09:00 and 12:00 (the Charity does not take responsibility for lost or damaged items; valuables should be taken with you at the end of the event). All leftover food must be taken with you at the end of the evening (the Charity does not store perishable food overnight; if left, it may be disposed of).
8. Alcohol: guests must not bring alcohol onto the premises.
9. Decorations: ladders may not be used, and nothing may be stuck, pinned or nailed to surfaces.
10. On-the-day management is not included unless agreed in writing.
11. Photography: we may request consent to use a few professional images, always with written permission.

APPENDIX G: 18th birthday parties – additional conditions

This Appendix applies to 18th birthday party bookings where stated in the booking confirmation.

1. Responsible adult required: all 18th birthday parties must be booked by a responsible adult (ideally a parent/guardian).
2. Responsible adult must attend: a responsible adult must remain on -site for the full duration of the event and must introduce themselves to venue staff at the start of the event as the named point of contact.
3. No outside alcohol or drinks: the Hall operates a licensed bar. No alcohol or other drinks may be brought onto the premises from outside.
4. Corkage for non -bar drinks: if any drink is found that has not been purchased from the venue bar, a £50 corkage fee per bottle will apply.
5. Breach of this policy: if the drinks policy is not followed, the Charity may end the event immediately and cancel the booking. In such circumstances, no refund will be payable.
6. Proof of age for alcohol: alcohol will only be sold in line with licensing law and the Charity's Challenge 25 policy. Valid photo ID must be produced on request. The Charity may refuse service without ID.
7. Right to refuse entry or service: the Charity reserves the right to refuse entry or service and to manage the event in line with licensing, safety and staff instructions.

Acknowledgement (if requested by the Charity):

I confirm that I have read and agree to Appendix G (18th birthday parties – additional conditions).

Name: _____

Signature: _____ Date: _____

APPENDIX H: Fundraising events – additional conditions

This Appendix applies to fundraising and community-focused events where stated in the booking confirmation.

1. Purpose of fundraising events - Waddesdon Hall is proud to support local fundraising and community initiatives. Approved fundraising events may hire the Hall under a community-focused model designed to support charitable and local causes.
2. Included spaces and facilities - For approved fundraising events, the following are provided at no charge:
 - o Use of the Main Hall
 - o Use of the kitchen for catering preparation and service
 - o Use of the car park
 - o Use of the Hall's furniture and PA system (tables, chairs and audio equipment)
3. Licensed bar and alcohol policy - The Hall's licensed bar will be open for fundraising events. As a fully licensed venue, no alcohol may be brought onto the premises by organisers, guests or suppliers. All alcohol must be purchased from the venue bar.
4. Hire fee and refundable deposit - To support fundraising efforts, no venue hire fee is charged. A refundable deposit of £200 is required to cover operational costs. This deposit will be returned in full if bar takings reach £200 or more during the event. If bar takings do not reach £200, the Charity may retain part or all of the deposit to cover costs.
5. Promotional requirements - In return for providing the venue at no cost, fundraising organisers agree to acknowledge Waddesdon Hall as a sponsor of the event. This includes:
 - o Tagging @WaddesdonHall on all printed and digital promotional materials
 - o A minimum of two social media posts promoting the event and recognising Waddesdon Hall as a sponsor
 - o A post-event thank-you post acknowledging Waddesdon Hall as the venue sponsor
6. Compliance with general Terms and Conditions - All other provisions of the Waddesdon Hall Terms and Conditions of Hire apply to fundraising events, including responsibilities of the Hirer, alcohol licensing, noise management, cleaning, and end-of-hire requirements.