

CARBERRY TOWER MANSION HOUSE AND ESTATE

EXCLUSIVE USE CONTRACTS (INCLUSIVE OF WEDDINGS): FAQ's and TERMS & CONDITIONS

We at Carberry Tower Mansion House and Estate are delighted to welcome you on your special occasion. Unlike Wedding or Events Planners, our dedicated Sales and Events Team are available to co-ordinate the property-specific elements of your Exclusive Use Event, as well as the Food and Beverage service. This involves facilitating the required reception areas within the property, passing on overnight accommodation requirements to our Reservations Team, and forwarding to our Food and Beverage Team your menu and drinks requirements. Where possible, you may have one point of contact from the Sales and Events Team throughout your booking journey with us, but, with a large team of experienced Sales and Events Executives, you may be seen by different Team Members as your booking progresses and on your Event Date itself. If you require the additional services of a Wedding or Events Planner, we can furnish you with suggested contacts.

CARBERRY TOWER MANSION HOUSE AND ESTATE

A place of intimate grandeur, our beautiful property dates from 1480 and sits majestically within 40 acres of manicured estate grounds. With 30 bedrooms and over 10 principal Reception Rooms, there is a wealth of elegantly appointed accommodation. When contracting to an Exclusive Use Event, all 30 bedrooms and principal Reception Rooms will be wholly appointed for your use on your Event Date. **(Please note, our Restaurant and Courtyard spaces are not included for your use within the Exclusive Use Package. These two areas are entirely self-contained, with their own dedicated entrance door from the main Reception, ensuring separation from your Mansion House accommodation).**

BOOKING PROCESS

When can we come and have a look round Carberry Tower Mansion House and Estate?

By appointment, we would be delighted to show you around Carberry Tower to bring to life what we can offer you on your special day. We are an extremely busy Household and pre-booking appointments is necessary and subject to availability.

How long can you provisionally hold a date for us?

Once you've been for a showround, we can provisionally hold a date for you for 7 working days. If we haven't had any other interest in that date by the end of the 7 days we can extend the provisional booking for you but if we do have other interest in the date then we will ask you whether you would like to book or release the date.

What deposit do I have to pay when I confirm a date?

Once you have booked a date, we will send out an Event Booking Contract and an invoice for a non-refundable deposit of £500 due for immediate payment. 10 days later, the first payment, which is 25% of your overall contracted amount is due for payment (minus the £500 deposit already remitted).

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Payments are then staged at various points of time, as follows:

2nd Payment: 30% of overall contracted amount due 6 months prior to the Event Date

3rd Payment: 30% of overall contracted amount due 4 months prior to the Event Date

4th Payment: 15% of overall contracted amount due 2 months prior to the Event Date

What are the further payment terms and refund/cancellation policy?

Any additional charges arising from increased numbers or extras, shall be remitted in full no later than 2 weeks before the Event Date.

Unless an alternative arrangement has been agreed in writing, in advance, with Carberry Tower Mansion House management, any Contracted Client not complying with the above payment deadlines may have their Exclusive Use Event cancelled and any monies already held on deposit retained without refund.

Any Contracted Client cancelling their Exclusive Use Event will be subject to the following cancellation policy:

- Within 3 months from Booking Date, the Contracted Client will be entitled to a refund of any monies held on deposit minus the non-refundable £500.
- After 3 months from Booking Date but before 6 months prior to the Event Date, Carberry Tower Mansion House and Estate shall be entitled to retain 25% of the overall contracted amount.
- Any Contracted Client cancelling their Exclusive Use Event within 6 months prior to the Event Date will not be entitled to a refund and all monies held on deposit will be retained.
- (For the avoidance of doubt, if an Exclusive Use Event is both booked and cancelled within 6 months prior to the Event Date, the Contracted Client will not be entitled to a refund and all monies held on deposit will be retained).

We reserve the right to postpone, amend or cancel any Exclusive Use Event, without any responsibility or further liability, in the unlikely event of occurrence beyond our reasonable control which prevents our ability to fulfil our obligations – this being for example, but not limited to, Force Majeure or other such incident rendering access to or operation of the property unsafe or unavailable. In the event of postponement, we will work diligently to make alternative arrangements for a mutually agreeable rate, each party bearing their own losses.

In the unfortunate case of cancellation or termination for whatever other foreseen reason, we will notify the Contracted Client as far in advance as possible and will arrange for a full refund of all deposits held (minus the non-refundable £500), but will have no other obligation or liability for loss or inconvenience borne through the change.

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We may refuse and cancel an Exclusive Use Event at any time, without refund of deposit monies held, if we believe that the Exclusive Use Event may include illegal acts or activities, or that guests are likely to behave in a manner which may contravene or prejudice our Premises License, for example where guests show signs of infectious disease, are under the influence of illegal or intoxicating substances, appear to be carrying an illegal or dangerous weapon or make attempts to bring such into the property, or where guests are acting lewdly, aggressively or disruptively.

A £500 damage/security deposit will be required by way of Pre-authorisation from an active Credit Card no later than 7 days prior to the Event Date. Should any losses or damages, breakages or other expenses be incurred as a consequence of the occupancy and use of Carberry Tower Mansion House and Estate by the Contracted Client or any of their guests or suppliers, then £500 payment will be instructed no later than two weeks after the Event Date, and any additional charges due will be Invoiced for payment no later than 4 weeks after the Event Date. (Where a Contracted Client does not have an active Credit Card, the damage/security deposit can be paid by means of BACS transfer and held in trust, being refunded no later than 4 weeks after the Event Date where no losses, damages, breakages or other expenses have occurred). [Please note, our standard Guest Charge of £200 will be applied to the Contracted Client for any guest found actually, or suspected, of smoking, inappropriate behaviour, intentionally blocking pipework or soiling within Carberry Tower Mansion House and Estate at the sole discretion of the management].

In addition, Carberry Tower Mansion House and Estate reserves the right to engage the services of additional security personnel on the Event Date itself. Whilst there are very few occasions on which we require to exercise this right, the decision will be made at the sole discretion of Carberry Tower Mansion House and Estate Management, taking into account the Health & Safety and Duty of Care towards staff and other guests. This will attract the extra fee of £250.00 which will be charged to the Contracted Client.

We cannot be held responsible for any errors or omissions in correspondence or published material and have taken reasonable steps to ensure the information contained within our own and third party websites, brochures, tariff's, and advertising is correct. We reserve the right to withdraw or amend any service, facility or amenity as previously described without notice or compensation for the change.

We are a highly acclaimed and Awarded luxury Private Country Estate and Wedding Venue. However, in the very unlikely event of a complaint arising, a formal written account from the Contracted Client must be received at our offices by means of Recorded Delivery, within 2 working days of the Event Date, otherwise no liability will be taken.

The basis of this document is contractual, under the legal jurisdiction of Scotland, between the Contracted Client (on behalf of all of their guests, whether paying or non-paying) and Kingsland Estates (Carberry Tower) Ltd, T/A Carberry Tower Mansion House and Estate, herein also referred to at times as 'We', 'Our' or 'Us'. The definition of Exclusive Use Event and Event Date shall include the full scope of goods and services contained within the Event Booking Contract as well as any directly related, subsequent correspondence issued by us.

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