



Christmas 2025 - Terms and Conditions

Confirmation

- The individual(s) who are named on the booking confirmation will be considered the Client and will be held liable in relation to the booking and any associated costs.
- Once the deposit is paid, the booking is secured for the number of people
- Final numbers must be received by the Square at least 28 days in advance.
- Food pre-orders, and special dietary/access requirements must be received by the Square at least 21 days in advance.
- Children under 16 must be accompanied by adults at all times and only allowed with the prior approval of management.
- The Square reserves the right to refuse admittance at all times or to remove any persons whose behaviour is considered inappropriate.

Deposits and Payment

- To secure a booking we require a deposit of £10 per person. This deposit will be taken off your final bill, except in the case of cancellations/alterations as mentioned below, damage to the Square as mentioned below, or failure to hit the specified minimum spend (where applicable).
- The Square reserves the right to withhold the deposit until post-event, as a security deposit in case of any damages. This would be agreed in writing from management prior to payment. In this case, the deposit would not be taken off of the final bill.
- The remainder of all pre-ordered goods must be paid in full by cash, credit/debit card or bank transfer at least 7 days before the date of the event.
- A 12% service charge on food will be added to the bill.

Cancellations and Alterations

- All alterations and cancellations must be made in writing by replying to your confirmation email.
- The Square Club can only guarantee the space for the number of guests the deposit has been paid for. An increase in number must be confirmed in writing by The Square Club, per the venues availability.
- Deposits are non-refundable in the event of cancellation.
- Final numbers must be received by The Square at least 28 days in advance.
- Up to 28 days ahead – The Square will accommodate a 10% reduction in numbers (rounded up), or up to 3 guests, whichever is larger, without penalty. Any greater reduction in numbers will result in a loss of the relevant £10 per head deposits.

- Between 28 days and 14 days ahead - Any reduction in numbers in this period will result in a loss of the relevant £10 per head deposits.
- Within 14 days of the booking - Any reduction in numbers at this time will result in a loss of all monies paid and cannot be transferred to make other purchases.
- In cases of sickness refunds are only applicable if government restrictions are in place.

Food & Beverage

- Food pre-orders, and special dietary/access requirements must be received by The Square at least 21 days in advance.
- When selecting dishes, it is The Client's responsibility to select dishes that are suitable for their dietary requirements.
- It is the clients responsibility to disclose any dietary requirements on the pre-order, at least 21 days in advance of the booking.
- If the Client has not submitted a pre-order within the time frames given a set meal will be served.

Venue policies

- The bar will remain open until 11pm on Sunday, 12am Monday – Wednesday and 1am Thursday - Saturday with twenty minutes 'drinking up time'.
- All guests will be requested to leave the premises at this time.
- The Terrace/Secret Garden will close at 10.30pm Sunday-Tuesday and 12am Wednesday – Saturday due to council noise regulations.
- When guests leave the premises, noise must be kept to a minimum. Our staff reserve the right to ask guests to leave the premises if they are not respecting our neighbours.
- The Square may take photographs of all parties and is entitled to use these images for promotional purposes, unless specified in writing by the booker in advance in advance of the booking.
- If the Client is late for the booking, the end time of the meal is not adjusted. The amount of time the Client has on the table will be therefore reduced.

Liability

- The Square shall not be held responsible for any loss or damage to any property belonging to or brought onto the premises by any person, save as required by law.
- The Square do not exclude or limit in any way The Square's liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; or for breach of your legal rights in relation to the services.
- The Square not liable for business losses. The Square only supply the services for domestic and private use. If you use the services for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

- The Client is responsible for the collection of all belongings within 48 hours of the event. After this time The Square reserves the right to dispose of uncollected items.
- The Square shall not be responsible for any loss due to mechanical breakdown, failure in electricity supply, flood, fire, government restriction or force majeure that may cause the premises to be temporarily closed or the event to be interrupted.
- The Client is responsible for all persons who attend the event and shall be responsible for any damage caused to the venue, its furnishings and equipment. The Client will be made aware no later than 3 working days after the event of any chargeable damage and an invoice will be raised.
- The Square reserves the right to keep the security deposit (where applicable) in the event of cancellation and/or damage.
- The Client shall indemnify The Square, its agents and employees and assigns from all/any liabilities, losses, damage, claims and expenses (including but not limited to legal expenses) of any nature relating to or arising out of the failure of the Client to perform or comply or procure compliance with the terms of their booking and their legal obligations generally.