

Linden House (Tettenhall) Limited  
General Information

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## 1. Booking Policy

- Check availability, for the date required, with Linden House.
- Establish approximate numbers attending the event to determine the appropriate function suite.
- Agree times – arrival, meal or buffet and finish time.
- Discuss menu choices and packages.
- Discuss any special requests including entertainment.
- Discuss table plans/layouts.
- Discuss decorations and colour scheme.

### **Provisional bookings**

- Whether verbal, by e mail or with a booking form, the booking will be held *provisionally* for ONE week.
- Linden House will confirm the booking upon receipt of a deposit which is non refundable.

### **Confirmed Bookings**

- Upon receipt of both a booking form and a deposit Linden House will provide confirmation by e mail or letter along with a **written schedule**. The schedule will show details of the event as discussed.
- The customer or organiser will then advise Linden House of the precise details of the event no later than TWO weeks prior to the event date.
- ONE week prior to the event Linden House will require final numbers attending along with a breakdown, if necessary, and final payment.
- Customers/organisers are advised to examine the **written schedule** carefully, each time it is updated, to ensure all the details are correct. The schedule forms the contract between the parties concerned and regretfully changes cannot be made on the day of the event.

### **Cancellations**

- All deposits are NON refundable.

- All bookings are considered provisional until a deposit has been received.

### **Viewing Suites**

- Organisers are welcome to view the function suites. To ensure that the suites are not occupied, at the time of viewing, please make prior arrangements with the management.

## **2. Car Parking**

- Linden House has approximately ninety four 94 car parking spaces which are FREE to all guests using the facilities.
- Car parking in adjacent streets is permitted.
- Cars and vehicles are parked at owner's risk.
- Overnight parking is not permitted unless by prior arrangement with the management.

## **3. Children on the Premises**

Unlike many other Hotels and Function Rooms, children are welcome at Linden House. However, certain restrictions do apply and organisers and parents are asked to abide by the following:

- Parents are RESPONSIBLE for the behaviour of their children, whilst on the premises, at all times and will be informed if their child is found to be misbehaving.
- If no action is taken the parents will be asked to leave the premises, with their children, before the event has finished.
- To minimise any disruption the number of children attending events must not exceed 10% of the total guests, unless alternative entertainment has been provided i.e. special entertainer, clown etc.
- All children must vacate the premises by 10.00pm at the latest.
- Children are classified as being 2 - 10 years of age.

### **Children's Tariff**

- Linden House is able to cater for children attending events by offering  
Children's Menu (minimum of 5 children)  
or  
Discount of 25% on the adult meal prices

#### **4. Complaints Procedure**

- Linden House endeavours to provide customers with the best possible customer experience when using our facilities.
- If however we should fall short of your expectations for any reason we would ask you to abide by the following procedure –
  - Bring the matter to the immediate attention of Linden House staff, who will inform the appropriate supervisor.
  - The supervisor will investigate the situation and hopefully provide a suitable remedy.
  - If the matter is still not resolved, the Manager will be informed and detailed investigation will take place.
  - The customer may be asked to confirm details of the complaint in writing and will be informed of the outcome and resolution.

#### **5. Duration of Event and Vacating Premises**

- Events are classified as being up to 5.5 hours (five and a half hours) in duration.
- Events which are for longer than 5.5 hours (five and a half hours) can be accommodated. However, a room hire charge may apply for the additional hours of occupation. Please refer to the table shown under Room Hire Charges.
- The duration of the event excludes setting up or dismantling equipment such as staging and DJ equipment.
- When the event ends organisers and guests are asked to vacate the premises, within half an hour, in a quiet and orderly manner showing respect for neighbouring premises.
- Customers and organisers are asked to ensure all personal possessions are taken from the premises at the time of leaving.
- If rooms are not vacated on time, as requested, a room hire charge may apply.

#### **6. Entertainment**

- Organisers are free to arrange their own entertainment for any function held at Linden House on condition that the DJ, Band or Entertainer agrees to comply with our Sound / Volume Policy as outlined –

- Linden House is not equipped with **fixed** sound monitoring devices, as our sound & volume policy is dictated by decibel readings. The Duty Supervisor will advise on satisfactory levels
  - Organisers are responsible for the behaviour and actions of their own contracted DJ or Entertainer at all times throughout the event.
  - Linden House is situated in a busy residential area and respect for neighbouring properties is extremely important.
  - If on the day / night, a DJ or Entertainer fails to respect our position or ignore our instructions, we have the capability of “turning off the power source”. In such circumstances 15 minutes notice will be given.
  - If after due consideration an event is brought to a premature end for non compliance of the sound / volume policy through power failure, no liability will be accepted by Linden House
  - In consideration of other users in the building, DJ’s and other Entertainers are asked to abide by an agreement whereby music is not played before 7.30pm. This applies to the Tettenhall Suite only
- Other forms of entertainment are permitted ie Clowns & Magicians. Bouncy Castles are allowed in certain circumstances, please discuss with Linden House Management
  - All Entertainers **MUST** have suitable Third Party Liability Insurance
  - Linden House can advise and arrange suitable DJ for functions, Linden House Management will discuss procedure during the enquiry, however a contract and separate deposit is required at time of booking.

## **7. Food Safety Standards**

### **Food Allergies and Intolerances**

Linden House declares that during food production the following allergens may be present in the dishes produced.

- celery
- cereals that contain gluten – including wheat (such as spelt and Khorasan), rye, barley and oats
- crustaceans – such as prawns, crabs and lobsters
- eggs
- fish
- lupin
- milk
- molluscs – such as mussels and oysters
- mustard
- tree nuts – including almonds, hazelnuts, walnuts, brazil nuts, cashews, pecans, pistachios and macadamia nuts
- peanuts
- sesame seeds
- soybeans
- sulphur dioxide and sulphites (if they are at a concentration of more than ten parts per million)

Some ingredients and substances include ‘processing aids’ used during the manufacture of a food or drink product. These processing aids could still be present after the product has been manufactured. In the case of sulphites, which are often used to preserve dried fruit, they might still be present after the fruit is used to make chutney.

Organisers and guests attending a function are asked to inform Linden House management of any persons who may be unsure about, or will be adversely affected by, the presence of allergens as stated above.

( Reference - Annex II (as amended by [Commission Delegated Regulation No. 78/2014](#)) of the [EU Food Information for Consumers Regulation \(EU FIC\)](#) lists the 14 major foods which can cause allergic reactions. )

### **Specific Dietary Requirements**

Many people experience intolerance to a variety of food products such as Onion, Kiwi Fruit, Dairy Products, Mushrooms and many others.

If any of your guests have special dietary requirements, or an intolerance to specific food products, please advise us accordingly so that we can make alternative arrangements. The chef will endeavour to provide a similar meal at the same price.

**If, however, the organiser requests a specific dietary meal a surcharge of 5% will apply to that meal.**

### **Gluten Free Meals**

Unfortunately, Coeliac disease is becoming more common with increased demand from customers requesting gluten free meals. Whilst the range of food products is by

nature limited, the chef at Linden House is able to offer a similar gluten free meal at the same price.

**If, however, the organiser requests a specific gluten free meal a surcharge of 5% will be applied to that meal.**

### **Food Production**

**All food production \* is carried out in the kitchens at Linden House in compliance with all current Food Safety Legislation. Our *food service* policy is governed by this legislation particularly regarding temperature control for all hot (2 hrs) and cold food (4hrs) display.**

\* Excluding *Asian Function Packages*.

## **8. Harassment and Violence towards Customers and Staff**

- Violent and harassing behaviour towards customers and staff will not be tolerated on these premises under any circumstances.
- Guests displaying such behaviour will be asked to leave the premises with immediate effect failing which the Police will be called to attend.
- **Linden House will prosecute all offenders**

## **9. Licensing Act**

- Linden House comes under the jurisdiction of the Licensing Act.
- Customers or their guests are NOT permitted to bring alcohol, or other drinks, onto the premises (including car park) without prior agreement with the management.
- Customers or guests found to be violating this legal requirement will be warned of the consequences. If the matter persists the customer or guest will be asked to leave the premises.

## **10. Menus & Packages**

- The *Published Tariff* appears on our website [Lindenhouse-functions.co.uk](http://Lindenhouse-functions.co.uk) and will be the operative tariff until further notice.
- Prices are subject to change without notice.

- Prices quoted, at the time of booking and receipt of a deposit, will be honoured for a period of up to 12 months.
- For confirmed bookings taking place, after the 12 month period has elapsed, the prices will be based on the published web page Tariff prevailing at that time.
- The menus and packages are suggestions only and can be tailored specifically to suit the requirements of each event. Please discuss your requirements with the management.

## 11. Payment Procedures

- A non refundable deposit is required to secure a booking. A booking form alone will not secure a booking.
- Balance payable ONE week before the function.
- Payment can be made by cash, cheque, credit/debit card or by BACS.
- If payment is by BACS our account details are:  
**Linden House   Sort code - 77 33 10   Account number - 24072460**

## 12. Room Hire Charges

- If the scheduled duration of an event exceeds 5.5 hours a room hire charge will apply. This will be calculated according to the table below. This charge will apply for part hours as well as full hours.
- If the duration of the function is 5.5 hours or less then room hire charges will NOT apply.
- The duration of the function does NOT include set up time or packing up time. Please see Duration of Event and Vacating Premises.

<b>Suite</b>	<b>1 - 5.5 hours</b>	<b>5.5 hours +</b>
Tettenhall Suite	<b>FREE</b>	£75 per hour
Linden Suite	<b>FREE</b>	£50 per hour
Newbridge Suite	<b>FREE</b>	£25 per hour