

Smeeham Hall Barn: Coronavirus Position Statement

Issue date: Saturday 14th March 2020



Please note: Our position is likely to change in the near future as further government advice is issued and more information becomes available, at which point we will issue an updated position statement on our website.

Smeeham Hall Barn is basing its response to the Coronavirus on the following:

1. Primarily, following current government advice regarding gatherings of various size
2. Taking every precaution to ensure our staff and suppliers are not carriers of the disease
3. Being flexible and accommodating our clients' concerns and change of arrangements where possible
4. Ensuring the sustainability of our wedding venue business

As a wedding venue, our clients' health and safety is of the utmost importance to us. At this point in time we are operating on the basis of business as usual, expecting our staff, suppliers and clients to follow government advice about personal hygiene and limiting vulnerable people (the elderly and those with underlying health conditions) to possible exposure to the disease. We also strongly advise our clients to request any guests who have returned from affected areas not to attend their wedding.

With regard to requested cancellations of bookings, we are operating according to our standard contractual terms, which include the following:

- a) More than 9 months prior to the function date – payment of 25% of the balance of the hire charge
- b) Between 6 – 9 months prior to the function date – payment of 50% of the balance of the hire charge
- c) Between 3 – 6 months prior to the function date – payment of 75% of the balance of the hire charge
- d) Less than 3 months prior to the function date – payment of the full balance of the hire charge

Should the function date be resold, a refund of the cancellation charge will be given, subject to the function date being re-sold at the full hire charge rate. Deductions from the refundable amount will include any discount given to secure the re-sale of the date and any cancellation-related payments due to contracted suppliers including, for example, the caterers which may be due even in the event of the date being resold. The booking fee is non-refundable and will also be deducted from any refund given.

However, we fully understand the current environment and the uncertainty facing our clients and we are therefore offering the following flexibility regarding functions booked for the months of March, April and May: should any of our clients wish to postpone their wedding from these months to **later this year**, we are happy to accommodate this on the following basis:

- To move the date to a similar package later during the course of the year, where possible (eg weekday to weekday or weekend to weekend)
- Where a weekend function moves to a later date that has to be on a weekday (ie no weekend dates available), the contracted package cost will still apply

Please call us on 01787 374544 to discuss any concerns or queries.

As above, please note that our operating position is likely to change as further government advice is issued and more information becomes available. Please make sure you have our most up-to-date position statement – available from a link on the front page of our website.

