

TERMS AND CONDITIONS

Terms & Conditions or “The Legal Bit”

In these Terms & Conditions “Dog Bowl Ltd”, Greater Manchester, 57 Whitworth Street West, Manchester, M1 5WW trading as “Dog Bowl” and the client means the person, organization, or company responsible for the event. All bookings are subject to the specific Terms & Conditions set out below and may only be varied in writing signed by the General Manager.

1. Arrival time

We ask that all bookings arrive no later than 15 minutes before their agreed time slot, this allows enough time to change shoes and input names into the bowling system if needed.

If you are running late, please let us know. We get very busy especially at peak times and can only hold reservations for 10 minutes, arrival any later than this may result in the table/lane being cancelled or moved to the next available time slot if one is available.

2. Terms of Deposit

Dining only: Any dining bookings for groups of 10 or more may be required to pay a deposit and pre-order food in order to secure. This will be agreed depending on the order and time of booking.

Online bookings: Payments made are per person, per game, or per person per package. All of our rates and packages are available to view back on our homepage. If increasing the party size once booked, you will be required to pay the difference before leaving the venue.

Telephone/Email bookings: Any booking which requires more than 1 lane (maximum 6 players per lane) will be required to pay a £20 per lane deposit to secure.

Package Bookings: All package bookings will be required to pay a £10 per person deposit to secure.

Christmas bookings: Please see Section 14 for full information on Christmas bookings.

All deposits are redeemable against the final bill and are non-refundable if cancelled or reduced (by number of games booked, number of lanes needed or number of people booked) within 48 hours of the agreed date/time.

If you wish to change the date or time of your booking you must contact as soon as possible. Reservations which have been secured with a deposit/payment, may be able to be moved (if contact is made over 48 hours prior) to an alternative date/time.

If you cannot make an alternative arrangement, we will be unable to issue a refund for any payments received.

If the agreed deposit is not received by the requested date, we reserve the right to cancel the booking.

3. **Decorations**

We love a bit of fun as much as anyone, but we may have children in the venue before 7pm so we ask that all fancy dress or decorations is confirmed by a Manager prior to the booking to ensure that it's appropriate for the time/day.

You are welcome to bring balloons but we cannot allow banners/posters or anything to be stuck onto the walls. We also do not allow table confetti.

4. **Dress Code**

We're pretty easy going here and smart-casual is our style. However, we do not allow tracksuit bottoms or hats in the venue after 6pm.

No sports team colours are allowed in the venue unless the venue is showing a relevant game or it has been authorised by a manager.

5. **Animals**

We are a dog friendly venue and allow dogs into the venue. We have bowls for water at your request. Please note Dog Bowl can be a loud venue with bright lights and can be a sensory overload for your furry friend. We require dogs to be on a lead at all times while in the venue.

6. **Age restrictions**

Children under the age of 12 are entitled to access our kids bowling prices/offers. Young adults under the age of 16 must be supervised by an adult and we have a strict over 18s policy after 7pm. All customers will require valid ID after this time. We do not accommodate kids parties on Saturdays at any time and after 2pm on any other day.

7. **Prices & Payments.**

VAT is included in all prices quoted and is at the current rate. Please see our homepage for food, drink and bowling prices.

As per our privacy policy, all credit/debit card payments are securely handled by an industry leading processor and are not stored on our website.

8. **Service**

All bookings are subject to a discretionary service charge of 10% for parties of 6 or over, which will be added to the final bill unless it has been specified that a package is inclusive of service.

9. **Bill Settlement**

Payments can be made in advance or must be finalised by card or cash before departure on day of booking/event.

We do accept payments via cheque/invoice but these must clear no later than 5 days prior to the event/booking date.

American Express is only accepted on payments over £100.

10. **Bowlers Rights.**

Bowlers accept the full responsibility and risk associated with the use of lanes and bowling equipment whilst in this venue. Dog Bowl does not accept any responsibility or liability for any direct or consequential injuries, damage or inconvenience incurred as a result of the use of our bowling equipment.

11. **Personal Belongings.**

All personal belongings are left at your own risk and Dog Bowl accepts no responsibility for personal items left in our cloakroom or shoe return.

12. **Damage Liability.**

Dog Bowl maintains insurance against the loss, damage or injury to property, equipment, food and beverages and bodily injury due to the act, neglect or default of its own employees whilst carrying out their duties. Dog Bowl will be under no liability for any loss, damage or injury to the client's property or the property of the client's guests or other persons for whom the client is responsible, if such loss, damage or injury is due to the act, neglect or fault of the client or their guests, servants or agents. Notice of all claims by the client in respect of any loss, damage or injury should be given in writing to Dog Bowl at the address given above and in default of such notice. Dog Bowl shall not be held responsible for such claims. The client will be responsible for Dog Bowl against all costs, loss or damage, or injury sustained due to the act, neglect or default of the client or of any person for who the client is responsible. A storage area will be provided (subject to availability) at a hire charge to be determined should overnight storage be required.

13. **Unforeseen Circumstances.**

If due to war, strikes, industrial action short of a strike, lockouts, accidents, fire, blockade, import or export, embargo obstruction, natural catastrophes or other such obstacles over which Dog Bowl has no control, Dog Bowl will not be held responsible for any loss or damage, which may be incurred by the client as a result of this failure.

14. Christmas Bookings

Applicable to all reservations between the last week of November and throughout December or any other event deemed a "Christmas booking" agreed outside these times by the event manager.

14a. Deposits: Christmas bookings are subject to a £10 per person deposit. This payment must be received no later than the agreed date and the booking may be cancelled if payment is not received. All deposits are redeemable against the final bill only and are non-refundable if cancelled/reduced within 72 hours of the agreed booking date/time or if agreed start/exit time is not met.

14b. Payments: Payments can be made by cash, card, online or via invoice. All cheques and invoices must clear no later than 5 days prior to the booking/event date. Final and full payments must be received in full before departure on the booking date.

14c. Arrival time: The full party must be in the venue and ready no later than 10 minutes after the agreed time. We do get very busy especially over the festive period, so any bookings which are late or the full party is not ready may result in the booking/event being reallocated to the next available time slot or cancelled. Deposits are non-refundable if the full party is not ready for the agreed time.

14d. Completion of booking: Bookings should end and space/tables be available for re-use within 15 minutes of the agreed time slot ending. We will notify you of the agreed time slots in writing. We get very busy and may need the space for the next party's arrival. If you wish to have extra time/space here just let us know in advance to see if this can be arranged. A further deposit may be required.

15. Covid-19 Pandemic

15a. Dog Bowl will always comply with current government guidance and restrictions in relation to Covid-19, this can mean last minute amendments/ postponements/ cancellations of bookings in place. Dog Bowl will not be held responsible for any loss, damage, or inconvenience which may be incurred by the client as a result of this

15b. If the venue has to cancel/postpone a booking due to any government restrictions/ other issues relating to the Covid-19 Pandemic then we would offer to reschedule or refund the event. If the hirer needs to cancel their event then the standard cancellation policy would apply (48 hours), after this time we may be able to offer to reschedule the booking but we would not be able to offer a refund.

15c. By booking with us you are agreeing to comply with all current government guidelines regarding Covid-19.

For private hires, corporate events or meetings please contact info@blackdogballroom.co.uk to discuss further and view these terms.