

# **Late Arrival & Overrun Policy**

This policy explains how booking times operate, what happens if guests arrive late, and how overruns are managed. It ensures fair use of the venue and protects turnaround time between bookings.

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## **1. Booking Time Period**

Your booking time includes:

- arrival and entry
- set-up
- celebration time
- packing away and departure

Access is permitted only during the booked time period. A small grace period is given where the codes will operate.

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## **2. Late Arrival**

If you arrive late:

- your booking will still end at the scheduled finish time
- additional time cannot be added to compensate for late arrival

We recommend arriving promptly to ensure you can enjoy your full booking time.

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## **3. End-of-Booking Departure Time**

Guests must vacate the venue by the end of their booking time.

This allows time for cleaning, inspection, and preparation for the next guests.

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## **4. Overrunning Your Booking**

Remaining in the venue beyond your booking time is not permitted unless prior approval has been given.

Overrunning may result in:

- additional charges
- interruption to subsequent bookings
- refusal of future bookings if delays are significant

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## 5. Extensions

If you wish to extend your booking:

- this must be requested in advance
- extensions are subject to availability
- additional fees will apply

Extensions cannot be guaranteed on the day.

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## ✓ Agreement

By completing a booking, you agree to arrive and depart within your allocated booking time.