

# **Booking General Terms and Conditions**

This document outlines the terms that apply when hiring Tovah. It sets out the responsibilities of the booker, the conditions of use, and the policies that ensure the venue is used safely and respectfully.

## **1. Definitions**

- “Tovah” / “we” / “us” refers to the venue owner and operator.
- “Booker” refers to the person making the booking and named on the booking confirmation.
- “Guests” refers to all individuals attending the booking.
- “Booking” refers to the confirmed hire period, including set-up and pack-down time.

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## **2. Booking & Payment**

- All bookings must be made through our online booking system.
- Full payment is required at the time of booking unless otherwise stated.
- A booking is only confirmed once payment has been received and confirmation issued.

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## **3. Responsibility of the Booker**

The named booker is responsible for:

- the venue and all equipment during the booking period
- the behaviour and supervision of all guests
- ensuring all policies, rules, and guidance are followed

This responsibility applies from arrival until departure, including set-up and pack-down.

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## **4. Self-Serve & Unmanned Use**

- Tovah is an unmanned, self-service venue.
- No staff are present during bookings.
- Guests are responsible for setting up, supervising activities, and packing away equipment.
- Clear guidance is provided to support safe and appropriate use of the space.

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## **5. Adult Supervision**

- Adult supervision is required at all times during the booking.
  - Children remain the responsibility of the supervising adults throughout the booking.
  - Tovah does not provide childcare, supervision, or activity leaders.
  - Where the booking is hosted, adult supervision is the responsibility of the booker.
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## **6. House Rules & Equipment Use**

- All guests must follow the House Rules and any guidance provided on site or in advance.
- Equipment must be used only as intended and in an age-appropriate manner.
- Maximum occupancy limits must be respected at all times.
- Prohibited items or activities must not be brought into the venue.

Failure to follow house rules may result in the booking being ended early without refund.

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## **7. Clean-Up & End of Booking**

The venue operates on a leave-as-you-found-it basis.

By the end of the booking, guests must:

- return all equipment to its labelled storage
- put furniture back in place
- remove decorations brought into the venue
- dispose of rubbish appropriately
- leave the space generally tidy

Additional cleaning or reset charges may apply if the venue is left in an unreasonable condition.

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## **8. Damage, Loss & Charges**

- The booker is responsible for any damage, loss, or misuse beyond normal wear and tear.
- This includes damage caused by both adults and children.
- Where applicable, repair, replacement, cleaning, or call-out costs may be charged.

If a card is held on file, the booker authorises Tovah to charge reasonable costs relating to damage, loss, or excessive cleaning. Evidence may be provided where appropriate.

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## 9. Access & Entry

- Access to the venue is provided via a secure entry system.
  - Entry is permitted only during the booked time.
  - Access codes must not be shared with anyone outside the booking group.
  - Early entry or late departure may result in additional charges.
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## 10. Music & Noise

- Music is self-serve and controlled by guests.
  - Volume must be kept at a reasonable level, with consideration for neighbors.
  - Tovah reserves the right to take action if noise levels are inappropriate.
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## 11. Cancellations & Changes

Cancellations and changes are subject to the Cancellation & Rescheduling Policy, which forms part of these Terms & Conditions and is available on our website.

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## 12. Safety & Accidents

- A first aid kit is available on site.
  - Any accidents or incidents must be reported as soon as reasonably possible.
  - Tovah accepts no responsibility for injuries resulting from misuse of equipment, failure to follow guidance, or lack of supervision.
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## 13. CCTV & Data Protection

- CCTV may be in operation for security purposes.
  - Personal data is handled in accordance with our Privacy Policy.
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## 14. Right to Refuse or End Bookings

Tovah reserves the right to:

- refuse future bookings
- end a booking early
- apply additional charges

where terms, policies, or rules are breached.

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## 15. Acceptance of Terms

By completing a booking, the booker confirms acceptance of:

- these Booking Terms & Conditions
- the House Rules
- all related policies referenced on the website