



The Solo Hire Terms and Conditions

These Terms and Conditions ("Agreement") govern the private hire and group bookings of spaces at The Solo ("the Venue", "we", "us", or "our") by any customer or party ("Client", "you", or "your").

By confirming a booking with us, you agree to be bound by these Terms and Conditions.

1. Booking and Payment

- 1.1. All bookings are subject to availability and are only confirmed once a deposit has been received and a booking confirmation issued by us.
- 1.2. A refundable deposit of 50% of the minimum spend is required to secure the booking.
- 1.3. Payment must be made via bank transfer or using the payment link sent to the Client by us.
- 1.4. There will be 12.5% service charge added to any food or drinks purchased or consumed on the event day.

2. Cancellations and Refunds

- 2.1. All cancellations must be made in writing (email accepted).
- 2.2. The following cancellation charges apply: 100% of the deposit.
- 2.3. We reserve the right to cancel the booking in exceptional circumstances. In such cases, we will refund all monies paid but accept no further liability.
- 2.4. The Client can request a date change up to 2 months before the event date. This is subject to availability and at the managers discretion.
- 2.5. If the minimum spend is not met at the end of the event the remaining balance will be deducted from the deposit and allocated towards the minimum spend.
- 2.6. The deposit can not be used against food or drinks purchases.
- 2.7. The deposit will be returned to the Client in the way of a Bank Transfer the next working day after the event. The Solo will require the refund bank details to make the payment and if these details are not received within 14 days after the event the deposit will not be refunded.
- 2.8. It is solely the managers discretion if a full refund of the deposit is paid. You and your guests must meet the criteria listed below.
- 2.9. If you fail to turn up for your event booking you will be liable for the full minimum spend amount.

3. Use of the Venue

- 3.1. The Client may use the hired space strictly for the purpose stated at the time of booking and only during the agreed hire period.
- 3.2. The Client shall not sublet or transfer the booking to a third party.
- 3.3. Set-up and clear-down times must be included within the booking period.
- 3.4. Bookings can only take place during the regular opening hours of the venue unless prior arrangement has been agreed by management in writing.



4. Conduct and Responsibilities

- 4.1. The Client is responsible for the conduct of all guests and any third-party suppliers during the hire period.
- 4.2. The Venue reserves the right to eject individuals or terminate the event with immediate effect in cases of dangerous, illegal, or unacceptable behavior, including excessive music levels.
- 4.3. The Client must comply with all applicable laws and regulations, including fire, health, safety, and licensing laws.
- 4.4. A smart casual dress code is required for private hire or group bookings.
- 4.5. Any decorations or belongings left behind after an event will be disposed of by the venue unless prior collection arrangements have been made and agreed in writing.
- 4.6. All food and drink must be purchased from the Venue.

5. Damage and Liability

- 5.1. The Client is responsible for any damage caused to the Venue, its property, or equipment during the hire period.
- 5.2. The Venue reserves the right to charge for repair or replacement costs resulting from damage caused by the Client or their guests.
- 5.3. The Venue accepts no responsibility for loss or damage to personal belongings brought onto the premises.
- 5.4. If the confirmed group size falls significantly short of the expected number within the first hour of the booking, the Venue reserves the right to open portions of the hired space to other customers in order to recover from loss of trade. This action will only be taken where necessary and at the discretion of management. In the event that the Venue exercises this right, every reasonable effort will be made to ensure that the original booking party retains adequate space and privacy to continue enjoying their event comfortably and without disruption.

6. Catering and External Suppliers

- 6.1. Use of external caterers is not approved at The Solo.
- 6.2. All external suppliers must provide proof of insurance and comply with Venue health and safety policies.
- 6.3. Any deliveries or collections must be arranged in advance and may only take place during agreed hours.

7. Noise and Licensing

- 7.1. The Client must comply with any licensing restrictions and noise level requirements set by the Venue or local authorities.
- 7.2. All entertainment must be agreed in writing by the venue no later than 1 month prior to event date.
- 7.3. Music levels must not exceed 90 decibel at any time.

8. General

- 8.1. The Venue shall not be liable for any failure to perform its obligations due to circumstances beyond its control, including but not limited to acts of God, weather, fire, flood, pandemic, or government restrictions.

9. Acceptance

By proceeding with a booking, the Client confirms that they have read, understood, and agreed to these Terms and Conditions.