

The MAINS OF SCOTSTOWN

where value meets quality

Funeral Reception Booking Terms & Conditions

Thank you for considering us to host your funeral reception, wake, or celebration of life gathering. We understand that this is a difficult time for family and friends, and our aim is to provide a warm, respectful, and supportive environment where loved ones can come together to share memories and offer comfort to one another.

To ensure your event runs smoothly, please read the following Terms & Conditions carefully before confirming your booking.

1. Venue Capacity & Room Allocation

We offer two options for funeral receptions depending on the number of guests attending:

Conservatory Hire

- Suitable for gatherings of up to **30 guests**.
- Provides a private and comfortable space for smaller, more intimate receptions.

Exclusive Restaurant Hire

- Suitable for gatherings of **31–60 guests**.
- Includes exclusive use of the restaurant area for your party.

Room allocation is based on the anticipated number of guests provided at the time of booking. We reserve the right to relocate a booking to a more suitable area if guest numbers significantly increase or decrease, subject to availability.

2. Booking Confirmation & Room Hire Payment

To secure your chosen date and time, a **£100 room hire fee** is required at the time of booking.

- Bookings will be held provisionally until payment is received.
- The booking will only be confirmed once the £100 room hire fee has been paid in full.

- The room hire fee is non-refundable and covers administration, preparation, staffing arrangements, and reservation of the venue space.

As funeral arrangements can sometimes change unexpectedly, we recommend confirming details with the funeral director before finalising your booking wherever possible.

3. Catering & Food Orders

We offer a range of catering options which can be tailored to suit your requirements.

To allow adequate time for ordering, preparation, and staffing, final catering selections and guest numbers must be confirmed no later than **7 days before the event date**.

Payment Schedule

- Full payment for catering must be received at least **7 days prior to the event**.
- Any booking made within 7 days of the event date will require **full payment for both room hire and catering at the time of booking**.
- Catering cannot be guaranteed until payment has been received.

Where possible, we will accommodate reasonable requests for amendments after final numbers have been submitted, however this cannot be guaranteed.

4. Guest Numbers

Accurate guest numbers are essential to ensure appropriate seating, catering, and staffing arrangements.

- An estimated number of guests should be provided when making the booking.
- Final guest numbers must be confirmed at least 7 days prior to the event.
- Charges will be based on the final numbers confirmed and paid for.
- We cannot guarantee accommodation of additional guests who attend without prior notification.

Should guest numbers exceed the capacity of the reserved area, additional space may be required and additional charges may apply.

5. Dietary Requirements & Allergies

We are happy to accommodate dietary requirements wherever possible.

Any allergies, intolerances, vegetarian, vegan, gluten-free, religious dietary requirements, or other special dietary requests **must be provided at least 7 days prior to the event date**, together with the final guest numbers.

As all catering is prepared in advance based on the information supplied, we **cannot guarantee that dietary requests notified on the day of the event can be accommodated**. Guests attending with

dietary requirements that have not been communicated within the required 7-day notice period may not be able to receive a suitable alternative meal or buffet option.

Whilst every care is taken in the preparation and handling of food, all dishes are prepared in kitchens where allergens are present. Therefore, we cannot guarantee an entirely allergen-free environment.

The organiser is responsible for ensuring that all guests with dietary requirements are identified and communicated to the venue within the required timeframe.

This last sentence is particularly useful from a liability perspective:

The organiser is responsible for ensuring that all guests with dietary requirements are identified and communicated to the venue within the required timeframe.

6. Cancellations & Refunds

We appreciate that funeral arrangements can occasionally change due to circumstances beyond anyone's control.

Room Hire Fee

- The £100 room hire fee is non-refundable in all circumstances.

Catering Charges

- If a booking is cancelled more than 7 days before the event date, any catering charges not already incurred may be refunded at management discretion.
- Cancellations made within 7 days of the event date may be subject to full catering charges as food orders, staffing, and preparations will have already been arranged.
- Any refunds approved will be processed using the original payment method where possible.

7. Changes to Bookings

We understand that funeral arrangements can be fluid and may change at short notice.

Every effort will be made to accommodate amendments to:

- Guest numbers
- Catering requirements
- Arrival times
- Room layout requests

However, changes requested within 7 days of the event may not be possible and could result in additional charges.

8. Timing & Venue Use

Access to the venue will be available at the agreed time stated on your booking confirmation.

We kindly ask that organisers ensure guests depart within the agreed booking period unless alternative arrangements have been made in advance.

Should the event extend beyond the agreed timeframe, additional charges may apply at management discretion.

9. External Food, Drink & Decorations

No external food or beverages may be brought onto the premises without prior written approval from management.

Small personal touches such as memory tables, photographs, flowers, and memorial displays are welcomed, provided they do not damage the venue or obstruct walkways and emergency exits.

Any items left behind following the event should be collected promptly. We cannot accept responsibility for lost or unclaimed belongings.

10. Liability

Whilst every effort is made to provide a safe and comfortable environment, the venue accepts no responsibility for the loss, theft, or damage of personal belongings brought onto the premises.

The organiser accepts responsibility for the conduct of their guests and for any damage caused to venue property during the event.

11. Force Majeure

The venue shall not be liable for failure to fulfil its obligations where circumstances beyond its reasonable control prevent the event from taking place. Such circumstances may include, but are not limited to, severe weather conditions, government restrictions, utility failures, fire, flooding, or other unforeseen events.

Our Commitment

We understand that a funeral reception is an important opportunity for family and friends to come together, reflect, and celebrate a loved one's life. Our team is committed to providing compassionate service, professional support, and a welcoming environment to help make the day as stress-free as possible.

For any questions regarding your booking, menu options, or special requests, please contact our team who will be happy to assist.