

## **Malt The Brewery Tour & Tasting Events**

The following Booking Terms and Conditions, as well as any information contained in our emails to you, apply to all bookings for Events at the Brewery in Prestwood. They shall be deemed to commence upon booking a place or places for an Event.

We endeavour to ensure that the information displayed on the website is current and accurate. However, we cannot be held liable for any errors. We reserve the right to change or withdraw the Events on the website without any prior notice. We cannot be held responsible for the accuracy of Event information posted by third parties in any media.

### **Your obligations**

Upon booking tickets for an Event, you warrant that:

- You and all of your party are 18 years old or over
- All details you have provided for yourself or other guests are correct to the best of your knowledge
- The booking will be deemed to be confirmed and finalised when the total amount due for the booking is paid for in full either in cash or by card
- Photographs may be taken of your tour & tasting which may be used in marketing materials without prior notice
- You will abide by these Booking Terms and Conditions.

### **Conditions of entry to the Event**

Malt The Brewery operates under statutory licensing objectives, which must be observed and respected by all guests & visitors. Anyone not complying, will be asked to leave immediately.

All events are subject to availability and may be altered or cancelled at any time. On arrival, you must show the confirmation email for your party, because proof of payment is required prior to the event commencing.

All visitors may be subject to an age check on arrival at the Brewery, so visitors should bring photo identification ('ID') to the brewery. We operate a Challenge 25 policy. If our staff believe or suspect any visitor who wishes to consume alcohol is under 21, that visitor will be asked to produce photo ID. In that event, if you cannot produce valid photo ID, they will not be served and may be asked to leave the Brewery. Valid photo ID in this case can be a photo driving license (provisional and full) or passport. We cannot accept photos of these documents as proof of ID.

We cannot accept any Tour & Tasting guests under the age of 18.

Tour events involve the sampling and consumption of alcoholic ales and we would encourage all tour guests to use public transport, taxis or arrange drop offs and pick-ups where possible. Vehicles cannot be left overnight at Malt The Brewery.

### **Price and payments**

The price of any Event, will be as quoted in the brewery and/or at [www.maltthebrewery.co.uk](http://www.maltthebrewery.co.uk). All prices shown are inclusive of VAT. We reserve the

right to change the prices of any Event at any time and without prior notice. However, once your payment has been received, the price of that Event will not change.

We accept most debit/credit cards (excluding American Express) at the brewery or over the phone. By booking an Event, you consent to payment being charged to your credit/debit card. If your card issuer does not authorise payment, we will not be liable for any delay or non-delivery.

All Events shall be booked and paid for in GBP.

### **Cancellations and changes to bookings**

If we cancel your Event in its entirety, you will be entitled to a full refund for the purchase price of the Event. In the event of total closure, any Events booked on the day of closure will be exchanged or refunded by Malt The Brewery at the price paid for them, but no further compensation will be paid.

If you cancel a booking or do not arrive for an Event, tickets cannot be exchanged or refunded unless at the discretion of The Founder.

### **Private group tour bookings**

A private group tour booking is for a minimum of 10 guests and a maximum of 15 guests. A non-refundable payment of £250 is required in advance to confirm the booking. Additional guests may be added at the discretion of the Tour Guide for £15 each.

Where we have linked activities before or after the brewery tour (such as a meal or transport for your group), you will pay those third parties directly at their relevant location(s).

### **Mixed group tour bookings**

A mixed group tour consists of individuals or small groups sharing a specific tour date. The total number of guests shall not exceed 20 people. We reserve the right to cancel or re-schedule an event if the total number of guests is less than 10. Spaces are offered on a first come first served basis. Full payment is required at time of booking to guarantee a place.

### **Accessibility**

The brewery is accessible to visitors with ambulant disabilities, but we are not yet fully accessible to all. We have identified a number of improvements and incorporated them into our future plans. We're committed to making these changes as soon as the business can achieve them. For the time being, the tour will visit some different floor levels with uneven floors and wet surfaces. To plan your visit please visit our website and we will be happy to provide specific help or facilities.

### **Food safety**

As part of the tour, you and your group will enter a hygienic brewing area and will be required to wear shoe covers. Your own footwear & clothing must be generally clean. For your safety and that of others, you must listen to the advice given to you by the guide.