

Corporate Event Cancellation Policy

Elsworth at The Mill

Effective Date: January 2025

Thank you for choosing *Elsworth at The Mill* for your corporate event. We understand that plans can change, and we aim to offer flexibility while ensuring fairness for both parties. Please read our cancellation policy carefully.

1. Cancellation by the Client:

In the event that the client wishes to cancel their booking, the following charges will apply based on the notice period provided:

- **60-89 days before the event:** 50% of the event total fee will be charged.
- **30-59 days before the event:** 75% of the event total fee will be charged.
- **Less than 30 days before the event:** 100% of the event total fee will be charged.

Please Note: Deposits are non-refundable, as they cover administrative and preparation costs.

2. Cancellation by *Elsworth at The Mill*:

In rare instances, *Elsworth at The Mill* may need to cancel or reschedule the event due to unforeseen circumstances (e.g., natural disasters, government restrictions, or venue damage). In the event of a cancellation by us, the client will receive a full refund of all payments made, including the deposit.

3. Postponement:

If the client wishes to postpone the event to a later date, we will do our best to accommodate the change. However, the following conditions apply:

- The new event date must be within 6 months of the original event date.
- The postponement must be requested at least 45 days before the original event date.
- The new date will be subject to availability.

In the case of a postponed event, if the new date requires a change in the venue package or services, additional charges may apply.

4. Force Majeure:

Neither party shall be liable for failure to perform any obligation under this agreement due to circumstances beyond their reasonable control, including but not limited to acts of nature, civil disturbance, or government action. In such cases, both parties will work together to reschedule the event or, if rescheduling is not possible, discuss the appropriate way forward.

5. Final Payments:

Final payments for the event are due 21 days before the event date. If the client cancels after the final payment has been made, cancellation fees will apply as per the policy outlined above.