



2024

# Terms & Conditions

*Events with Mackintosh at the Willow*

[WWW.MACKINTOSHATTHEWILLOW.COM](http://WWW.MACKINTOSHATTHEWILLOW.COM)

# TERMS & CONDITIONS

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Thank you for your interest in Mackintosh at the Willow. We are delighted you are considering joining us for your event. Please see below for full information regarding your booking. All parties, unless agreed in advance will have a maximum dining time of two hours & are required to pre-order in advance, so as to facilitate an efficient service. Due to the large number of reservations, pre-orders may not be changed thereafter unless there is to be an addition or a reduction in the size of the party. We require pre orders for private hire and large party bookings. Please make sure you make us aware of any specific dietary requirements and allergens in advance, so we can adequately cater for them. Final pre-orders for all parties must be received one week prior to your booking. Upon request a room can be provisionally held whilst you enquire about hiring. This can be held for 72 hours.

## Deposit

A non-refundable, non-transferable 20% deposit is required to confirm all reservations. All reservations will remain provisional until this deposit has been received. We are happy to discuss, the transferability of deposits, if your visit is postponed or cancelled as a direct impact of Covid-19.

## General Care

Under no circumstances do we allow candles or any other open flames in the building. No glitter or confetti is permitted anywhere in the building. Nothing can be affixed to the walls in any of the spaces, particularly the historic rooms. There are no exceptions to these rules.

## Large Parties

Parties of 20 or more may be split up onto smaller tables of around 10, all of which will be set next to each other to assist serving and guest interaction.

For travel trade, tour guides go free for groups of 10 and over.

For any dinner groups we ask for dietary requirements and pre-orders 72 hours in advance.

## Drinks Packages

Drinks and bottles of wine can be pre-ordered or arranged to be on the table on arrival. Please specify if you would like this to be organised for your party. If dining in the Salon de Luxe red wine will not be served here unless pre-authorised.

## External Food & Drink

Please note that no external food or beverage is allowed in the building. If external food and beverage is brought in to the building there will be a charge added to the final bill at the discretion of Mackintosh at the Willow.



Mackintosh at the Willow reserve the right to amend the terms and conditions as and when required.

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## Cancellations

Should you wish to cancel your reservation, or decrease in numbers, please call to inform the restaurant as soon as possible. Cancellations or a decrease in numbers made with less than 48 hours notice will be charged in full. The deposit is non-refundable and non-transferable and cancellations made after the deposit has been paid, will lose this deposit. The venue reserves the right to charge additional room hire per person should the number of guests drop below the number initially agreed upon when quoted. For all cancellations made on the day, full payment of the quoted bill will be required.

## Tours

Please note if wishing to book a tour they are limited to selected time slots and areas of the building. This must be organised in advance. Should you have any queries, please do not hesitate to contact us on 0141 204 1903 or [bookings@mackintoshatthewillow.com](mailto:bookings@mackintoshatthewillow.com).

## Minimum Spend

Minimum spend for private hire and events of any party size at the Rooftop Terrace is £1,000.00. This pricing is non-negotiable. If groups drop to below 15 pax a room hire fee will be implemented.

## Accessibility & Dietary Requirements

Please be sure to inform Mackintosh at the Willow of any accessibility or dietary requirements at least 48 hours before arrival so the team can ensure the best experience for your guests.

## Damages

Any damages incurred during the duration of the event will be charged to the customer in full. This includes, but is not confined to, damage to the walls from affixing something to them.

## Payment Terms

We accept payment by all major cards (credit and debit), bacs and cash. As a general rule we do not accept cheques unless a previous arrangement has been made. For all meeting bookings and events of 50 and above, you will receive a contract from our events team which should be agreed upon and signed and returned. Our payment terms are 30 days NET.

The venue reserves the right to implement supplements and price increases to menus if there are sudden market value increases. A discretionary 10% service charge will be automatically added to the final bill for all parties.



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## Filming

If you wish to hire space at the tea rooms or film within the tearooms please answer the following questions and forward them to your MATW event organiser or contact:

- How much equipment will you be bringing to the premises? Please make sure to over estimate if anything.
- What will your filming be for?
- Are the items you are bringing a suitable size to be able bring in to the building?
- Will you be filming in a public area of the building?
- Do you need to have anything delivered to the venue? If so, how much do you anticipate?
- Will you need access to the back lane with a vehicle to drop off your equipment? If so, please note that allocated times for this are before 9am or after 5pm

## Equipment Deliveries

If you wish to have anything delivered to the venue / drop anything off at the venue that is large / requiring the use of the back lane, please note that allocated times for this are before 9am or after 5pm. Make sure you have informed a member of staff and confirmed this delivery by email before organising.

## Mail Deliveries

If you are ordering parcels to the building please inform the events manager before ordering and state how many items will be delivered and what size they will be. Mackintosh at the Willow takes no responsibility over clients mail and do not offer a concierge service, all parcels are the responsibility of the recipient.

## Printing

As standard, Mackintosh at the Willow do not offer a printing service. If you wish to print something, it is at the discretion of the Events Manager as to whether this is feasible and a charge will be implemented.

## Refusing Service

Mackintosh at the Willow reserve the right to refuse services of any kind if it is seen that a client or visitor to the building is behaving in a manner deemed inappropriate. Mackintosh at the Willow do not tolerate an form of aggression, rudeness or abuse towards the team or other guests.



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