



Hospitality Booking Policy

Thank you for booking a table/seat to attend one of our hospitality events here at Highland Rugby Club.

As part of our policy please find below our terms and conditions of booking. If you have any questions about any part of this policy, contact our Operations Manager at operations@highlandrugbyclub.com or on 07759 711226.

Booking

- All bookings are to be made via the Operations Manager by email.
- The Operations Manager will confirm the availability of tables/seats by return and confirm your booking.
- Guests with dietary requirements are responsible for checking that any food provided is suitable for them before consumption. Please let us know in writing of any dietary requirements in advance. While we will do our best to accommodate these, we cannot guarantee that food is free from allergens or cross-contamination.

Payment & Deposits

- A deposit of 50% must be paid to confirm your booking.
- Full payment of your table/seats must be made 14 days in advance of the fixture date along with all menu choices. If menu choices are not received, then guests will be served what is available.
- If you are booking within 14 days, full payment must be made at time of booking along with all menu choices. If menu choices are not received, then guests will be served what is available.
- If you require your table/seats to be invoiced to a business this must be indicated at time of booking and an invoice for the full amount will be raised. This must be paid 14 days in advance of the fixture date.
- All payments can either be made by bank transfer or by attending the club and paying by card machine or cash. If you would like to pay at the club this can only be done by appointment only.
- Payment can be made to Canal Parks Sport Club 2017, sort code 80-22-60, account 16364263

Cancellation

- If you need to cancel your table or individual seats, this must be done at your earliest convenience and must be done directly with the Operations Manager.
- If you cancel your table or individual seats more than 14 days before the fixture you will have your full deposit, and any extra payments made, refunded to you as soon as reasonably possible.
- If you cancel your table or individual seats within 13 days of the fixture you will forfeit your deposit and have the remainder refunded to you as soon as reasonably possible.
- If you have requested an invoice for the table/seats, we will do our best to find you an alternative date before issuing a credit note.

Postponed Games

- Should any of our fixtures be cancelled or postponed for reasons out with Highland Rugby Club control, you will have the option to proceed with the booking with the addition of 2 further complimentary drinks per guest; or transfer your booking to the rearranged fixture or another fixture. Should neither of those be suitable a full refund will be issued to you as soon as reasonably possible. This can be for a full table or for individual seats.

All decisions regarding booking, cancellation and refunding are at the discretion of Highland Rugby Club where any decisions made are final.