

## ***AGREEMENT OF UNDERSTANDING***

This agreement of understanding is made between Alpheton Hall Barns and You the Caterer and or other Service Provider

A Service Provider is a party providing a service in connection with the wedding whether for financial gain or otherwise. Permission granted to you to use the facilities provided and to provide services at the barns is subject to your agreement and adhering to the following conditions and requirements.

You have been asked to quote or provide services at a function to be held at Alpheton Hall Barns. Our policy is not to restrict our guests to a small number of recommended Providers and we generally welcome new Providers to our venue. We do however reserve the right to refuse to accept any Provider at our whim without reason or qualification.

We ask all Providers to allow for the following when quoting and to comply with this whilst at the venue.

1. If you are new to the venue, we expect and require you to visit the barns well in advance of the event in order that we may meet you and run through your requirements and what we offer.
2. Please drive slowly down the road to the barns and be courteous to other road users and residents.
3. Please ensure that you take all your rubbish and waste away with you, we do not provide waste facilities for Providers. That provided is solely for guests use.
4. Please ensure that you are able to vacate the premises by 01:00 am following the celebrations
5. If you are employing agency staff, please ensure that you have full names and addresses for all such staff. We have suffered a number of instances of theft, (both from the venue and guests) recorded on cctv, and we would wish to identify any such person immediately.
6. Deliveries to and collections from the site may only be made between 1:00 and 6:00 pm on the day before the celebration and after 9:00 am on the day of the celebration. You are responsible for ensuring that your own suppliers comply with this.
7. All dirty plates, glasses, linen and food remnants must be removed from the barns immediately after the wedding (they can be left in the kitchens till noon on the day after the wedding) and prior to caterers departing on the night of the wedding. Failure may result in the respective caterer being "blacklisted".
8. All supplies must be removed from the premises by 12:00 noon on the day following the celebration. You are responsible for ensuring that your own suppliers comply with this. The barns will be unlocked from 9:00 am on this day. This particularly applies to collection of dirty plates etc.
9. Whilst there is a good supply of hot water it is not sufficient for any thing other than minor washing up purposes (particularly if taps are left running!). Please arrange to take cutlery and plates away dirty. Our guests come first and we do not want to run out of hot water. When washing up please, please use the plugs!
10. We have endeavoured to assist you by equipping the kitchens to a high standard. In return it would be appreciated if you would make one meal available to the Alpheton Hall Barns representative on site on the day. In this manner we may also, with some authority, advise, if asked, future guests on your company and our opinions of it.
11. We are licensed for the sale of alcohol and for entertainment. We do not have a performing arts license but weddings are understood to be exempt. Where a caterer provides bar services this is to be done by the caterers and not sub contracted out. We disapprove of bars

- which promote shots and shorts and advise that the event is a wedding not a nightclub, we do not expect bar services to charge for breakages, such are normally resultant from people being served when they should not have been served.
12. Please leave the kitchens in no worse state than you found them. Surfaces wiped down, all rubbish taken away and floors properly swept and washed.
  13. It may seem stupid, but we regularly get caterers complaining the freezer is not working properly, only to watch them open and shut it several times a minute getting one cube of ice out at a time, or similar. The freezer will not work if the cold air is constantly being let out.
  14. Guests, unless they delegate it to their caterers are responsible for taking away all empty drinks bottles at the end of the event. Please stack them neatly back in the same boxes they came in, in the carts provided. Over 50% of caterers leave bottles lying all over the place loose and apart from working in a mess, do themselves no favours with their client when they come to take them away the next day.
  15. Please do not use the plate warmer as a work surface. It gets hot, is not designed as a work surface and its use as such apart from damaging to the appliance is a fire hazard. In the same vein any notices we put up are put up for a good reason, please pay heed to them, we do not just put them up for fun.
  16. Please do not, stick, pin or otherwise affix anything to the walls. It damages them, and we are fed up of redecorating the kitchens only to have caterers damage them again within weeks. Our own kitchen (24/7 use) has not been decorated in 10 years, the barn kitchen has in that time needed to be re-decorated after every 32 uses!
  17. The gas for the cookers is turned on to the rear of the kitchens. Please turn on both bottles. Please ensure all gas is turned off before you leave.
  18. We do not allow gas bottles within any of the buildings nor cooking in any inside area other than the kitchen.
  19. Depending on the logistical arrangements for the day, you may end up sharing parts of the premises with other suppliers, please respect their use as you would want them to respect yours and endeavour to keep all areas clean and uncluttered.
  20. Please clean up all spillages and mess as and when they are created. It is unprofessional, lazy and unhygienic to be walking around kitchens with food residue all over the floor, not to mention it makes them much harder to clean. If you would not do it in your own kitchens do not do it here!
  21. Please ensure no electrical apparatus is left turned on. (warming cupboard, urn etc).
  22. The 1300 litre fridge and 650 litre freezer is for guest's use for their drink etc. Please check with them before you use them to ensure there is space for dual use. We expect caterers to provide their own refrigeration, after all food should not be brought to the premises in anything other than a refrigerated trailer or van and we disapprove of drink and food being stored in the same space.
  23. A 13 amp external socket is provided for plugging mobile refrigerated units into.
  24. Please ensure that any electrical appliances you bring have a current PAT certificate
  25. Please bring a copy of your health and hygiene and insurance certificate with you or furnish us with a copy in advance. Failure may result in our prohibiting you from providing your service.
  26. It is likely that in the event of an accident or similar you may be the first to know. Please ensure that someone notifies the AHB representative of such an occurrence immediately.
  27. Irrespective of whom is paying or submitting the bills, we expect everyone to act as one team working together for one purpose. (If the bride is happy the groom will be happy!) If you need help please do not be too proud to ask, it will reflect for not against you! It is a nice touch if left overs can be plated and made available for other providers such as photographers etc and demonstrates teamwork.
  28. If you need to contact us we can be reached on [barns@alphetonhall.co.uk](mailto:barns@alphetonhall.co.uk) or 01284 830 200 Or texted on 07889 653 609