



## **Terms and Conditions and Cancellation Policy** **Christmas 2023**

Delia's Canary Catering ("DCC") is a trading name of Norwich City Football Club Plc. These terms and conditions govern the purchase of tickets for a Christmas Lunch or Dinner ("Christmas Event") operated by DCC.

### **1. Bookings**

- a. Provisional bookings will be held for a maximum of 14 days. After this time if the full balance has not been paid the booking will automatically be released.

### **2. Cancellations**

- a. In the event of a cancellation made after full payment has been made, DCC will offer a refund of all sums paid by the customer if the cancellation is notified in writing to DCC more than 6 weeks prior to the event date.
- b. In the event of a cancellation made within six weeks of the event date, DCC will offer no refunds unless DCC is able to re-sell the ticket(s) and the event is otherwise sold out.
- c. Tickets are non-transferable without prior agreement from DCC.
- d. DCC reserves the absolute right to cancel, postpone or re-arrange the time and/or date of any Christmas Event due to issues arising out of or in connection with football fixtures, other events taking place at Carrow Road Stadium, any unforeseen circumstances or circumstances beyond DCC's reasonable control. Only in the event that DCC cancels a booking (without offering a postponed or re-arranged date) shall a refund be provided.
- e. DCC reserves the absolute right to delay access to the function suite where the Christmas Event is to be held due to issues arising out of or in connection with football fixtures, other events taking place at Carrow Road Stadium, any other unforeseen circumstances or any circumstances beyond DCC's reasonable control.
- f. In the unfortunate event of bad weather (including, but not limited to icy roads and heavy snow) DCC will not be able to provide a refund if you or any of your guests are unable to attend on the date of the Christmas Event. DCC will use reasonable endeavours to ensure that the Christmas Event will go ahead as planned.

### **3. Seating Plan**

- a. All seating for all Christmas Events will be on tables of approximately ten guests. To guarantee a private table a minimum party of eight guests is required.

### **4. Dietary intolerances**

- a. Any allergies or specific dietary intolerances (whether medical, cultural or otherwise) can only be accommodated if you notify DCC of such requirements along with the names of those guests for whom they are required at least fourteen days prior to the date of the Christmas Event.

### **5. Wine Pre-Orders**

- a. All pre orders need to be returned and paid for at least fourteen days before the date of the Christmas Event. Pre orders received after this date may not be processed. A wine station is available at the Christmas Event.

### **6. Entertainment**

- a. DCC reserves the right to control noise levels of any entertainment put on at a Christmas Event whether organised by DCC or otherwise.

### **7. The Premises**

- a. Due to the nature of DCC's business and the potential need for intermittent building work, construction or renovation, DCC is unable to guarantee the state and appearance of the premises on a specific date.
- b. Carrow Road Stadium is a cashless payment venue, all payments must be made by credit/debit card.

#### **8. Dress Code**

- a. At Traditional Christmas Party Nights a smart standard of dress is required. Smart jeans may be worn, however, we kindly request that you do not wear trainers. DCC reserves the right to refuse admission if guests do not comply with the dress code.

#### **9. Liability of DCC**

- a. Except in respect of death or personal injury resulting from any negligence of DCC, neither DCC nor any of its officers, employees or agents shall be responsible for (whether in tort, contract or otherwise):
  - (i) any loss, damage or injury to you and/or to any property belonging to you in or upon or around Carrow Road Stadium or any car park, resulting from any cause whatsoever;
  - (ii) for any loss of profit, loss of use, loss of opportunity or any indirect, economic or consequential losses whatsoever; and/or
  - (iii) any losses arising from any cancellation, postponement or rearrangement of a Christmas Event including but not being limited to any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs.

#### **10. Your Liability**

- a. You will be liable for any loss or damage to our property (including items hired by us) or injury to any person (including our staff) arising from your conduct at a Christmas Event.

#### **11. Force Majeure**

- a. DCC cannot accept any liability where performance of its contractual obligations is prevented or affected by any matters beyond its reasonable control, including, but not limited to acts of God, accident, strike or other labour dispute, fire, lightning, flood, explosion, theft, malicious mischief, riot, act of terrorism or war, civil commotion, epidemic, pandemic or adverse weather conditions.

#### **12. Complaints**

- a. Any complaint must be made promptly and in any event, must be received by DCC in writing within seven days of the date that the Christmas Event in question took place.

#### **13. Governing Law**

- a. These terms and conditions shall be governed and construed in accordance with English law and any dispute arising out of or in connection with them shall be subject to the exclusive jurisdiction of the courts of England and Wales.

#### **14. Delia's Canary Catering**

- a. Delia's Canary Catering is a trading name of Norwich City Football Club Plc (company number 154044) whose registered office is at Carrow Road, Norwich, NR1 1JE.

#### **15. COVID-19**

- a. You agree that you will comply, and will procure that all members of your party comply, with the terms of all Norwich City Football Club COVID-19 policies and procedures in place at the time of your Christmas Event.
- b. Due to the ongoing COVID-19 pandemic your Christmas Event may need to be cancelled, postponed or rearranged at short notice. DCC will endeavour to provide as much notice of any cancellation, postponement or rearrangement as soon as reasonably practicable.