

MACKNADE EVENT TERMS & CONDITIONS

Cancellations and amendments

- We reserve the right to make changes to the published event such as timings or 3rd party suppliers, in such instances you will not be entitled to a refund whereby a suitable replacement has been arranged.
- Cancellation of the booking by the customer must be made within 48 hours of the event; during this period, a full refund will be issued. Any cancellations thereafter will not be entitled to a refund.
- Macknade reserves the right to cancel an event in unforeseen circumstances. In the unlikely scenario we cancel the event we will inform you as soon as possible using the contact details provided in your booking.

Food and drink

- Macknade will always try and accommodate dietary requirements where possible and with prior notice. Please be aware that whilst every precaution is taken to avoid cross-contamination, we cannot guarantee this when such products are used in the same kitchen.
- The vendors in our Food Village operate as individual traders and as such Macknade has no authority over opening times and availability of other traders operating from our site.
- All menus are subject to change. Suitable substitutes may be provided without prior notice.
- We do not allow any outside food or drink to be consumed on the premises. All food & drink to be consumed during our events must be purchased from either our Shop, Café, Wine Store or Food Village.

Customer expectations

- All kids' activities are suitable for children aged 4-12 years old unless otherwise stated, and children must always be accompanied by an adult.
- Whilst we provide aprons for kid's activities, we advise in all situations that children wear old clothes and Macknade is not liable for any stains or damage to clothing caused during these activities.
- All alcohol related events, and any events where there is adult content are strictly for those over 18yrs and we reserve the right to ask for ID or refuse entry if necessary.
- Please note for all our events Macknade reserves the right to refuse access or service where there are reasonable grounds to do so.

Capacity



- Entry to free public events is on a first-come first served basis and we cannot reserve tickets or space ahead of time.
- For booking parties of less than 4 people, you may be seated with another party to ensure we can accommodate enough bookings to make the event viable in the space provided.

Booking

- All bookable tickets are inclusive of VAT.
- Where possible, please book your entire party's tickets together, otherwise please tell us if you want to be linked with another party.
- You will receive an order receipt and tickets via email which you should bring with you to the event.
- We will email you at least 24 hours before the event to confirm any additional details not provided at the time of booking.
- Our events are often extremely popular and can sell out quickly, on these occasions we can sometimes defer to a waitlist. Please contact sales@macknade.com for further information.

Other

- Our car park is free of charge during events unless otherwise stated. Any cars left overnight are done so at the owner's risk and will not be able to be collected until the next time the business is open.
- Not all our site is wheelchair accessible, for any mobility issues please do check the space is suitable for your mobility requirements before booking/attending one of our events. Please also tell us if you need special arrangements to accommodate your booking ahead of the event.
- We often take photos and videos at our events. By attending our events you are giving us permission to use images where you may be present. These images may also be shared on third party platforms. Should you wish not to appear in any images you must notify us at the event.
- Our Food Village and Wine Store are both dog friendly, however any event that occurs inside our Shop, Café or hire spaces only allow service dogs with an identifiable harness or jacket. Please also ensure for the safety of your animal that even in our dog-friendly areas, you keep your four-legged friends on a short lead.

Thank you for your agreement to adhere to the above terms.

For any further questions or specifics that are not covered in our Event Terms and Conditions please email sales@macknade.com to further discuss.

