Venue Manager Headaches

The Legal Fairy Godmother's Services for Stress Free Business

www.stanfordgould.co.uk



STANFORD GOULD

FLEXIBLE OPERATIONS MANAGEMENT FOR BUSINESSES

Helping venues navigate legal and contractual issues for smoother client and in-house operations

I wish I could ease all of the **headaches and uncertainties** that come with managing a venue!

You can start with **robust contracts and terms and conditions** that cover you for all eventualities – and in the events industry there are many!



A recent survey found that

71% of couples

found their wedding to be the most stressful life experience they've had.

We know that venue managers experience their fair share of that stress too!



It can be a minefield, but **I am here to help**. The worst problems occur when your contracts and terms aren't up to scratch or clear enough. This often leads to misinterpretation and opens you up to liabilities which can cost you money.





We've lost loads of money recently, to **cancellations for all sorts of reasons**. Some clients have expected their full deposit back! If they split up for example...

A 2018 industry survey found that

20% of all weddings

are called off before the big day.



According to Brides Magazine,

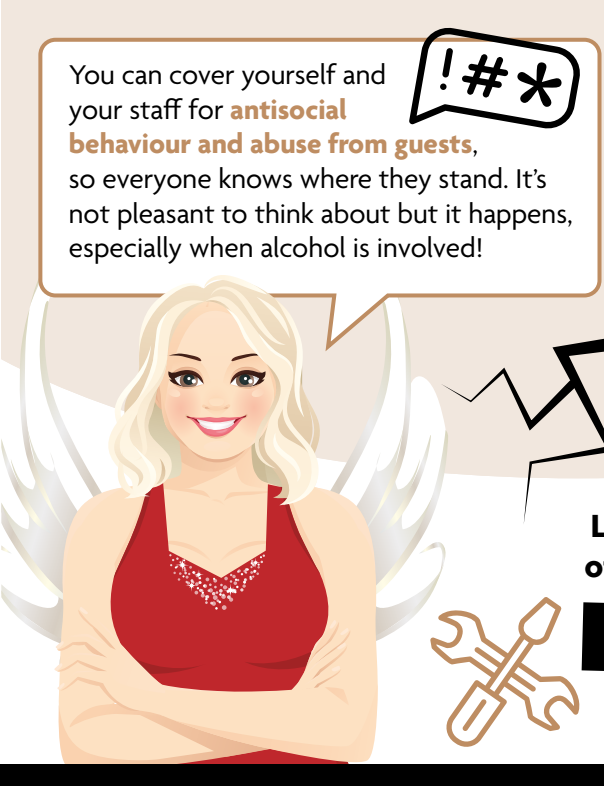
many common disasters

take place at the wedding venue, including cake catastrophes, drunk and disorderly behaviour and upheavals due to severe weather conditions.



And what about when things **go wrong on the day?**

You don't always need to issue a refund if you're not at fault – it should be **written into your cancellation terms** when clients can expect one, and how much.



You can cover yourself and your staff for **antisocial behaviour and abuse from guests**, so everyone knows where they stand. It's not pleasant to think about but it happens, especially when alcohol is involved!



Does this include **damage to property**? We've just spent loads on a refurbishment!

Liability insurers reveal that 80% of event venue claims result from

damage to property caused by guests

Of course - as long as it's set out in your contract, you can **recover the costs of damage** caused by guests at an event, or even take a damages deposit from your customers.

But sometimes you could be at fault too... that's where a good insurance policy and the correct liability limitations come in! I can help to make sure you have the right cover in place.



Is there anything you can't help with?!

Stanford Gould offers assistance with much more, see what else we can help with below...



Can you help us with GDPR? We don't want to get a fine for managing customer data incorrectly or sending marketing emails to people we shouldn't be!

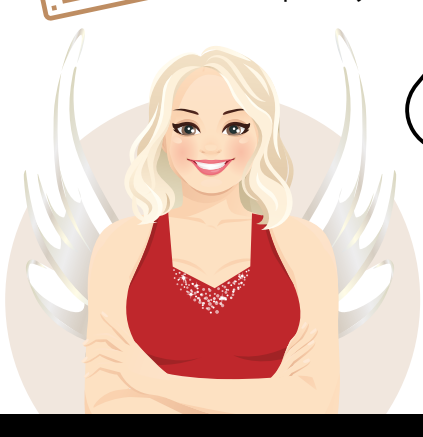


Yes! We can advise on the actions you need to take to be compliant with GDPR and provide you with the right privacy policy and cookies notice for your website. We can help with ICO registration too.

GDPR isn't going anywhere! In Q3 of 2021 alone, GDPR fines issued to non-compliant businesses reached a staggering £800m



What about the dreaded Health and Safety issues? We don't know if we've covered everything that we need to, especially since the pandemic...



We can help to ensure that your **contract terms and your risk assessment** don't leave you exposed to the risk of injuring anyone on your premises. We can also help you to navigate food hygiene and licensing laws and manage personal or corporate liability.

It's not just non-compliance with GDPR regulation that could land you a hefty fine. In 2021, an SME was fined £200k for poor management of health and safety risks.



We have complications with staffing and often hire a lot of casual staff or contractors. Can you help?



HR is time consuming! Our staffing support services help you to navigate contracts, handbooks, visas and rights to work, and even manage disciplinary procedures.

Recent and severe staff shortages in the hospitality industry have increased the need to rely on temporary and casual staff, which can complicate HR matters





Social media and the internet give us headaches, especially in recent months when we have had a bad review which we feel we don't deserve.



I understand. This can be tricky and stressful, but we can assist you with guidance on how to manage threats to your reputation and even provide dispute management consultancy when needed.

A 2020 consumer review survey found that 84% of consumers trust online reviews as much as a recommendation from a friend.

For help with all of your venue management headaches and more, visit www.stanfordgould.co.uk

Let the Legal Fairy Godmother take you under her wing!