



Meeting, Events, Weddings & Group Bedroom - Terms and Conditions Agreement.

1. Formation of Contract

1.1. These are the terms and conditions on which we are contracting with you. We consider that these Terms and the booking form constitute the whole agreement between you and us.

Client, you, or your means the person or legal entity responsible for commissioning and payment of the Event, as specified in the Agreement.

1.2. We will hold your chosen date for 14 days without any obligation, and you will then be required to confirm your booking in writing with a deposit as outlined in your event details which is non-refundable and non-transferable. If no such confirmation is received, we reserve the right to release the date and accept an alternative booking.

1.3. The attendee numbers you sign for in the agreement are the numbers you will be charged for. Any alterations to these numbers must be advised to the hotel in writing.

1.4. If the attendee numbers decrease once the contract is confirmed and are lower than what was contracted these changes will fall under the cancellation terms of your booking.

9.3 We reserve the right to move your event from the function room originally assigned to you if we have reasonable operational or commercial reasons (including if your final numbers differ from the original booking). Any alternative room will be suitable for your event.

1.5 All rates quoted are inclusive of VAT.

2. Payment Terms

Please adhere to the payment schedule outlined in your contract:

Sum Due Payment Date

20% on confirmation of the booking

50% of remaining balance 3 months in advance

Full remaining balance 10 days in advance of your arrival date with us.

2.1 All sums due must be paid within 10 days of the due date. We may charge interest on any outstanding sums at the rate of 3% above Barclays Bank base rate from the due date until the date of payment.

2.2 Personal cheques and bankers' cheques are not accepted at the hotel, payments can be made via BACS transfer or via our contactless payment system.

2.3 If you have established sufficient credit facilities with us, you agree to pay an initial deposit (if applicable) as set out in the Event Agreement no later than **30** days prior to your Arrival Date. Payment of the remaining balance will be due within fourteen (14) days after receipt of the final bill.

3. Cancellation Terms

Meetings, Conference, Weddings & Events:

A 20% non-refundable deposit is required on returning the signed contract; should COVID guidance impact your booking, your Event Manager will discuss this with you.

Any commissionable meetings, conferences or events, commission invoice can be requested from the client within a 10-day window (prior to arrival date) which the hotel will then honour within the same month. Total commission 10% including VAT unless an enhanced commission rate has been offered prior to the booking being contracted.

For all events, please see below breakdown of cancellation terms:.

Date of Cancellation	Cancellation payable as a percentage of Revenue for all facilities, equipment and ancillary services reserved.
More than 52 weeks prior to the start date	No charge
Between 52 weeks and 39 weeks prior to the arrival date	10% of the revenue
Between 39 weeks and 26 weeks prior to the arrival date	25% of the revenue
Between 26 weeks and 8 weeks prior to the arrival date	50% of the revenue
Between 8 weeks and 2 weeks prior to the arrival date	75% of the revenue
Less than 2 weeks prior to the arrival date	90% of the revenue

4. Insurance

4.1 We recommend that you arrange wedding or event insurance to protect you in case of situations such as cancellation. Any gifts, equipment or goods brought into the hotel are not covered by our insurance policy.

5. Food & Beverage

5.1 All menus together with numbers should be notified to the hotel no later than 14 days prior to the event arrival date.

5.2 100% of extra food, drink or services not mentioned in the booking form or elsewhere in writing, but asked for at the hotel, must be paid for before departing, failing which within 14 days of receipt of an invoice.

5.2 No third parties will be permitted to provide food or beverages of any nature at the hotel, whether intended for sale, without our prior consent and without payment of corkage or other surcharge.

5.3 We will not be responsible for the quality of food if not served at the agreed scheduled time.

5.4 Please note that buffets will be left out for a maximum of 90 minutes.

5.5 Please be advised All of our dishes may contain one or more of the following 14 Allergens: Wheat; Gluten; Peanuts; Nuts; Sesame Seeds; Celery, Soya; Milk; Eggs; Mustard; Lupin; Mollusc; Crustaceans; Fish; Sulphur dioxide. The dishes may also contain food additives and/or other substances that might not be suitable for pregnant women or people with specific dietary needs. If any of your party have any intolerances to these allergens or have any other dietary needs specific to your chosen dishes, please inform your Event Co-ordinator in writing no later than 14 days prior to your event. The Hotel deems it the responsibility of the client/event organiser as the responsible person communicating this information to the Hotel. We require the full names of individuals with all dietary allergen requirements and the accurate detail of intolerances. Please be aware that whilst we try our best to ensure all food is suitable for you and your guests, our dishes are prepared in areas in which allergenic ingredients are present and so we cannot guarantee that all dishes are 100% free of these ingredients due to the preparation process.

6. Outside catering

Catering providers are to be an approved supplier to the hotel. If clients are considering a caterer not on our preferred supplier list, we will require:

- *Copy of the Public Liability & Employer Liability insurance document – and to indicate a min of 10M cover, to comply with our own insurance.*
- *A copy of the most recent EHO inspection document with rating.*
- *A copy of the current HACCP document indicating as a minimum all delivery and transportation, cooking, refrigeration, storage, production, hot and cold holding procedures, temperature requirements.*
- *Allergen's matrix either full or for the dishes that will be served at the event and signed by the Caterer. This can be completed on site before the event starts (on the day of the event). A template is available on the FSA (Food Standards Agency) website to download.*
- *A copy of the Food safety qualification for the individual who is leading the food production/service on site at the Hotel (on the day of the event).*

Not until **ALL** the above information has been provided, checked and is satisfactory, will an outside caterer be given authority to provide food to any Hotel.

6.2 The company does not take any responsibility of the services provided by the caterer.

6.3 The caterer is fully responsible to clean the kitchen after use, if the kitchen is not cleaned to a satisfactory level (leaving it in the same condition it was found).

6.4 The client and catering staff must remove all rubbish, waste and containers that have been brought for the event from the function room and kitchen otherwise extra charges will apply.

6.5 If the client wishing to hire buffet service equipment and fuel, there will be a charge agreed and outlined in your event agreement.

6.6 Any observers must wear white jackets for health and safety reasons. They must also comply to the contract for the days event.

7. Bedrooms

7.1 Cancellation terms apply for any contracted bedrooms, Supplements are payable for room upgrades. bedrooms are available from 2pm on the day of arrival and must be vacated by 11am on the day of departure unless otherwise agreed with us which must be stated in your contract.

7.2 We will require final numbers 28 days prior to your event, Any further cancellations made after this time, will be chargeable as per the contract. At least 14 days prior to your Arrival Date, you shall provide to us a rooming list detailing names of attendees for each bedroom type and date of arrival and departure.

7.3 Any bedrooms booked through an allocation: Bedrooms will be fully pre-payable at the time of booking. Any unnamed rooms will release 4 weeks prior to your event date. Cancellation of these bedrooms by the guest would be fully charged for with the guest direct. If rooms are booked after the release date guests will have to book at the best available rate which will be subject to availability.

7.4 If an attendee who has requested a room as part of the contract agreement, checks out prior to the attendee's reserved check-out date, we will charge an early check-out fee of £50. Attendees wishing to avoid an early check-out fee should advise us at or before check-in of any change in planned length of stay

7.5 The hotel reserves the right to release any unnamed bedrooms on an allocation as specified in your event agreement without notification.

7.6 Any additional guest rooms will be at the best available rate unless otherwise agreed with the hotel.

8. Conduct of Event

8.1 The event must start and finish at the times previously agreed with us.

8.2 You shall pay us for any Food & Beverage and other services not expressly set out in the Event Agreement or the Schedule of Events (if applicable) but made available on request by or on behalf of you during the Event. On or before the Arrival Date, you will confirm to us in writing the names of those persons who you have authorised to sanction additional spend at the Event over and above the contracted amounts. All our records for additional spend (meeting room rental, audio/visual equipment, flipcharts, Food & Beverage functions, and other incidentals) will be presented to one of your authorised signatures to be checked and signed daily.

8.3 Any materials, mechanical or electrical equipment brought by you or at your request must be brought to the attention of the hotel in writing. You will need the hotel's consent before they can be brought in, and they must comply with the current relevant regulations. In the unlikely event of a problem, you will be liable for damage or injury arising from the use of the equipment unless it has been caused by the negligence or bad faith of the hotel's employees. Any outside companies providing entertainment must provide the hotel with a copy of liability insurance and PAT testing certificate.

- 8.4 Arrangements for delivery of packages should be made through your designated event manager. Receiving, handling, and shipping charges may apply. No packages will be accepted by us that require us to pay shipping costs. Deliveries will only be accepted within **48** hours prior to your Arrival Date and must be collected **24** hours after your departure date, unless otherwise agreed by us in advance. All deliveries must be correctly labelled as per our guidelines. To the fullest extent permitted by applicable law, we shall not be responsible for any damage to or loss of your packages.
- 8.5 To the fullest extent permitted by law, you assume full responsibility for the conduct of all persons in attendance at your Event and liability for loss and/or any damage done to any part of our hotel premises during the time of your Event caused by your employees and temporary workers, agents, contractors, sub-contractors, as well as by attendees of the Event.
- 8.6 For the safety of persons and property, no fireworks, drones, or incendiary devices may be used indoors at the Hotel. You also agree that your Event will not create any unreasonable disturbance to other guests or meetings, such as excessive noise, smoke or fog machines, dry ice, confetti cannons smoking pipes, candles, incense, or any activity that generates offensive smells. We reserve the right to end your Event functions immediately if you do not comply with our reasonable request to reduce or eliminate any such disturbance, in which case you will remain responsible for payment of all contracted charges related to your Event, should this not be abide to any bonds paid will not be returned.
- 8.7 Car parking is provided; however, cars and items left in parked cars are at the owner's risks. Cars are not permitted to block the entrance of the hotel and will be removed if doing so.
- 8.8 Passageways to emergency exits must always be kept clear. This regulation is rigorously enforced in the interests of the safety of the guests and staff.
- 8.9 The hotel requires knowledge and information of any third-party companies/ contracts provided for services at the event and does not accept any liability for these companies or the service they provide.
- 8.10 For a religious marriage ceremony to be valid according to the laws of this country, with very few exceptions, it must take place in a building which has been registered for marriages and has always been preceded by the necessary civil or ecclesiastical preliminaries. These premises are approved for civil marriage and partnership ceremonies. Your civil ceremony **MUST** have taken place before any religious ceremony or blessing can commence. Please contact your Register office for further information
- 8.11 Designs, displays and posters can only be affixed to walls with our express permission, Guests/ delegates must not interfere with any electrical equipment or wiring,
- 8.12 If for any reason the client has a complaint, the hotel should be notified immediately to the on-site contact on the day.

9. Our liability to you

- 9.1 In the unlikely event that we have to cancel your booking, we will reimburse to you all advance payments that you have made to us but we shall not have any other liability to you or any third party.

10. Events Outside Our Control

- 10.1 We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under these Terms that is caused by an event outside our control, including without limitation strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, extremes of weather, flood, earthquake, subsidence, epidemic, pandemic or other natural disaster, or failure of public or private telecommunications networks.