

Terms & Conditions

Charges

- 1 A day delegate eight hour rate is deemed to include coffee on arrival and two breaks for tea/coffee including biscuits (or pastries where applicable); a three course lunch or buffet including coffee; room hire and equipment as detailed on the booking contract.
- 2 A 24hr rate includes the 8hr package plus a four course dinner including vegetarian options and coffee; English breakfast and accommodation. A 36hr package includes the aforementioned plus one further day delegate package.
- 3 Account facilities will only be granted to those companies or individuals which have established credit facilities in advance. Companies requiring credit facilities will need to apply to open an account 14 days in advance of the event.
- 4 The Client agrees to pay total contract costs on the due dates, failing which, interest will be charged monthly, at 5% above base rate, as per our contract terms.
- 5 The Hotel reserves the right to withdraw credit facilities at any time without notice.
- 6 The Hotel reserves the right to request a deposit or pre-payment at the time of confirmation of booking and to request interim payments as the conference proceeds. The deposit is considered to be 10-20% of the total contract costs.
- 7 Supplement of £5.00 per delegate is payable on each conference package if the group is less than 20 people.

Cancellations

The Hotel reserves the right to charge the following sums for any loss of income due to cancellation, non-arrival, or substantial reduction in the numbers confirmed for services as follows, unless a booking is obtained for the same dates from a third party on no less favourable terms:

Cancellation period

- 1-3 months prior to event
- 14 & 31 days prior to event
- 3 & 13 days prior to event
- 3 days or less prior to event

Charges

- Deposit held
- 50% of total anticipated charges
- 70% of total anticipated charges
- 100% of total anticipated charges

In all instances, notification of cancellation must be made in writing and will be effective on the date received by the hotel.

Liability

- 1 The Hotel will not be liable to the Client and/or persons attending the conference for injury to persons or loss or damage to property unless negligence can be proved, but otherwise will be under no liability to them whatsoever.
- 2 The Client will be liable for any loss or damage to the Hotel's property including walls, light fittings and equipment (including items hired for their use) or injury to any person including the Hotel's staff and shall indemnify the Hotel against any loss or liability (other than the Hotel's liability in 1 above) arising from the conference.
- 3 The Client is advised to consider arranging insurance for the conference covering public liability and loss damage to its property and that of persons attending the conference.

General

- 1 The Hotel will take all reasonable steps to fulfil the reservation to the best of its ability and in accordance with the details provided. However, it reserves the right to provide alternative services of at least an equivalent standard at no extra cost to the Client.
- 2 Whilst the company has taken all reasonable steps to ensure that the information contained in its brochures, tariffs, leaflets and advertisements is accurate, it reserves the right to alter, substitute or withdraw any service, facility or amenity without notice if necessary.
- 3 Notwithstanding anything contained in these Terms, the company will not be liable for any failure to perform its obligation to the Client in whole or in part as a result of any of the following circumstances:

General

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| a Strikes | b Other industrial action(s) |
| c Fire at or near the Hotel | d Flood at or near the Hotel |
| e Civil unrest, dispute or commotion | f Act of God |
| g Legal action against the company, not resulting from its negligence, preventing the supply of services | h War |

