

TERMS AND CONDITIONS

The following terms and conditions are given to avoid any misunderstanding regarding bookings following written confirmation being received at the hotel.

- 1) Any bookings are considered provisional. Once a letter of confirmation is received from the client the booking will be considered confirmed. Your correspondence must have the name of the person/persons accepting responsibility for the booking and payment, the number of bedrooms required, the number of delegates attending and total length of stay.
- 2) Provisional numbers will be asked for at the time of booking and the hotel reserves the right to set a minimum number to be charged.
At not less than 28 days prior to arrival the client will provide the hotel with a rooming list and with up to date numbers (the hotel reserves the right to chase the booking before this date if business requires it) and any special requirements that might be needed.
At not less than 7 days prior to arrival the client must provide the hotel with a final rooming list and numbers for refreshment and dinner requirements, the invoice will be calculated on these final numbers on the day of arrival whichever is the greater.
- 3) Cancellations, postponements or amendments must be made in writing to the hotel.
- 4) Cancellations may result in charges being incurred if within a certain time scale of arrival date, the following being a guide to the timescale:-

Between 7 – 27 days prior to arrival	50%
Under 7 days prior to arrival	100%

If the client gives less than 7 days notice of a lesser number of guests attending than previously given 28 days prior to arrival, the hotel reserves the right to charge the client the full per guest charge for not arriving.
- 5) The hotel reserves the right without prior notice, to change the clients assigned rooms for others of equal suitability for those attending, without affecting the minimum charge.
- 6) The hotel may cancel the booking at any time and without liability to the client if:-
 - a) The client is more than 28 days in arrears with payments to the hotel or any of its sister properties.
 - b) The client becomes insolvent or bankrupt or goes into liquidation or has an administrator or receiver appointed over its affairs.
 - c) Any part of the hotel is closed through fire, alteration or redecoration by order of any public authority or any reason beyond the hotels' control.
 - d) There is a failure to supply the hotel with electricity or water.
 - e) The hotel is unable to fulfil the booking through industrial action by one of its supplies.
 - f) Fire, lightning, aircraft impact, civil disturbance, malicious damage, flood, burst pipes or earthquakes resulting in the hotel being unable to provide the booking facilities.Whenever possible the hotel will use all reasonable endeavours to provide alternative facilities for the client at another hotel, subject to the facilities being available. The hotels' liability shall be no greater than the amount paid by the client to the hotel in respect of the booking.
- 7) The hotel reserves the right to require a deposit at any time prior to the arrival. The amount will be determined by the hotel and has to be paid within 7 days of the request, otherwise the hotel reserves the right to release the booking.
- 8) Any prices quoted at booking may be subject to change, due to VAT or other reasons beyond the control of the hotel.
- 9) Accounts may only be sent to company for payment on completion of our Credit Application Forms and only when the hotel is satisfied that all references have been checked and the Company credit record is found to be satisfactory. The hotel reserves the right to cancel credit facilities at any time and therefore demand payment by another means. Hotel credit terms are strictly 28 days from date of invoice. Where credit facilities are not available, the hotel requires payment in full 7 days before arrival.
- 10) The hotel and all guests are subject to strict controls regarding fire and licensing regulations and they must be observed at all times.
- 11) No wines, spirits or food must be bought into the hotel by clients for consumption without the prior consent of the General Manager, who reserves the right to charge a fee. On this matter the General Manager's decision is final.
- 12) The hotel reserves the right to judge what is acceptable levels of noise or behaviour of the guests within the hotel. The guests must take all relevant steps to correct any behaviour deemed as unacceptable. Failure to do so will result in the hotel asking the guests to leave and to pay for any damage that may have occurred.
- 13) Other than death or injury caused by a direct responsibility or negligence by the hotel or its' staff, the hotel will not be held responsible for any loss, damage or expense to any person or thing however caused.
- 14) The hotel has no responsibility for damage or loss to any vehicles left in the car park or for items left in the hotel bedrooms.
- 15) The client is liable for all costs incurred as a result of damages caused either by themselves or their clients or their representatives whilst at the hotel. Payment must be settled in full within 7 days.