

TERMS & CONDITIONS

Booking

To secure a booking we require a non refundable deposit of £500. We also require your final balance, final numbers, table plans, menu, wine choices, and timings etc for your event no later than 2 weeks prior to your event. Should your numbers increase after final payment is made, then the outstanding balance will be due immediately.

Customer Property

Whilst every effort is made to safeguard client's property, the Hotel does not accept any liability for any loss or damage however it is caused. We advise our guests to remove gifts, cakes & decorations, cards, envelopes and any other personal property to your bedroom after or during the function. We would advise that the key card for your bedroom is kept with you or a responsible person at all times. No staff will be permitted to give a copy of your key card to any other guests.

Hotel Property

Guests will be held liable for the cost of repairs carried out as a result of any damage caused to any part of the hotel or equipment by their negligence, willful act or default of any person invited by the client to the hotel. Deposits for functions providing their own catering are held for 48 hours after the event and a refund must be requested by the client after this period once the hotel has ascertained that no damage has been caused. In the event of damage being caused the full deposit will not be refunded.

Disabled Facilities

The hotel now has a disabled WC, and also 1 disabled en suite bedroom, both situated on the ground floor. Please note our Spa Bar function room is not suitable for disabled use.

Hotel Accommodation

Please be advised that the check in time for bedrooms is 1.00pm (rooms may be available earlier than this, please check with Reception). Check out time is 11.00am on the day of departure. Please note that we are unable to provisionally hold rooms. Rooms booked must be secured by giving a full name and address along with a valid credit/debit card number. The full balance is then payable upon check out. The Cancellation policy for rooms is 5pm on the day before arrival, failure to do this will result in the first nights stay being charged to your card.

Corkage

The hotel does not offer corkage facilities.

Entertainment

Prior consent must be obtained from the hotel for any form of entertainment or service which the client wishes to employ for a function. We reserve the right to judge acceptable noise levels and behaviour by any entertainment or by any person attending the party. Should the management be dissatisfied with any situation, the organiser must take steps necessary to correct the complaint. In the event of non-compliance by the organiser the Hotel reserves the right to terminate the contract and stop the function without liability for refunds or cancellation charges. Should the guest be providing their own entertainment, it is their responsibility to ensure that they finish no later than 1.00am to avoid disturbing hotel residents. DJ's equipment must be taken on the evening of the event, and under no circumstances must this be left on the property. It is also essential that any entertainers/DJ's have public liability insurance and that all their equipment is fully PAT tested.

Function Times

Evening functions are required to finish at 1.00am. Function times may not be changed without the consent of the Hotel. We cannot be held responsible for the quality of food if not served at the scheduled time due to late arrival. The bar shall be open at the time of arrival as detailed in the function agreement.

Cancellation Policy

Up to 12 months prior to the event - total loss of deposit.
6 months prior to the event - 50% of the total estimated revenue bill must be paid.
4 months prior to the event - 75% of the total estimated revenue bill must be paid.
Less than 4 months prior to the event - 100% of the total estimated revenue bill must be paid in full.

Wedding Meal Allocation

The Restaurant holds a maximum of 100 people seated on oblong tables.
The Spa Bar holds a maximum of 100 people seated on oblong tables.
The Blue Room holds a maximum of 70 people seated on oblong tables.

Evening Function Allocation

The Restaurant holds a maximum of 170 people
The Spa Bar holds a maximum of 120 people
The Blue Room holds a maximum of 100 people.

I confirm that I have read, understood and agree to the Terms & Conditions.

Name of Client

Date of Event

Signature of Client

Date of Signature