

ROYAL CHACE HOTEL TERMS AND CONDITIONS

We have endeavoured to make our booking conditions as straightforward as possible in order to clarify the position should something unforeseen occur. We therefore request that you review the following Terms and Conditions to ensure that they meet with your approval.

'The Client' refers to the person making the booking and 'The Hotel' refers to Royal Chace Hotel. Once a booking is confirmed in writing or with a deposit, a contract is deemed to exist. This contract shall be governed in all respects by English Law, thus rendering all parties fully accountable for honouring their contractual obligations.

1 Catering Numbers

- a) When confirming your booking you will be required to guarantee the minimum numbers attending at a minimum cost per person. Should your numbers fall below the guaranteed minimum, the booking is subject to a charge of the agreed menu price per person deficit.
- b) To enable us to successfully plan your function, catering details along with the second payments will be required no later than 6 weeks before the function. Two instalments of your full payment will be required a) 6 months prior and b) 6 weeks prior.
- c) Final catering numbers must be notified to the Hotel 5 working days prior to the event.
- d) Reduction in catering numbers in excess of c) above will be charged at the contracted rate.
- e) Numbers may be increased up to 12 noon on the last working day prior to the Reception, although every effort will be made to accommodate increases received after this time.
- f) No additional items of food or beverage may be brought into the Hotel for consumption unless prior consent has been obtained and for which a charge will be made. However this is not possible on Saturdays or Bank Holiday Sundays.
- g) Please note that on buffets hot food can only remain in the room for 2 hours and cold food 4 hours. After this time the food will be removed for Health and Safety reasons
- h) Please note there may be nut traces on site so it is imperative to advise the Hotel if your party has anyone with a nut allergy.

2 General

- a) The Client assumes responsibility for any loss or damage to hotel property, caused by their event attendees, whether in the room(s) reserved or in other parts of the Hotel.
- b) The Client assumes responsibility for any damage to hotel linen due to petals, table biodegradable confetti etc. The client will be charged accordingly. Biodegradable confetti only to be used at front entrance of hotel
- c) The client is responsible for ensuring that all persons attending the event comply with Licensing, Health and Safety and all other statutory regulations related to the Hotel.
- d) The client shall not be entitled to assign the booking to any third party nor utilise the Hotel's facilities other than for the purpose indicated at the time of confirmation.
- e) The Hotel name, logo and telephone number may not be used in any advertising or publicity without prior written permission.
- f) Prices will not vary from those specified at the time of confirmation of final details, except in the case of an alteration to the prevailing rate of V.A.T.
- g) The Hotel does not accept responsibility for anything left in the function room overnight e.g. wedding gifts/cake/flowers/table decorations etc. The room must be cleared at the end of the evening.
- h) While every care is taken the Hotel cannot accept responsibility for the loss, damage or disposal of clients cake either on the date of the function or thereafter.
- i) The use of Fireworks is not permitted in the grounds of the Hotel.
- j) Should the client have their own chair covers, a removal fee of 50p per chair will apply.
- k) Bouncy Castles are only allowed subject to confirmation by The Hotel. If permitted a disclaimer form will need to be signed.
- l) Clients are not guaranteed access to the named function suite until 2 hours prior to the agreed start time.
- m) Any food brought into the Hotel via a 3rd party (e.g. chocolate fountain) is subject to a charge. This must be agreed by the Hotel in advance.
- n) A charge will be applied for any person(s) who vomit on site of £50.00.
- o) If you require assistance with the reception tables, we will handle a maximum of 5 items per table, which have to be itemised on final detail meeting.
- p) A dedicated member of the wedding party is to check the table layout on the day of the function.

3 Total Cancellation

In the unfortunate event that clients are unable to honour their contractual obligations to the Hotel and need to cancel the function, the Hotel will do their best to re-let the facilities on behalf of the client.

- a) Cancellation prior to 9 months-loss of deposit
- b) Cancellation between 6 and 9 months-35% of the estimated value of the function.
- c) Cancellation within 6 months-70% of the estimated value of the function.

For the sake of clarity all cancellations must be received in writing from the Client and acknowledged by the Hotel

4 Deposits and Payments

- a) The Hotel will prepare and submit an estimated account and full payment will be required approximately 28 days in advance of the function date.
- b) Prices are reviewed annually as from 1st April.
- c) Any unpaid balances will be subject to 5% per annum above Barclays Bank Plc base rate.

5 Insurance

We strongly recommend to all clients the arrangement of insurance cover. This can often be done for a very small premium and can cover cost of cancellation and other liabilities.

6 Force Majeure

The Hotel will not be liable for any failure to provide the room(s) accommodation, facilities or services which are due to circumstances beyond the Hotel's reasonable control, including without limitation any form of industrial action.