

Functions - Terms and Conditions – **PLEASE KEEP FOR YOUR RECORDS**

Reservations and Payment

1. All bookings must be confirmed with a non-refundable deposit (amount depending on function)
2. Full and final payment is required 14 days prior to the event and final details for the function including numbers, menus and table plans must be given at this point.
3. All guests' rooms that need to be booked require a deposit of £15.00 per person per night to confirm booking and only the allocated rooms for the function can be booked via the Sales Office.
Any further rooms required are on a request basis only and normally are required for a minimum of two nights over a weekend.

Confirmation By The Client

1. Once confirmation and deposit has been received all such facilities, services, food and beverages reserved on your behalf will be subject to the terms and conditions of the contract.
2. Numbers must be advised to the Hotel at the time of written confirmation. Final timings, menus and any special dietary requirements etc must be confirmed at least 14 days prior to arrival.

Cancellation

1. Should you need to cancel or postpone your confirmed booking at any time prior to the event, we will make every effort to resell the facilities on your behalf. Any cancellation, postponements or partial cancellation should be advised as soon as possible verbally and then confirmed immediately in writing.

The company's cancellation policy is as follows:

- Over 52 weeks prior to the event No charges and your deposit will be lost
- 38 – 52 weeks prior to the event Loss of deposit
- 12 – 38 weeks prior to the event 50% of all contracted charges
- 4 – 12 weeks prior to the event 75% of all contracted charges
- Less than 4 weeks prior to the event 90% of all contracted charges

General

The Hotel reserves the right to approve externally arranged entertainment, services or activities that you arrange.

Good night sleep policy - At midnight all music volume must be reduced by 25% as there are bedrooms above the function rooms. The Hotel cannot accept liability for any resultant costs incurred.

The hotel does not take responsibility for cards or presents given to the client as gifts.

The Hotel cannot accept liability for any resultant costs incurred.

Should any of your guests fail to correct any aspects of poor behaviour or activities unacceptable to the Company or English Law, the Hotel reserves the right to ask them to leave the premises. Should this occur no monies will be refunded.

The cost of repairing any damage caused to the Hotel, it's property or grounds by any of your guests, must be reimbursed to the Hotel by the Client.

No food, wines or spirits brought into the Hotel by the client or any of your guests may be consumed unless corkage is charged (wine only)

No Chinese Lanterns are allowed in the hotel grounds

Prices quoted are inclusive of VAT at 20% unless otherwise specified.

Whilst the Company has taken all reasonable steps to ensure that the information contained in its brochures is accurate, it reserves the right to alter, withdraw or substitute any service, facility or amenity at any time without notice if necessary.

Should numbers reduce from original confirmation the hotel reserves the right to move function rooms, to accommodate the new size of the party.

This agreement shall be subject to English Law.

As a representative of **The Cliffside Hotel**

Hotel Signature _____

Date _____

Printed

Client Signature _____ (client/s)

I hereby accept the above terms and conditions

Date _____

Printed