

TERMS & CONDITIONS

West Lodge Park advises that business with Beales Hotels is carried out on the basis of our Terms & Conditions.

1. **Confirmation** – Written confirmation is required within 7 days of original verbal booking with a best estimate of numbers. Companies to confirm on headed notepaper. The Hotel reserves the right to cancel a booking if written confirmation is not received after 7 days.
2. **Numbers** – Once a booking is confirmed, the number of people confirmed 48 hours in advance will be the minimum number of guests charged for.
3. **Cancellation** – In the event of cancellation there will be a charge of:
 - (i) 3-6 months notice – 30% of estimated total projected revenue;
 - (ii) more than 1 month and less than 3 months notice – 60% of estimated total projected revenue;
 - (iii) less than 1 months notice – 90% of estimated total projected revenue;
 - (iv) less than 48 hours notice – 100% of estimated total projected revenue.
4. **Non-arrival Charges / Early Departures** – Bedroom bookings cancelled less than 24 hours before arrival date or a non-arrival or an early departure will be charged one night's accommodation. If the room is re-let for the same amount no charge will be made.
5. **Group Booking Accommodation Policy** – All group accommodation, 8 and above, must be confirmed in writing within 7 days of booking and a full list of guests names and account details received 28 days prior to arrival. Once confirmed, the following cancellation charges will apply:
 - (i) 2 months or less - Subject to charges of 25% of basic cost
 - (ii) 28 days or less - Subject to charges of 50% of basic cost
 - (iii) 7 days or less - Subject to charges of 75% of basic cost
 - (iv) 0-7 days - Subject to charges of 100% of basic cost.
6. **Finishing Times** – Meetings/Events must finish at the time agreed when booking as an extension of time may not be possible.
7. **Postponements** – Any postponement of a confirmed booking is deemed to be treated as a cancellation.
8. **Price Variation** – Beales Hotels reserve the right to increase prices in the event of circumstances beyond its control, e.g. increases in VAT.
9. **Agents** – Should a client contract with Beales Hotels be through an agent, the agent acts for the client and it is the client's responsibility for the payment of Beales Hotels account.
10. **Deposits** – Beales Hotels request the following non-returnable deposit at the time of booking:
 - (i) £250 for a Company or Club booking
 - (ii) £500 for a Wedding or Private PartyA further 95% of estimated total cost is requested 4 weeks in advance for all functions. This is not returnable in the event of cancellation.
The cost of Marquee Hire is requested 3 months in advance.

Accommodation deposits are non-refundable but can be held against a future booking. If written confirmation or a credit card number is not received by 5pm on the day prior to arrival, then the booking will be released.
11. **Payment** – Where credit facilities have been granted by Beales Hotels final payment of the balance of the charges due for the meeting/event must be paid by the client within 30 days of the date of the invoice. Cheques are to be made payable to West Lodge Park Hotel. Otherwise payment is required on departure. The Company reserves the right to charge interest on any overdue sums, on a daily basis, until payment is received, at a rate of 8% per annum. Interest shall become due and payable notwithstanding the fact that a portion of it can be subject to any dispute or query.
12. **Signage** – No signage is permitted in 'public' areas of the hotel, outside the hotel, or on adjoining roads. Signage is only permitted within your conference rooms.
13. **Room Assignments** – Event rooms are assigned according to original agreement at the time of securing space. Should there be changes to the original agreement the Hotel reserves the right to transfer the event to a more appropriate room.

14. **Damage** – Clients are responsible to Beales Hotels for any damage caused by the clients, their guests, agents or employees.
15. **Equipment and property** – Client’s own equipment and property is brought in to Beales Hotels at their own risk and Beales Hotels accept no liability for loss or damage. The hotel cannot accept wedding gifts for safe keeping.
16. **Activities** – Clients using Activity Agents for any indoor or outdoor activities at Beales Hotels premises must supply written confirmation of the following prior to the event taking place:
 - (a) A Public & Product Liability Insurance cover in force
 - (b) Limit of Indemnity to be stated (minimum required £5,000,000)
 - (c) Employer’s Liability Insurance cover in force, as required by statute, minimum £5,000,000 any one occurrence
 - (d) Name of Insurance Company/ies
 - (e) Policy numbers and dates of expiry.
17. **Force Majeure** – If Beales Hotels is prevented or hindered from hosting the event or providing any facility booked by the Client due to circumstances beyond its control, eg Government intervention, acts of God, civil disturbance, war, national or local disaster, strikes, labour disputes, then the liability of Beales Hotels to the Client shall not exceed the amount paid by the Client to Beales Hotels in respect of the event.
18. **Contract** – When a booking is confirmed in writing, or with a credit card number, a contract is deemed to exist. This contract shall be governed in all respects by English Law. It can only be modified by a supplementary written contract. Where a contract has been signed by a prospective bride and groom they are both jointly and severally responsible for payment of invoices and any cancellation charges.

I/We agree to the Terms & Conditions specified above:

Client/Prospective Groom Signed:..... Print Name.....Dated..... Event Date.....

Prospective Bride Signed:..... Print Name.....Dated..... Event Date.....

Company Name (if applicable) and Position: On behalf of West Lodge Park

Signed:..... Position..... Print Name..... Dated.....