

The Edgemoor Hotel, Terms and Conditions

Functions ,Events, Group Reservations

1. Definitions

'The Company' refers to 'The Edgemoor'

'The Customer' or 'The Client' refers to the person, firm, company, agent of other organisation to which a binding agreement is made with The Edgemoor

'The Event' refers to 'the individual arrangements agreed between the Company and The Client or Customer' for example – The Wedding, The Meeting, the Dinner & Dance, the Group Reservation.

2. Prices

Fixed prices for food and beverages are established, where possible, 3 months prior to the event.

All prices for the Room Hire, Accommodation, Food & Beverages are stated in Pounds Sterling and include VAT unless otherwise stated.

Service charge is discretionary

All price changes due to Government Regulations will be passed on to the Client or Customer

Prices may change, due to circumstances beyond our control. The company where possible will give written notice to the Customer/ Client.

3. Deposits

The Company reserves the right to require payment of a deposit at anytime prior to the event

Weddings

The Company require a £1000.00 non refundable deposit to guarantee a Wedding Reservation at the time of booking. Final payment of the account is to be paid 7 days prior to the event. Any outstanding amounts should be paid at the end of the event or the following morning. Weddings are responsible for all room payments. If a room is not allocated or paid for on the date of the wedding the wedding couple are responsible for this payment

All Deposits are non-refundable

Dinner Dances & Private Events

The Company require a non refundable £250.00 Deposit to confirm the reservation. Final payment of all charges will be required on receipt of the invoice.

Payment of the Invoice should not be affected by queries to the invoice

All Deposits are non-refundable

4. Late Payment

The company reserves the right to charge the Customer/ Client interest charges on those amounts where payment has not been made during the first 14 days from the date of issue of the Invoice.

Interest charges will be made at 4% above the base rate of Lloyds TSB Bank on all outstanding charges during such a period as the amount remains unpaid and cleared payment is made to The Company

5. Payment

Payment for charges relative to The Event shall be paid by the client by either :-

1. Cash or Cheque (Cheques made payable to The Edgemoor)
2. BACS Transfer (Electronic transfer The company will provide their bank details on request)
3. Debit Card
4. Credit Card (Mastercard/ Visa Credit) surcharge of 2.5% will be added to the total payment (total x 1.025)
5. Credit Facilities – With the credit approval of the company, the hotel will open a Credit account to which all authorised charges may be billed direct to the client. Credit facilities will only be extended to approved account holders. The decision of the hotel is final. Credit facilities will not be considered for Weddings, private events and Dinner Dances

6. Confirmation of Numbers

Confirmation of numbers should be made 14 days prior to the event to allow for the final Invoice to be produced.

After 14 days where a client serves notice of an increase in the number of people attending the event, it shall remain at the discretion of the company to amend the event detail and raise the invoice for additional payment for extra guests.

The hotel will under no obligation to provide accommodation, facilities or catering for the additional attendees to the Event.

Where a Client serves notice of a decrease in the number of people attending the event, a surcharge of 100% of the total charge relative to each cancellation will be made direct to the client on cancellations received within 14 days prior to the event.

7. Cancellation by the client

The client may cancel the event by written notice to the Company the deposit paid will be non refundable but will not incur any additional charge at any time up to 3 months prior to the event.

No cancellation shall be effective until the Company has received written notice from the Client cancelling the booking

Where the client cancels the Event within a period of less than 3 Calendar months prior to the Event, the Company will be entitled to make the following cancellation charges

Within 3 Calendar Months – 50% of all the event anticipated revenue

Within 2 Calendar Months – 75% of all the event anticipated revenue

Within 1 Calendar Month – 100% of all the event anticipated revenue

The projected charge shall be calculated upon the basis of the agreed number of persons due to attend the Event, made on the basis of accommodation, Room Hire, Catering, Technical and any other requirements previously booked by the Client.

8. Cancellation by the Company

The company shall be entitled to cancel the Event, give written notice to the Client where reasonably possible, if the company is prevented or hindered from carrying out its obligations due to circumstances beyond its own control.

In these circumstances, every effort will be made to accommodate the booking in another establishment payments to be made by the Client.

Where the Company cancels the Event, the Company shall repay the Client all previous monies received.

9. Accommodation Cancellation charges

In the event of cancelled accommodation or non-arrival of a Customer, the Customer shall pay the Company a Cancellation fee of 100% of the original charge for each unsold room per night.

The Hotel will not charge for cancelled accommodation or non arrival Customers where the accommodation is re-let

The Hotel will make every effort to re-let the accommodation, but if, having used their best endeavours, the Hotel are unable to do so, cancellation charges will apply

10. General Notes

Hotel Accommodation will not be retained after 18:00hrs, unless one nights terms have been paid in advance or confirmation has been received in writing or Card details have been received

Accommodation will be made available from 14:00hrs, unless circumstances beyond reasonable control this is not possible

Accommodation shall be vacated on the date of departure no later than 11:00hrs to allow for the re-service of bedrooms

Guest luggage may be left with the Hotel on the date of arrival and the date of Departure. Luggage will be left at the Clients own risk.

All meeting rooms shall be vacated by 17:30hrs unless agreed by prior arrangement with the Company

Conference Rooms and Exhibition Space or any part thereof shall not be sub-let by the Client to any third party without prior arrangement by the company

The Company can accept no responsibility for the property and possessions left at the Hotel. Property and possessions left at the Hotel are left at the Owners risk and without any obligation on part of the Company. We refer to the Hotel Proprietors' Act 1956 available at Reception upon request.

The Customer will be made responsible for any damage caused to the Structure, Décor, Furnishings, Fixtures and Equipment of the Company and shall be required to pay on demand the amount required to make good or remedy any such damage.

The Customer shall not arrange for the deliver of or deliver any goods or materials to the Hotel unless by prior arrangement with the Hotel

The Customer shall not store or place on the perimeters' of the Hotel, any flammable, combustible, objectionable substances or liquids.

The Hotel will not allow any food or drink other than purchased on the premises to be consumed unless by prior arrangement

11. Statement of Acknowledgement

The Hotel requests that all arrangements with the Company are acknowledged by the completion of the enclosed 'Statement of Acknowledgement' by the client

The 'Statement of Acknowledgement' shall be completed by the Client on Receipt of written detail arrangements from the Hotel

The Hotel reserved the right to re-sell hotel space where the 'Statement of Acknowledgement' is not returned with the Clients Signature.

The Hotel shall issue a written reminder to the Client to urge the prompt completion and return the aforesaid 'Statement of Acknowledgement'.

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