



TERMS AND CONDITIONS

Deposit & Payment

The deposit is calculated by reference to the Anticipated Total Spend (incl. VAT, where applicable) ("ATS") in respect of your booking. 25% of the ATS is required to secure the booking a further 75% will be required 6 weeks prior to the event with the balance due on departure

All deposits are non-refundable and non-transferable and will be deducted from the final bill on the day of the event.

The Cliff Townhouse has the right to alter the above payment schedule, and to increase the amount of the ATS in the event that you increase the number of people staying in the hotel. The Cliff Townhouse has the right to request further pre-payments of the ATS (as amended, where applicable) up to 100% of the ATS

Final Numbers

Final numbers are required in writing no less than 72 hours prior to the event. Until this time, cancellations of contracted numbers are permitted. Anything after this time will be charged. Please note that should lower than confirmed numbers attend the event, the management will charge for the numbers confirmed. In the case of increased numbers, you will be charged for the number of guests attending.

Menu & Wine List

Due to seasonal variations, Cliff Townhouse may need to vary ingredients detailed on the menus. Cliff Townhouse will endeavour to provide the client with details of any significant menu changes.

Cliff Townhouse's wine list is subject to vintage and price changes, however Cliff Townhouse will always endeavour to match unavailable wines with a comparable product and price. Parties of 10 or more will be required to pre select their wine choice a minimum of 1 week prior to the event, Cliff Townhouse cannot assure supply of requested wine if pre selection is not submitted on time. Drinks service will be available to parties during regular bar licensing hours, Monday to Thursday until 23:30; Friday and Saturday until 00:30; Sunday: until 23:00.

Equipment /AV Hire

Should your booking require the hire of additional AV/ equipment/ furniture the cost of this will be added to your final bill.

Room Décor

When booking a private function, guests are welcome to dress the room as they prefer, provided that this action does not cause any damage to the room. All room décor costs are additional unless specifically outlined. All decorations must be pre-approved by the Cliff Townhouse.

Payment Terms

Balance of payment for all items & services contracted must be made in full prior to departure.

Service Charge

A 12.5% service charge will be added to all pre booked food and beverage. VAT is included on all prices quoted.

Privacy Policy

Groups may be informed of other group members arriving unless requested otherwise. Table plans with the names of the attendees will be displayed on the day of the event, unless requested otherwise.

Our privacy policy can be viewed on our web site.

Room Hire / Minimum Spend/ Exclusive use

A room hire charge will apply for all bookings in the private dining room unless a minimum spend had been agreed. Room hire charges will vary according to seasonality and group size.

Bookings may be subject to minimum spend requirement, this spend can be comprised of both pre ordered food and beverage, room hire and food and beverage consumed on the night. Should the total of pre ordered food and beverage, room hire and food and beverage consumed on the night not meet the minimum spend requirement agreed, the shortfall will be allotted as an additional room hire charge.

Minimum spend does not include 12.5% service charge, accommodation or cash spent in the bar during the event

An exclusive use charge will apply to all bookings where exclusive use of the main Restaurant or the Aviator Bar on the first floor is required. This charge will vary according to seasonality.

Cancellations

In the event of cancellation or postponement of the booking, Cliff Townhouse should be advised in writing. All deposits paid are non-refundable. Cliff Townhouse shall be entitled to cancellation charges as detailed below:

- If your event is cancelled within 6 months – 3 months: 50% of the anticipated total revenue contracted will be charged.
- If your event is cancelled within 3 months – 1 month: 75% of the anticipated total revenue contracted will be charged.
- If your event is cancelled within 1 month – day of event: 100% of the anticipated total revenue contracted will be charged.

Please note that The Cliff Townhouse also has the right to cancel or terminate your booking in certain circumstances – in particular, if you fail to pay instalments of the deposit due on the specific due dates or fail to perform any other important obligation in respect of the booking. In the event of a cancellation or termination The Cliff Townhouse, if you have been at fault, will be entitled to compensation from you, which may include the retention of any deposit that you have paid by the date of termination/cancellation.