



Terms and Conditions

All meetings, conferences or functions booked with the hotel by the Client shall be subject to the following conditions:

Numbers Booked

- a) Provisional numbers will be asked for at the time of booking. Final numbers must be received in writing to the hotel at least 7 days prior to the event. Between 7 days and 2 working days prior to the start date you can alter 10% of the numbers without penalty.
- b) If paying by payment link, credit card or BACS payment, final numbers will be required 7 days prior to the meeting start date.

Payment

- a) Upon confirmation of the event, a payment method must be advised. Credit card details are no longer accepted in writing, so full prepayment will be required by a date requested by the hotel in line with the start of the cancellation policy, if paying by BACS or Credit Card.
- b) If the Hotel does not receive the required payment by the time decreed, the Hotel may cancel the contract with immediate effect without any obligation or notice to the client.
- c) Credit facilities with the Hotel are subject to the completion of a Credit Application form, and subsequent approval based on the credit report/score and positive references being obtained. Credit applications will not be considered for first time or one-off events. The Hotel requires 1 year booking history and minimum annual spend of £5000 before credit facilities will be considered. Once/if Credit is granted, the Hotel payment terms are strictly 30 days from the date of invoice, the Hotel reserves the right to charge interest on any overdue balances.
- d) At the discretion of the Hotel, the customer may be required to pay a deposit. In the event of non-payment of the said deposit by the time decreed, the Hotel may cancel the contract with immediate effect without any obligation to the client.
- e) The Client shall pay for any charges incurred for any Food or Beverages or other services supplied extra to that of this contract unless the Hotel has been instructed otherwise in writing prior to the event.

Accommodation for Delegates

- a) Accommodation availability and rates are quoted based on the full requirement of the event (i.e. meeting room and bedrooms included).
- b) Should the event get cancelled, the booking for accommodation may be subsequently cancelled or re-quoted based on the revised
- c) requirements. As a result, all rates are also subject to change.
- d) For bookings of less than 15 persons, in the event of cancellation the following charges would apply:-
 - i. Up to 6 persons – cancellation after 4pm the day prior to arrival – 1 nights' accommodation per room cancelled.
 - ii. 7-14 persons – cancellation less 7-days prior to arrival – 1 nights' accommodation per room cancelled.
 - iii. Bookings of 15+ people will be classed as a group booking and will be subject to the following cancellation policy.

Cancellation Charge %

Period of Notice

- (i) **Prior to the date of arrival % Payable of Room Plan Booked (i.e. R/O or B&B)**
 - a. More than 42 days notice No Charge
 - b. Between 42 days to 21 days 60%
 - c. Between 21 days to 14 days 85%
 - d. Less than 14 days notice 100%
- (ii) Early check-out is not permitted. This will be deemed as a cancellation and will incur full charges for the entire booking period.
- (iii) Rooming lists must be received 14-28 days prior to arrival date.

St Giles London

Bedford Avenue, London, WC1B 3GH, UK | +44 20 7300 3000 | www.StGilesHotels.com
Registered in England No. 2954321 | VAT No. 648972872



Cancellation by the Hotel of Booked Services

The Hotel may cancel the booking at any time and without obligation to the Client in any of the following circumstances:

- i) If the Client becomes insolvent or enters into bankruptcy, liquidation or receivership, or
- ii) if the Client is more than 28 days in arrears with any payment due under his contract, or
- iii) if the Hotel in its sole discretion believes the event or the Client might prejudice the reputation of the Hotel.
- iv) In the event of circumstances amounting to force majeure, the hotel shall be entitled at any time upon giving notice to charge for space confirmed and contracted. Such charges will be based on the gross value of the booking as determined in the contracted documents. At the discretion of the hotel, subsequent re-booking of the facilities may be taken into consideration and cancellation charges be reviewed, this is deemed as a gesture of goodwill. For the purpose of this agreement, circumstances amounting to force majeure shall include war or the threat of war, civil strike, riot, natural or nuclear disaster, fire, epidemics, bad weather, terrorist activity (threatened or actual), government action, by order of public authority, industrial dispute, acts of God and all other similar events outside the hotels' reasonable control which prevent or seriously impede the hotel from carrying out its normal duties or obligations under the contract.

Cancellation of Meeting Rooms by the Client

- a) In the event of cancellation of the booking by the Client for whatever reason, the Client must be made to compensate the Hotel for any losses which it suffers and the following %'s will apply if:
 - i) cancellation occurs more than 1 but less than 2 months in advance - 50% levy of total contracted value
 - ii) cancellation occurs up to 4 weeks before the Event - 75% levy of total contracted value
 - iii) cancellation occurs less than 7 days before the Event - 100% levy (Total Projected Charges)
- b) At the discretion of the hotel, subsequent re-letting of the booked facilities may be taken into consideration and cancellation charges be reviewed. This is deemed as a gesture of goodwill. However, a minimum administration charge of 20% of the booking value would be levied.
- c) 24hr Delegates Rates shall be subject to 2 months cancellation, unless otherwise agreed at time of booking.

Client Use of the Hotel

- a) The function shall terminate at the time specified in the contract. In the event of the function continuing after the specified time, the Hotel reserves the right to make such additional charges as they deem appropriate in the circumstances.
- b) The Client and persons attending the event shall:
 - i) Act in a proper and orderly manner and obey any reasonable request by the Hotel's employees.
 - ii) The Hotel reserves the right to expel from the Hotel premises any guests behaving in a manner which the Hotel regards as detrimental to the standing of the Hotel or likely to cause inconvenience or annoyance to other hotel guests/patrons. In the event of the Hotel expelling a guest it shall not be obliged to pay compensation either to the guest or to the Client. The client shall indemnify the Hotel against any claims brought by an expelled guest.
 - iii) Not carry out any electrical or other works including amplification and lighting at the Hotel, nor introduce hazardous or dangerous items without the Hotel's prior consent.
 - iv) Comply with the licensing and other regulations relating to the Hotel.
 - v) Not consume any food or beverage at the Hotel not supplied by the Hotel or its authorised caterers without the Hotel's prior written consent.
 - vi) Not affix any material of any kind to any floors, walls or ceilings without the Hotel's prior written consent.

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Liabilities

- a) The Client shall not use the “St. Giles Hotel” name without the Hotel's prior written permission.
- b) The Hotel cannot accept liabilities for loss or damage to property or death, illness or injury to persons unless proven to be caused by the Hotel's negligence.
- c) The Client shall be liable for any loss or damage to the Hotel's property and for injury to persons including the Hotel staff and shall indemnify the Hotel against any claims arising out of the Client's negligence or misconduct.
- d) If the Contract includes the Client employing the services of an outside contractor then the Client shall indemnify the Hotel against any loss or damage to the property or death, illness or injury to any persons and against all claims, costs, demands, proceedings, and damages arising there from.

General

- a) This is the only agreement between the Hotel and the Client and no variation to the Contract shall be effective unless in writing and signed on behalf of the Hotel and the Client by authorised signatories.
- b) The Client may not assign the Contract to any third party nor utilise the rooms for any purpose other than that stated herein without the Hotel's prior written consent.
- c) The Contract shall be subject to English Law and disputes settled in English courts. In the Event one portion of this contract were to be held invalid by a court or competent jurisdiction, such item shall be severed from the Contract and all other Terms and Conditions shall remain unaffected and binding.
- d) Rates quoted in this contract are for this event and for this Client only. The Hotel does not necessarily have to give the same rates at any future events held by the Client.
- e) Rates include VAT at the prevailing rate when this contract was prepared. They are subject to alteration should the rate change.
- f) General access to the conference area is via the stairs adjacent to the Hotel entrance. For persons whom assistance is required, please liaise with the conference office 2 days prior to the event so that lift access may be arranged.

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