

Bedroom Accommodation - please note that the % is based upon the total room price multiplied by the total number of rooms multiplied by the number of nights those rooms have been booked for.

- 0 to 13 days 100% cancellation fee
- 14 to 20 days 65% cancellation fee
- 21 to 30 days 40% cancellation fee

Meetings and Events - a provisional estimate of food and beverage, room hire or any other services agreed:

This is important as it can affect both our business and your budget. We want at all times to be able to provide the service you want for your booking or event. Because each service we provide has a lead time we reserve the right to protect our ability to re-book any cancelled accommodation, meeting room or food and beverage. The cancellation date is the date that the hotel receives notification in writing. We have indicated below cancellation policy for each service, please do take note.

Withdrawal of the Organiser (cancellation)

- If we flood, burn down, go on strike or are affected by any or all Acts of God, we reserve the right to withdraw from any agreements.
- Similarly should we be subject to any other considerations beyond our control we may withdraw.
- Hotel du Vin will reserve the right to withdraw from a contract without notice should the event be deemed to prejudice the reputation of the hotel.
- In the event of any cancellations due to the above reasons the hotel will refund all advance payments, but will have no liability to the Company/Operator or its clients.
- We may withdraw from a contract if any payments from the Organiser or the Company are in excess of 28 days, or if the Company becomes insolvent.

Withdrawal of the hotel

- We will at all times do our best to deliver the services detailed in the contract.
- The organiser is obliged to pay for all services requested, including any additional or third party services contracted in connection with the booking. All prices are quoted in Pounds Sterling.
- Tax and service are all included and we are bound by all local laws on the subject. Quotations supplied by Hotel du Vin for all services are applicable for 30 days only.
- We need the bill settled within 14 days. We have bills to pay too!
- A down payment or deposit may be arranged and can be specified within the terms of the contract. Timely payment is always appreciated. Any additional costs incurred in pursuit of payment will be charged to you.
- You are welcome to use your own equipment for the purposes of your event as long as it is with agreement of the hotel. Hotel du Vin will not be held liable for any claim arising from the use of this equipment and reserves the right to claim for any damages resulting in such use.

Service, Prices and Payment Terms

- Once both parties have signed they become contractual partners. Changes can be agreed with due notice.
- Any third party, as an individual or commissioned by the organiser adding to or changing the terms of the agreement, becomes jointly liable for all payments arising from the contract.
- In the case of any minor or medium negligence, the hotel will be liable only up to the amount of any rental charge agreed.

Conclusion of Contracts/Parties to the Contract/Liability

- The terms apply to all services we can provide for you or those you book with. They also apply to any arrangements made with your booking.
- The hotel should be aware of the reasons for the booking of meeting rooms or any other public area. Similarly the booking of bedrooms must be above board at all times. We reserve the right to review all bookings at any time.
- The terms and conditions of the organiser, whilst respected do not supersede those of the hotel, unless agreed in writing.

General

These terms and conditions form an agreement between Hotel du Vin and any company or individuals wishing to make arrangements for the booking of accommodation, meeting rooms, food and beverage or any supplementary services we can provide for you. They are there to provide a clear understanding of what we offer and to make things as easy as possible for you.

Terms and Conditions for Group and Meeting Room Bookings



Hotel du Vin Bristol
 The Sugar House, Narrow Lewins Mead
 Bristol, BS1 2NU, GB
 Telephone: 0117 403 2979
 Fax: 0117 925 1199

Organiser's Liability for damages If damage to the fabric or fittings in the hotel results from the event itself, the Organiser will be held liable for those costs. The

may seek to substantiate a higher figure. Equipment should be removed immediately after the event. The hotel may charge if it is left to store or transport any equipment not removed. Interruption of any future events by equipment left on the premises may incur a charge. This applies to all items produced by third parties and not subsequently removed. The Organiser is entitled to produce evidence of lower damages, while the hotel

Equipment should be removed immediately after the event. The hotel may charge if it is left to store or transport any requested. No items should be attached to the walls without consultation with the General Manager. Any decorative materials brought onto the premises must comply with Fire Protection Regulations. Proof of this may be liable up to the limit set by the Hotelier's Liability Act. A copy of the Act is displayed at Reception. held liable for any loss or damage. If at the same time the Organiser is a guest of the hotel, then the hotel shall only be held it is the Organiser's responsibility for bringing any equipment or personal belongings onto the hotel premises. The hotel is not **Loss or damage of organiser's equipment**

payment. Where the hotel is not responsible for delays caused by technical equipment, the organiser is not entitled to delay or with hold A fee may be levied for the use of the hotel's data transportation systems.

systems. written permission. On no account will the Organiser make use of or attempt to access the hotel's building management The organiser may use their own telephone, facsimile machine or data equipment through the hotel's data lines with prior charged for. The hotel reserves the right to charge a flat rate for energy consumed. responsible for the proper use of their equipment while in the hotel. Any damage caused to the hotel's installations will be installation of any electrical equipment not belonging to the hotel needs the hotel's written permission. The organiser is occur to the equipment through misuse, the Organiser exonerates the hotel from any liability arising. Where equipment is hired and installed for a client's event, then the client accepts all liability and expense. Should damage **Technical equipment and installations**

Should you however wish to seek an alternative to our selection we will of course reserve the right to apply a charge. We are in the business of providing 'Great Food'. Along with our food we provide beverages of all types for you to sample. **Food and Beverage**

result in prosecution. Hotel du Vin is a registered Brand of which we are proud to see advertised. However any use of our name or logos by any party outside the Company must be with written permission by the Marketing Department. Any misuse or misrepresentation will **Advertising**

undertaken from the initial stages of the reservation. We appreciate business arranged with us through or by agents. Commissions will be paid at an agreed rate on the value (gross value for HBA members, net value for non-HBA members) of all room hire and accommodation business that the agent has **Commission**

you. If you need to change numbers, timing, food, drink or equipment we are happy to help you. Charges may be re-assessed according to the Organiser's change of arrangements. Please confirm any of these in writing as it effects our contract with **Changes to your arrangements**

We will at all times endeavour to sell part or all of the rooms or meeting space booked. However we will charge for any lost opportunity.

Group bookings over £2,000:
 - 12 to 18 weeks prior to arrival 10% cancellation fee
 - 8 to 12 weeks prior to arrival 50% cancellation fee
 - 4 to 8 weeks prior to arrival 75% cancellation fee
 - 0 to 4 weeks prior to arrival 100% cancellation fee

Group bookings of £2,000 or less:
 - 14 to 21 days 10% cancellation fee
 - 7 to 14 days 50% cancellation fee
 - 0 to 7 days 100% cancellation fee

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The Sugar House, Narrow Lewins Mead
 Bristol, BS1 2NU, GB

Hotel du Vin Bristol



Name and Signature
for Hotel du Vin Hotels

Name and Signature
for the Client

hotel is not obliged to produce evidence of the negligence or fault of the operator for any such damage. Organizer of events must have and may be asked to produce proof of insurance at any time prior to the event.

Final Terms and Conditions

Any agreement that deviates from or is in addition to these Terms and Conditions must be in writing. Any unilateral changes made by the Organizer will be null and void.

Any messages or correspondence is regarded as being received 3 days after being posted to the current hotel address. Messages sent via facsimile are regarded as received as per the hotel's journal. E-mails are not held as proof of correspondence.

These General Terms and Conditions are held as subject to the law in the operating country.

Where one or more conditions is inoperative or void to the Organizer it does not impair the rest of the contract. Individual terms or conditions may be replaced through discussion between the Organizer and Hotel du Vin and at Hotel du Vin's discretion. The same procedure must be applied to any circumstances not covered by the contract. Where a particular condition is not present, the law in the operating country will be held applicable.

Please read carefully this document before signing below. The terms and conditions are set out to indicate the operating rights of Hotel du Vin and those of the Client or third party.

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Bristol, BS1 2NU, GB

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