

Sarova Hotels Meetings & Events, Terms & Conditions

Definitions

'The Hotel' and 'We' means the property(ies) for which a contract is agreed

'The Client' and 'You' means the agreed organizer of the event

The 'Contract' means the agreement between The Hotel and The Client for a specific booking or series of bookings. These Terms & Conditions will form part of the Contract, together with any other terms stated in the Contract.

Deposits and Prepayments

1. The Hotel requires at least 42 days notice prior to arrival date to arrange any credit facilities. Credit accounts must not exceed their credit limit at any time.
2. Payment is due for credit accounts 30 days following the date of invoice. Payments must be made in Pounds Sterling (UKL) payable to the hotel directly.
3. In the event of payment becoming overdue, interest at 4% above the current payable Bank Base Rate, as at the date of invoice, will be added to your account.
4. Should a deposit or pre-payment be required for any event, this will be specified on the Contract. Deposits are not refundable, but may be offset against a cancellation charge.
5. Unless credit facilities have been established with the hotel, a pre-payment of the total estimated account, less the deposit already paid, is required at the following schedule;
 - Time of booking – deposit only as specified on the Contract
 - 12 weeks prior to the date – 25% of the total estimated price
 - 06 weeks prior to the date – 50% of the total estimated price
 - 04 weeks prior to the date – 75% of the total estimated price
 - 02 weeks prior to the date – 100% of the total estimated price + contingency deposit of £500.00 or 5% of total booking value, whichever is the greater.
6. Final numbers are required 14 days prior to the event.
7. The contingency deposit will be required to cover the final account including any additional drinks or miscellaneous extras on the day. Alternatively, a credit card number may be given to guarantee any additional drinks or miscellaneous extras on the day which must be settled prior to departure.

Confirmation by the Client

8. All bookings are considered as provisional until the contract is signed by the Client. Once the contract is signed, all such provisions reserved on your behalf will be subject to the terms and conditions of the contract.
9. The contract must be returned by the Clients and received by the Hotel within seven days of the date of issue or, if such time is not available prior to the date of arrival, within a maximum of 2 working days. If the contract is not received by the Hotel within this period, the Hotel reserves the right to release the provisional booking and re-let the facilities.
10. Provisional numbers must be advised to the Hotel at the time of verbal confirmation and will be identified on the Contract. Final timings, menus and any special requests must be confirmed to the hotel at least 4 weeks prior to arrival. Special requests made within 14 days cannot be guaranteed.

Amendments by the Client

11. Amendments to guest numbers and/or arrangements must be confirmed to the hotel in writing
12. Reduction in the duration and contracted value of the booking would be subject to The Hotel's Cancellation Policy.
13. No charges will be made for any reductions in numbers of less than 10% from those stated on the Contract providing they are received in writing by the Hotel at least 14 days prior to the event, and do not fall below the minimum number of guests as stated on the contract.
14. Should a reduction in numbers of less than 10% be made within 14 days prior to the event, or 10% or more be made at any time prior to the event, the Hotel will first endeavour to re-sell any facilities and services released to a similar value. In the event that the released facilities and services cannot be re-sold, then these reductions shall be subject to the Cancellation Policy as detailed in clauses 16-20 below.
15. Final numbers, within the terms stated in clauses 13 and 14 must be notified to the Hotel at least 14 days prior to arrival. These will be the minimum number for which the Client will be charged, or the minimum number as stated on the contract, whichever is the greater.

Cancellation by the Client

16. In the unfortunate circumstances that you have to cancel or change the date of your confirmed booking at any time prior to the event, the Hotel will make every effort to re-sell the facilities on your behalf. The Hotel's Cancellation Policy is as follows:
17. Cancellation of a confirmed booking must be made in writing and will be effective on the date of actual receipt at the Hotel.
The following cancellation charges will apply:

• 6 - 12 weeks prior to the date	25% of contracted accommodation & room hire revenue	25% of contracted food and beverage revenue
• 4 - 6 weeks prior to the date	50% of contracted accommodation & room hire revenue	50% of contracted food and beverage revenue
• 2 - 4 weeks prior to the date	75% of contracted accommodation & room hire revenue	65% of contracted food and beverage revenue
• Within 2 weeks prior to the date	90% of contracted accommodation & room hire revenue	65% of contracted food and beverage revenue

The hotel will endeavour to re-sell the cancelled space, and if successful will reduce the cancellation charges, but any such decision will be entirely at the discretion of the Hotel.
18. Any cancellation, postponement or partial cancellation should be advised to the management of the Hotel in the first instance verbally. You will be advised at that stage of a cancellation reference number. Cancellations must also be put in writing by the Client to the hotel.
19. Any additional costs incurred by the Hotel including but not limited to such items as floral decorations, photographers, musicians etc will be charged for in full.
20. Final cancellation charges due can only be confirmed to you after the intended date of your event. The amount that the cancellation charges will be reduced by will be based on any alternative business we have been able to secure on your behalf.

Amendments or Cancellation by the Hotel

21. Should the Hotel for reasons beyond its control, need to make any amendments to your booking, we reserve the right to offer an alternative choice of facilities.
22. Should the Client make significant changes to the program or the expected number of guests (Decreases of 10% or more within 14 days will be subject to cancellation charge), or the expected number of guests falls below the minimum number as stated on the contract, this may result in amendments in the applicable rates/packages and/or facilities offered by the hotel. Should numbers increase above the maximum capacity available, we may release the booking. Cancellation charges will be raised under these circumstances
23. The Hotel may cancel the booking if;
 - Full payment is not cleared either in accordance with the payment schedule detailed in clause 5-6 above, or by other schedule mutually agreed in writing with the hotel.
 - The booking might, in the opinion of the Hotel, prejudice the reputation of the Hotel
 - The Client is more than 30 days in arrears of previous payments to the Hotel
 - The Hotel becomes aware of any alteration in the Client's financial situation.

Arrival/Departure

24. The bedroom accommodation is available from 2pm on the day of arrival and must be vacated by 11am on the day of departure, unless specific alternative arrangements have been agreed.
25. The meeting/function room is available for time shown on your contract. Any extension may incur additional charges. Any special requests regarding set up of rooms will be considered but cannot be guaranteed. Any additional pre or post event date days required for setup or breakdown may incur additional charges.

General

26. The hotel reserves the right to approve any externally arranged entertainment, services or activities that you have personally arranged and the hotel cannot accept liability for any resultant cost.
27. Should any of your guests or delegates be unable to correct any aspect of poor behaviour or activities unacceptable to the Hotel, the Hotel reserves the right to terminate your stay. Should this occur, no monies will be refunded to you. The Manager's decision is final.
28. The cost of repairing any damage caused to the property, contents or grounds by any of your guests or delegates must be reimbursed to the Hotel by the Client.
29. The hotel must comply with certain licensing and statutory regulations and requires the Client to fulfil their obligation in this respect.
30. Neither the Hotel, nor its insurers, shall be responsible for any loss or damage to property, equipment etc, however caused, brought onto the Hotel premises by the customer / delegate. It shall be the responsibility of the customer / delegate to make adequate arrangements for insuring such property, equipment etc, brought onto the Hotel premises.
31. No outside food or beverage are allowed on the premises without written consent of the management. Additional service charges will be levied.
32. In order to comply with noise abatement regulations, function and meeting rooms are fitted with sound limiters. These limiters may, on occasion, reduce the volume of, or cut out, P.A. systems or music should volume levels exceed the set limit.
33. It is a term of letting that goods and services cannot be bought or sold on the premises, and no tickets may be sold at the door.
34. The Hotel name, logo, and telephone number cannot be used in any advertising or publicity, without prior consent of the General Manager.