

COWLEY MANOR

C O T S W O L D S

COWLEY MANOR EVENT TERMS AND CONDITIONS

Thank you for choosing A Curious Group of Hotels LLP trading as Cowley Manor as the venue for your event. The below terms and conditions are referenced in your wedding schedule above & we ask clients to be aware that all manner or event bookings are conducted on the basis of the following Terms & Conditions:

Confirmations

A provisional booking for the date of your choice will be held for a maximum of 2 weeks. After 2 weeks Cowley Manor requires confirmation of the booking. Note: all non-confirmed bookings will automatically be released.

Bookings are considered confirmed on the receipt of a completed & signed Terms & Conditions Form and a non-transferable/non-refundable £500.00 deposit or 10% deposit of projected costs – whichever is greater.

Numbers

The guaranteed number of attendees must be confirmed to the hotel in writing at least 2 weeks before your event. This will be the minimum number of guests charged.

Event Fees

The event fees referenced below are based on your event schedule, and the values therein.

Payment

The following deposit arrangements apply at all times:

- i. A 10% deposit of the total event fee is payable on confirmation (this is non-refundable or transferable)
- ii. A 45% deposit of the total event fee is payable at least twelve weeks prior to the commencement of your event (this is non-refundable or transferable)
- iii. A 45% fee of the total event fee is payable at least six weeks prior to the commencement of your event. (this is non-refundable or transferable)
- iv. The final account must be settled on departure
- v. If any of your guests do not settle their bills on departure, their/your credit card will be charged accordingly 1 day after the event.

All monies paid as deposit or balance are non-refundable and cannot be transferred in the event of the booking cancelling or being transferred to a different date.

Payments can be made by bank transfer, cash, Debit card or cheque. All cheques should be made out to *Cowley Manor*. Please note that Cowley Manor requires a minimum of 7 working days to process personal cheques as payment, and as such cannot accept a cheque as method of payment on departure.

Cancellations

All cancellations must be confirmed in writing by the client, to Cowley Manor. Should you have to cancel your booking a charge will be made according to the following:

- Cowley Manor requires a minimum of thirteen weeks' notice for any cancellations.
- At any stage, the confirmation deposit will be withheld
- Bookings cancelled 12 weeks to 7 weeks from the date of arrival will forfeit their 55% deposit fees.
- Bookings cancelling giving 6 weeks' notice or less from the date of arrival will forfeit their 100% deposit fees.

Cancellation will be effective from the date of receipt of the written notification. Any costs incurred for a particular event, that otherwise would not have been incurred, will be charged in the event of cancellation – i.e. equipment hire etc.

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Cancellations by Cowley Manor

We reserve the right to cancel any booking if:

- Any part of the hotel is closed or otherwise unavailable due to events outside our control
- You or we become insolvent or in the case of an individual, become subject to a bankruptcy petition.
- The booking might damage the reputation of the hotel.
- Deposits and payments are not received by agreed dates.
- The terms & conditions have not been signed and returned to us.

If cancelled by Cowley Manor other than for non-payment then, any advance payments will be returned, but the hotel would not have any other liability.

Timings

Room check-in is from 3pm, no bedrooms are guaranteed to be ready before this time. Bedroom departure is at 12pm.

Live entertainment is not permitted past midnight.

Any non-resident guests must depart Cowley Manor by midnight in-line with our license.

For bookings having day use of the Restaurant, access is strictly from 12.30pm until 5.30pm.

VAT

All prices quoted include standard rate of Value Added Tax as issued by government. VAT rates are correct at time of printing and may be adjusted by Cowley Manor to reflect any changes as issued by government.

Damage

Cowley Manor is a Listed Building. The client is responsible to Cowley Manor for the cost of repairing any damages to any fixtures, furniture, buildings, outside areas or employees of Cowley Manor caused by themselves, their guests, agents, employees (this list is not restricted to those persons mentioned). Please note this includes hotel bedrooms occupied by the client.

It is advised that Cowley Manor will take whatever action it considers necessary to protect its property, contents, employees and/or agents if it considers that they are threatened in any way by the action of the client, its guests, entertainers, suppliers or contractors.

It is emphasised that Cowley Manor will not accept any liability for any loss or damage that the client may suffer under these circumstances. Cowley Manor is not responsible for any loss or damage to client or guest property – including gifts brought to the hotel by guests.

Data Protection Act

Any information supplied to Cowley Manor is held in accordance with the Data Protection Act 1998 and may be used by Cowley Manor to keep you informed of special offers and promotions we believe may be of interest to you.

We do not disclose personal information to any other organisation outside of the Curious Group.

External Suppliers

All external (Non-Cowley Manor) suppliers using the hotel's electrics must have a current portable appliance test certificate & must issue Cowley Manor with their public liability insurance.

It is highly recommended that all external suppliers visit Cowley Manor prior to the event date.

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C-Side

C-Side, our spa will not be held on an exclusive basis and members of the spa will still be permitted to use all the spa facilities.

Smoking

Cowley Manor is a non-smoking hotel and will remain as such for the duration of your event.

Miscellaneous Items

Only biodegradable confetti may be used at Cowley Manor and Confetti Bombs are not permitted

Written permission must be obtained from Cowley Manor before any decoration is attached to walls, floors and ceilings.

Cowley Manor will limit and restrict the amount of noise which may occur at any event, in consideration of our neighbours in the village. We will, at all times, reduce the noise levels of music, at midnight.

Failure to comply

Cowley Manor will not be liable for failure to comply with any terms and conditions of this agreement to the extent such compliance is prevented, hindered or delayed by any cause beyond its control included but not limited to fire, storm, explosion, flood, act of God, action of any Government or Governmental Agency, shortage of materials or goods, strike or lock-out.