

TERMS AND CONDITIONS

FESTIVE BOOKINGS

1. All Party Night events are subject to demand exceeding the minimum numbers required to proceed with a successful event, if not, alternative dates with availability may be offered.
2. A non-refundable £15 deposit for each guest is required within 10 days of making your party lunch or party night reservation in order to guarantee your booking.
3. The final balance is due 4 weeks prior to the booking date. If you make a booking within 4 weeks of arrival, we will request the full balance straight away.
4. All accommodation must be fully pre-paid 4 weeks prior to arrival. All payments are non-refundable, please ensure everyone in your party is aware.
5. You can add to your booking at any time (subject to availability), but if you need to reduce numbers, you will not receive a refund and your deposit cannot be transferred to cover drinks, accommodation or any other services.
6. If we have to cancel a party or change the entertainment, you will be informed and will be offered an alternative event or a refund.
7. You will be given a separate contract for bookings of over 30 guests.
8. Table lay-outs, table sizes and room plans are at the discretion of the hotel, as this is impacted by numbers attending each event. We will be operating two separate festive parties each night, if you are planning on joining another group, please let us know in advance.
9. Every effort will be made to accommodate specific requests, but guarantees are not possible.
10. If a specific pre-ordered wine is unavailable, you will be offered a suitable alternative.
12. Bedrooms will be available from 3.00pm on the day of arrival and check out is 11am.
13. Festive Lunch & Dinner reservations require a minimum of 8 adults and must be reserved 7 days in advance
14. Festive Lunch & Dinner reservations require a non-refundable deposit of £10.00 within 10 days of making your party reservations in order to guarantee your booking.
15. Festive Lunch & Dinner Reservations require full payment 14 days prior.
16. Christmas Day Lunch reservations can be accepted from 2nd October 2023 with a non-refundable deposit of £25.00 per adult and £10.00 per child to guarantee your reservation with full payment required on 1st December
17. Festive Afternoon Tea bookings of 10 or more require prepayment at the latest 7 days prior to arrival
18. Brunch with Santa require a non-refundable deposit of £5.00 per person. Full balance is due 4 weeks prior to arrival.
19. All prices include VAT at the current rate
20. All bookings are subject to availability.

In order to book, either give us a call on 01786 272726

Dietary requirements - If you would like any information on allergens contained within any of our menu items, please speak to a member of staff who will be able to assist you.

Liabilities - The hotel shall not be liable for any failure or delay in performing any of its obligations under this agreement or liable to an attendee or guest for any loss or damage to property if the failure or delay was due to any cause beyond its reasonable control

Room allocation and seating arrangements - Unless stated in the brochure the party location will be determined by the hotel. We reserve the right to split larger parties into smaller groups or smaller parties to be joined with other groups, the table plan for the night will be decided by the hotel, dependant on final number for each function. We reserve the right to change the specific room location of an event if necessary, while still providing the menu and entertainment listed.

Pricing - The hotel reserves the right to increase the level of VAT subject to legislative increases. All prices include items as described in this brochure.

