



## **GROUP RESERVATIONS - TERMS AND CONDITIONS**

### **1. Group Cancellation:**

Cancellation of the whole booking, to avoid incurring charges, written notification of cancellation must be received no later than 28 days prior to arrival.

### **2. Provisional numbers:**

Are required 28 days prior to arrival. Special agreement can be made with the hotel to hold an agreed number of additional rooms until the final numbers are received no later than 14 days prior to arrival. These additional rooms held will not be subject to cancellation charges if released no later than 14 days prior to arrival. Cancellation charges will, however, be payable in respect of all other rooms cancelled within 28 days of arrival.

### **3. Group Contract:**

A group contract will be issued which must be signed and returned within 14 days of confirmation of the booking, the contract will reflect the group booking conditions

### **4. Final named rooming list**

To be received no later than 14 days prior to arrival.

### **5. Credit:**

It is at the discretion of the hotel if credit facilities are to be offered

### **6. Non credit cleared clients**

**6.1** Will be required to pay a non-refundable deposit of 10% to the hotel no later than 14 days of booking. This will be based on the full allocation of rooms held at that stage.

**6.2** Balance of payment is due to the hotel based on final invoice no later than 4 weeks prior to arrival. The hotel reserve the right to cancel a reservation if payment is not received by the due date in which case cancellation charges as set out below will be payable.

### **7.**

#### **Substantial changes and cancellation by client**

**7.1** A "substantial change" means a change of date, a change to duration of stay or a reduction in the number of rooms by 25% or more of the rooms originally booked.

**7.2** Any substantial change to or cancellation of a booking must be notified verbally and then in writing. Notice of cancellation or substantial change will only be effective on the working day that it is received in writing. A working day is any day Monday to Friday other than bank and public holidays.

**7.3** For all cancellations and substantial changes notified within 28 days of arrival, the hotel is entitled to charge a fee of 100% of the full cost of the contracted booking total (including all meals based on the allocation held prior to cancellation)

### **8.**

#### **Substantial changes & cancellation by hotel:**

**8.1** Will be notified in writing in the event that this should occur.

**8.2** The hotel will offer the client alternative accommodation of equivalent standard within reasonable proximity of the original hotel. When a suitable alternative is offered, no compensation or other claim will be paid in addition.

**8.3** The hotel has the right to cancel any booking without liability in event of clients' failure to make payment by the due date or the hotel becoming aware of a deterioration in the clients' financial situation or of any matter connected with the booking which may cause prejudice to the reputation of the hotel.

## **9. Clients responsibility**

- 9.1** Any special requirements must be notified as soon as possible, including any special dietary requirements. They are not guaranteed unless specifically confirmed by the hotel in writing.
- 9.2** Unless otherwise advised, the hotel has no plans for refurbishment but this situation may change.
- 9.3** The hotel has disabled access but if you have any disability related requirements, please advise the hotel directly as soon as possible.

## **11. Rates:**

- 11.1** Group rates apply to a minimum of 20 full paying passengers. If numbers fall below 20, unless previously agreed, hotel has right to amend prices accordingly.
- 11.2** Rates are net and are inclusive of service and VAT at the current rate.
- 11.3** Menus will be confirmed in writing prior to groups arrival at the hotel.

## **12. Force Majeure:**

Except where otherwise expressly stated in these conditions, the hotel will not have any liability where the performance or prompt performance of our respective contractual obligations is prevented or affected by or you otherwise suffer any damage or loss of any description as a result of "force majeure". In these conditions, "force majeure" means any event which the hotel could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside the hotel's control.

## **13. Hotel's Liability:**

- 13.1** The hotel does not accept responsibility for loss of or damage to any items of value (including but not limited to cash, jewellery and electronic items such as laptops, cameras and phones) howsoever caused.
- 13.2** The hotel does not accept responsibility for loss of or damage to any vehicles whilst parked within Estate grounds, howsoever caused.
- 13.3** Whilst every effort is made to ensure the protection of our network, we cannot accept liability for any virus or malware downloaded by guests whilst using/connecting to our network.

## **14. Check In/Out:**

Check in to the hotel must be after 3.00pm on day of arrival and check- out before 11.00am on day of departure unless otherwise agreed by the Hotel in writing.

## **15. Corkage:**

No wines, spirits, food or beverage may be brought into the Hotel or grounds by you or on your behalf for consumption on the Hotel premises unless the prior consent of the Hotel has been obtained, for which a charge will be made.

## **16. Complaints:**

- 16.1** If you have any complaint arising from your booking, you must inform us in writing within 7 days of the complaint arising. If you fail to do so, the hotel will have no liability.

## **17. Behaviour:**

- 17.1** You accept responsibility for any damage, loss or distress caused by any member of your group. A minimum charge of £200 will be levied to you for any guest found actually or suspected of inappropriate behaviour, smoking or attempting to smoke, damage to property or soiling within Carberry Tower Mansion House and Estate at the sole discretion of the management. The hotel is entitled to exclude or remove any guest who causes damage, danger or distress or otherwise behaves in an inappropriate manner, without refund, and at the sole discretion of the management.