

# Booking Terms & Conditions

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Clennell Hall, Alwinton is referred to throughout as “the company”.

1. “The client” is \_\_\_\_\_ of \_\_\_\_\_

## 2. Confirmation of Bookings

A booking will be only considered as confirmed when it has either been guaranteed with a credit card number, upon payment of the appropriate deposit or on receipt of written confirmation from the client with approved debit or credit card details.

An individual confirmed accommodation reservation will be held until 4:00pm of the day of arrival at which time it will be automatically released unless the Company has been notified in writing of a late check-in requirement.

## 3. Payment

For Functions, Conferences and Group Bookings the following deposits will be required as confirmed by invoice for the client setting out the following payment schedule:

- A deposit of £500 or 10% of the confirmed value is payable at the time of the confirmation.
- A further 40% of the value is payable three months prior to the date of arrival.
- The balance of the confirmed value is payable 7 days prior to the date of arrival.

All deposits are non-refundable and should be made in cash, by a cheque with a valid bank card or by debit or credit card.

## 4. Cancellations

There will be no charge for individual confirmed accommodation reservations cancelled more than 72 hours prior to arrival; reservations cancelled less than 72 hours will be charged at a fixed charge of £25.00. A non-arrival will be charged for the confirmed value of the entire stay.

Any Function, Conference or Group Booking cancellation must be in writing and addressed to the Hall Manager. If the client notifies the company of cancellation of the booking for a function, then the client will pay the company the sum set out below, calculated by the date of the notification of the cancellation and the intended date of the function:

<u>Period of notice</u>	<u>Cancellation charges</u>
More than twelve months	Deposit will be forfeited
Between six and twelve months	25% of the function cost
Between one and six months	50% of the function cost
Less than one month	Full cost of the function

The full cost of the function will be calculated by the company based upon the options and proposed numbers of persons attending at the time of booking. Any deposit held will be credited against the sum due.

## 5. Confirmation of numbers

For Functions, Conferences and Group Bookings, the client must confirm the numbers attending and their chosen catering options, fourteen days prior to the date of arrival. The full cost will be calculated against these numbers or the actual number attending, whichever is the greater.

## 6. Additional charges

The client agrees to pay the company for any food, beverage or other services not provided for within this contract but made available upon request of the client or one of its representatives, unless the company has received specific written instructions that such services are provided only upon the basis of direct cash settlement by the guest or attendee.

## 7. Wedding functions

The client must provide a three-course meal and drinks package for all wedding guests unless prior written agreement has been granted by the Company Manager:

- Catering must be provided for 100% of the actual number of guests attending the wedding
- Plates and cutlery will be provided by the company for the actual numbers catered for.
- In the interests of health and Safety, the company is unable to store food items for the client to take away at a later time. However, on request the company is able to provide basic packaging for the client to take buffet food away the same day, although the company accepts no liability for any person becoming ill as a result of consuming food later than it was intended to be consumed.

## 8. Self-catering Policy

The company do not permit the use of outside caterers.

## 9. Corkage

No alcoholic drinks may be brought into the Hall for consumption in the premises or grounds without prior agreement and written consent of the company and for which a corkage will be made. £5.00 per bottle of wine (70cl), £7.50 per bottle of wine (1 litre) and (£15.00 per bottle of champagne).

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## 10. Flowers

All floral decoration and table flowers should be provided by the clients own florist who must make arrangements direct with the company for these to be put in place prior to the commencement of the function.

## 11. Licensing hours

The licence for evening functions is midnight for bar and disco unless prior agreement and written consent is agreed with the Company Manager.

## 12. Professional bodies

The company has a fully trained events co-ordinator to assist with your every requirement e.g. flowers, decorations, photographer, videographer, musician, cabaret and will be pleased to give advice and recommendations.

## 13. Personal Property

The company cannot accept liability for the property of guests or customers. The Client is advised to arrange appropriate insurance cover at all times.

## 14. Liability

The Company accept no responsibility for death, bodily injury or disease arising from any causes whatsoever to persons attending or visiting the premises, except for legal liability arising due to the negligence of the company, its employees or representatives.

The client indemnifies the company for any damage to the premises or property whether or not owned by the company caused by the actions or activities of any person attending or visiting a function, staying at the Hall or a guest of anyone using this Hall under this contract. The client shall ensure that the client or attendees and guests of the client shall observe a high standard of behaviour at all times and the Hall reserves the right to expel or remove any guest or attendee behaving in a manner which it regards at its own discretion, as detrimental to the standing of the Hall or likely to cause inconvenience or annoyance to any other Hall guest or user.

## 15. Damage to Hall premises

The client is responsible for the conduct and behaviour of the client's guests and invitees and any damage caused to the company or its contents are the responsibility of the client and will be charged in addition to the booking.

## 16. The Company Proprietor's Act 1956

This agreement does not affect any rights the client may have under the Company Proprietor's Act 1956.

## 17. Function type

Type of Function, Conference or Group Booking: \_\_\_\_\_ Function Date: \_\_\_\_\_

Ceremony Location: <i>(For Weddings only)</i>		Ceremony time: <i>(For Weddings only)</i>	
Wedding Breakfast/Daytime function Numbers:	Adults: Children:	Menu selection:	
Evening Reception Numbers:	Adults: Children:	Menu selection:	
Special requirements/options:			

I hereby acknowledge and accept these Terms & Conditions:

**Client**

**Hall Representative**

Signed: \_\_\_\_\_

Signed: \_\_\_\_\_

Printed: \_\_\_\_\_

Printed: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

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**Clennell Hall, Alwinton, Rothbury, Northumberland, NE65 7BG**