

Alexander Hotels Event Terms & Conditions

In these terms and conditions 'The Hotel' shall mean either Rowhill Grange Hotel, Alexander House Hotel or Langshott Manor Hotel and the 'Client' shall mean the person whose name is stated on the contract as the person making the contract with the Hotel.

All Conferences booked at the Hotel by the Client shall be subject to the following:

NUMBERS ATTENDING

- i) The Client shall give details of final numbers attending the function when requested by the Hotel and not less than 14 days beforehand.
The acceptance of any increase over the previously advised numbers will be subject to space limitation at the Hotels discretion.
- ii) Where the booking includes bedroom accommodation, the Client shall give final details of numbers of persons staying, together with the type of accommodation and length of stay required, in writing, no less than 21 days before the date of arrival.
- iii) The Hotel reserves the right to charge in full for any decrease in numbers attending from the minimum chargeable number as stated on the contract as per the Cancellations Terms stated below.
- iv) All bedrooms held in conjunction with the event may be charged for, whether taken or not.
- v) The Hotel reserves the right to charge for function room facilities if these are held for the Client, whether taken or not.
- vi) If significant changes are made by the Client to the numbers attending then the Hotel reserves the right to amend the facilities offered subject to availability and at the Hotels discretion; such amendments not reducing the charge to the Client.

CHARGES

- i) Account facilities will only be granted to those companies who have established credit facilities in advance with the Hotel. To establish credit the Hotel requires a Credit Application Form to be completed and returned to the Hotel.
- ii) Where credit is not extended the Hotel reserves the right to request full prepayment for the event a minimum of 14 days in advance of the event.
- iii) Where credit is extended, the Client agrees to pay all the Hotels charges within 14 days of receipt of the invoice. If payment is not received within 14 days, the Hotel will charge an interest upon the value of the invoice at 5%*
- iv) The levying of interest applies to all Clients irrespective of whether they use the Credit facilities offered by the Hotel or not.
- v) The Hotel reserves the right to withdraw credit facilities at any time.
- vi) The VAT breakdown shown is indicative based on the current rate of VAT, and the expected VAT treatment of the goods or services. VAT will be payable at the prevailing rate applicable at the tax point of the invoice or Booking confirmation issued, and may change depending on the actual rate and the VAT treatment of the goods and services purchased at that date.
- vii) A minimum of a 20% non-refundable and non-transferable deposit of the estimated total along with the signed contract is required to confirm the booking. A further 50% deposit is required 1 month prior to the event.

*Plus any other costs incurred to recover the debt

CANCELLATION BY THE CLIENT

- i) In the unfortunate event of the function being cancelled for whatever reason or the delegate numbers are reduced, the Hotel reserves the right to claim the following sums, unless a booking is obtained for the same dates from a third party on no less favourable terms based on the percentages below:
 - a) Between 12 calendar months and 6 calendar months before the event - 20% of the estimated account is due
 - b) Between 6 calendar months and 3 calendar months before the event - 50% of the estimated account is due
 - c) Between 3 calendar months and 4 weeks before the event - 75% of the estimated account is due
 - d) Between 4 weeks and the date of the event - 100% of the estimated account is due
- ii) In all instances a notice of cancellation of an event must be received in writing from the Client and such notice shall only be deemed valid by the Hotel upon the Client being sent an acknowledgement and acceptance of the cancellation. The period of cancellation shall start to run from the date of the acknowledgement of the notice of cancellation sent by the Hotel to the Client.
- iii) Pre-payments are non-refundable. Any pre-payments will be credited against the cancellation charges
- iv) 3% Surcharge applicable on all American Express transaction over £700

CANCELLATION BY THE HOTELS

- i) The Hotel may cancel the event under the following circumstances
 - a) If the Client is in breach of contract regarding the above payment terms
 - b) If the Client becomes insolvent or enters liquidation or receivership
 - c) If the Hotel is closed due to circumstances outside its control
- ii) In the event cancellation by the Hotel, The Hotel will refund all pre-payments made by the Client in full and shall have no further liability to the Client

GUEST BEHAVIOUR

The Hotel is subject to statutory regulations including, without limitation, Liquor Licensing, Fire Regulations, Health, Safety and Environment. Clients, their employees, their guest associated with third parties must therefore comply with these requirements as may be directed and enforced by the Hotel.

- i) The Client and all guests attending the function shall comply with the Hotels Licensing and Health & Safety regulations at all times
- ii) The Client and all guests attending the function shall not consume any food or beverage not supplied by the Hotel within its premises. Failure to comply will result in corkage charges being made by the Hotel.
- iii) Smoking in any part of the Hotel is strictly prohibited, and a £100.00 charge will be enforced to any guest found smoking
- iv) The Client accepts personal liability to take reasonable and proper care of all premises, facilities and equipment used for the function arranged. They shall indemnify the Hotel against any liability for loss or damage to the same caused by the act or omission of the customer or any guests of the customer. Any damage caused to the Hotel by the Customer or one of their Guests will incur full charges for professional repair or replacement.
- v) The Hotel reserves the right to exit any guests behaving in an inappropriate manner. The Management decision is final
- vi) The Client will not employ the services of any third party supplier to decorate or entertain without authorisation from the Hotel. The Hotel reserves the right to refuse access to any Supplier.

BEDROOMS

- i) Unless otherwise stated in writing by the Hotel, check in time is 3pm on the scheduled day of arrival. Check out time is 11am on the scheduled day of departure. Early check in and late check out times are can be requested subject to availability and will be charged at an hourly rate at the discretion of the Hotel.
- ii) All bedrooms held for the event must be named and confirmed by the Client a minimum of 21 days prior to the date of the event. Any bedrooms not confirmed by the Client will be released back for general resale at this point unless agreed otherwise by the Hotel.
- iii) The Hotel reserved the right to amend bedrooms booked as is discretion due to acts including but not limiting to maintenance and failure of any utility service.
- iv) The Client will be liable for any bedrooms confirmed by them in the event that a delegate or guest does not attend or cancels. This charge will be added to the final account.

FORCE MAJEURE

The Hotel shall not be liable, nor shall compensation be payable to the Client where the performance of its obligations are prevented or affected by a result of force majeure including but not limiting to acts of God, acts of terrorism, flood, fire, industrial action, extreme adverse weather conditions and damage of any building structures.

AGENT BOOKINGS

- i) Where a reservation is made by any person acting as an agent for any other, the person making the reservation will be liable to ensure all sums due to Alexander Hotels will be paid as such sums become due, and indemnifies Alexander Hotels against any loss of liability arising out of any failure to pay such sums in accordance with these conditions.
- ii) Commission will be paid by the Hotel to the Agent at a pre-agreed rate on the net value of all pre-booked contracted items only.

GENERAL

- i) The Hotel does not accept any responsibility for customers belongings left on the premises.
- ii) All Menus quoted are current but are subject to change without prior notice.
- iii) The Hotel reserves the right to pass on to the Client any additional charges incurred by a third party supplier if requested or caused by the Client.
- iv) The Client is advised to consider arranging insurance for the event.
- v) The Hotel reserves the right to change bedrooms or function rooms booked as is discretion due to acts including but not limiting to maintenance and failure of any utility service.
- vi) Where the booking is a Conference the recommended 12.5% service charge can be made at the Customers discretion.

I, the Client, confirms acceptance of the above terms and Conditions

Signed on behalf of the Hotel Print Name

Date

Signed by Client Print Name

Date

Alexander Hotels Conference Terms & Conditions

A non-refundable and non-transferable 20% deposit is required along with a signed contract to confirm the event date, and a further 50% is required prior to the date of the event with the remaining balance due to be settled on departure. Credit Card details are required to be kept on file as a guarantee until departure from the Hotel.

Should you require your account to be invoiced after the event, then we will require a Credit Application Form and credit will only be extended to approved corporate account holders. In the case of account customers, payment is due within 14 days, should this payment not be received then we will charge 5% of the invoice value. Please note that approved corporate account holders are exempt from the afore mentioned deposit scheme.

Cancellations:-

In the unfortunate event of a function being cancelled by the client for whatever reason, the following charges will apply,

- 182 days or more prior to the event 20% of the estimated account is due
- 181- 91 days prior to the event 50% of the estimated account is due
- 90- 29 days prior to the event 75% of the estimated account is due
- 28 days or less prior to the date of the event 100% of the estimated account is due

In all instances a notice of cancellation of an event must be received in writing from the client and such notice shall only be deemed valid by the Hotel upon the client receiving acknowledgment and acceptance from the hotel. The period of cancellation shall run from the date of acknowledgement of cancellation from the hotel. All pre payments are non refundable and will be credited against cancellation charges.

The client is required to confirm final numbers attending and or staying a minimum of 14 days prior to the event. Any bedrooms not confirmed by the client following this date will be released back for general resale unless otherwise agreed with the hotel. The Hotel reserves the right to charge in full for any decrease in numbers attending from the minimum chargeable number as stated on the contract as per the Cancellations Terms stated above. If significant changes to the numbers and requirements are made then the Hotel reserves the right to amend the rate and facilities offered.

Where a reservation is made by any person acting as an agent for any other, the person making the reservation will be liable to ensure all sums due to Alexander Hotels will be paid as such sums become due, and will indemnify Alexander Hotels against any loss of liability arising out of any failure to pay such sums in accordance with these conditions.

I, the customer, who has made the reservation, accept personal liability to take reasonable and proper care of all premises, facilities and equipment used for the function arranged. They shall indemnify the Hotel against any liability for loss or damage to the same caused by the act or omission of the customer or any guests of the customer. Any damage caused to the Hotel by the Customer or one of their Guests will incur full charges for professional repair or replacement. The Hotel reserves the right to exit any guests behaving in an inappropriate manner. The Management decision is final

We cannot allow any food or drink other than that purchased on the premises to be consumed with the Hotel. In the instance food or drink has brought onto the property, then corkage will be charged.

The company does not accept any responsibility for customers belongings left on the premises.

All menus and Prices quoted are current but are subject to change without prior notice.

Smoking in any part of the Hotel is strictly prohibited, and a £100.00 charge will be enforced to any guest who found smoking.

All prices (unless otherwise stated) are inclusive of VAT (at current rate). Please note that any changes to VAT will be reflected in your booking.

I confirm acceptance of the above terms and Conditions