

## **Christmas Terms and Conditions**

### **1. Confirmation of Booking**

1.1. To confirm the booking, a deposit of 25% will be due. (Some exclusions apply and will be advised at time of booking). Payment must be received as cleared funds into the Guildford Manor hotel account within 5 working days of the booking being made. If payment is not received your booking may be automatically released. This deposit is non-refundable and non-transferable.

1.2. For private event bookings a signed contract, or receipt of the deposit payment is deemed as confirmation of the booking and in the event of cancellation, full cancellation charges will apply as per the terms and conditions set out in the event contract.

1.3. If numbers should rise following your deposit or final balance payment, we will try to accommodate the additional guests, however this will be subject to availability and at the venues discretion.

1.4. If the booking is for 10 guests or under, full payment will be due.

1.5. Full payment is due at time of booking for all New Year's Eve bookings and is strictly non-refundable and non-transferable.

1.6. For bookings made within 30 days of the event date, full payment must be taken at the time of booking.

1.7. Payment should be made in one transaction for the full invoiced amount.

1.8. Payment should be via bank transfer and reach the Guildford Manor hotel account as cleared funds within 5 working days of the booking being made.

1.9. Final balance of payment is due no later than 30 days prior to date of event; this is strictly a non-refundable, non-transferable transaction. Non-payment of final balance by the date due will render our contract with you void, and your booking will be cancelled.

### **2. Cancellations and Charges**

2.1. Any cancellations must be communicated in writing to the Guildford Manor Hotel by the party organiser; we cannot accept any cancellations over the telephone.

2.2. No refund of any monies will be paid should you cancel within 30 days of your event.

2.3. Any full or partial cancellations made within 30 days are liable for 100% cancellation charges regardless of whether we are in receipt of funds or not.

2.4. Any refund of final payments received for cancellations made more than 30 days before the date of your Christmas party will be subject to a 10% administration charge and loss of deposit paid. This will be at 25% unless otherwise specified at the time of booking.

2.5. Payments made using bank transfers will not incur a charge.

### **3. Liability**

3.1. The Guildford Manor Hotel, reserve the right to refuse admission and remove from that service any persons, whose condition in the opinion of the hotel is likely to interfere with the enjoyment of the service by other participants. All persons attending the event under your booking shall:

3.1.1. Comply with all licensing, health and safety and other regulations relating to the Venue

3.1.2. Not bring any dangerous or hazardous items into the Venue and to remove such items promptly when requested to do so by an authorised person

3.1.3. Not consume food or drink at the Venue not supplied by the authorised caterers without their prior consent

3.1.4. Not act in any improper or disorderly manner, leave the Venue promptly at the appropriate time and comply with any reasonable request by the Venue's employees.

3.2. Guildford Manor Hotel, do not accept any responsibility in respect of the person prevented from entering the function, or asked to leave due to their conduct.

3.3. No refunds will be issued for anyone asked to leave due to no compliance with point 3.1 and 3.2

3.4. All services offered by, including product descriptions and prices are offered strictly subject to availability. We reserve the right to make changes to the advertised elements of each party, but in doing so will undertake to offer a suitable alternative.

3.5. The Guildford Manor Hotel, reserve the right to cancel an event due to insufficient numbers or a corporate buy out. In which case an alternative date will be offered or a full refund of monies paid will be given, we shall have no further liability to you.

3.6. The Guildford Manor hotel, do not accept any liability and shall not be liable for non-completion of any party, or for any delays as a result of:

3.6.1. Strikes, Riots or Lockouts affecting any trade

3.6.2. Loss, damage or cancellation due to Fire, Flood or any other cause beyond its control

### **4. Complaints**

4.1. All complaints must be made in writing to the Guildford Manor Hotel by the lead booker only, we are unable to respond to other members of the party.

4.2. The client must notify the hotel in writing within 7 days of the event concerned. Failure to comply with this condition shall debar the client from making any claim against the hotel at a later date.

4.3. The Guildford Manor hotel will endeavour to respond to all complaints within 28 days of receipt, unless otherwise specified.

4.4 Any refunds as a result of a complaint will be made to the lead booker only and not to any attendees of the booking. Any refund will be returned to the same payment method used to make the booking.



Guildford Manor  
HOTEL · VENUE · SPA

## 5. General

- 5.1. Attendees will be strictly over 18 years old only, unless otherwise specified.
- 5.2. Unless otherwise specified, all menu selections and special requests such as dietary requirements should be made at time of booking in writing.
- 5.3. The Guildford Manor Hotel, will endeavour to accommodate late menu or detail changes but will not be held responsible for changes communicated less than 30 calendar days before the event date; all details should be confirmed in writing.
- 5.4. All amendments to the original booking such as additional guests or wine orders must be paid in full at the time of amendment.
- 5.5. All prices are correct at time of going to press. All individual products are subject to price variation. Pricing is correct at time of booking. We reserve the right to change the price of a product at any time.
- 5.6. This contract is made on the terms of these booking conditions, which are governed by English Law, and the jurisdiction of the English Courts. You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so. The liability of the Guildford Manor Hotel in respect of any breach of these Terms and Conditions, including applied Terms shall not extend any consequential loss whatsoever suffered by the client or their guests.