



### Schedule of Conditions for Meetings and Events

All confirmed bookings made by the event booker/organiser (hereinafter called the Customer) in respect of suites or rooms are accepted by The Burlington Hotel Ltd (hereinafter called the Company) upon the following terms and conditions.

- All cancellations must be received in writing, by registered post, otherwise a 100% charge will be made for the total loss of business. The Company cannot waive the cancellation policy due to weather conditions or so called 'acts of God'.
- In the event of cancellation of any confirmed bookings or non arrival by the Customer, the Customer shall pay to the Company a cancellation or non arrival fee. The Company shall do its utmost to re-let the accommodation/suite, but if having used its best endeavours, the Company is unable to do so, where a cancellation or reduction in numbers for any booking is made, the following charges will apply:
  - 6 months before date of arrival ----- 50% of anticipated revenue
  - 3 months before date of arrival ----- 75% of anticipated revenue
  - 1 months before date of arrival ----- 100% of anticipated revenue
- The Company reserves the right to cancel any booking forthwith, without any liability on its part in the event of damage or destruction to the hotel by fire or any other causes, any shortages of labour or food suppliers, strikes, walkouts or industrial unrest or any other cause beyond the control of the Company, which could prevent it from performing its obligations in connection with any booking. In these circumstances, every effort will be made to accommodate the booking in another suitable establishment.
- The Company requires payment of a deposit prior to the holding of any event. 100% of the full estimated account must be paid no later than 1 month prior to the date of the event. A credit card number must then be provided to pay any possible extras on the day. All deposits and prepayments are non-refundable/non-transferable.
- Final Payment is due upon presentation of invoice. Any queries should not affect immediate payment of other outstanding amounts. Personal cheques are not an accepted method of payment. Company cheques are only accepted by prior written agreement from the hotel and require at least 5 working days to process. Please note that any balances that are paid by credit card are subject to a 3% administration fee.
- The Customer shall notify the Company in writing, not less than one month prior to the event, of the final numbers attending. If a Customer's booking is accepted by the Company it is on the basis that a minimum number will attend for which the booking was made, the amount payable shall be calculated on such minimum numbers or the numbers actually attending, whichever is the greater. A minimum number of 70 guests is required for a wedding breakfast in the main function rooms held on Saturdays between April and September, December and for Easter/bank holiday weekends and must be followed by an evening buffet. For smaller parties a room hire charge may be applicable.
- For evening events following a Wedding breakfast, the buffet must be ordered for at least 70% of the total number of evening guests.
- The Customer shall notify the Company in writing if any of their guests suffer from food allergies or have food intolerances. If the Customer brings any food on-site that is to be served to guests (such as wedding cake), the Customer must inform the Company in writing if these foods contain allergens.
- Food and beverage prices are established where possible three months prior to the function. All prices for rooms, food and beverage are stated in Pound Sterling and include Value Added Tax at the prevailing rate. All prices and terms are subject to change without prior notice.
- The Company will not allow food or drink other than that purchased on the premises to be consumed unless agreed in writing by prior arrangement.
- The Company cannot be held responsible for any injury or fatality of the Customer or their guests, this includes children who must remain under adult supervision at all times.
- The Customer shall be responsible for any damages caused to fixtures, fittings, furnishings, utensils and equipment therein by the wilful act or default of the Customer or guests of the Customer and shall pay to the Company on demand the amount required to make good or remedy any such damage.
- The Company strongly recommends for the Customer to take out insurance to cover for any potential costs that may be incurred due to damages or cancellations.
- The Company will not tolerate abusive behaviour, language or verbal/physical threats on the premises and reserves the right to end any event including entertainment and bar service.
- In the event of guests departing after an event and leaving unpaid accounts, the Customer will be liable for the debt.
- Unless otherwise arranged in writing, all events must conclude at midnight to avoid disturbance to local residents. Entertainment and the service of alcohol ceases at midnight on Friday and Saturday, 23:00 Monday to Thursday and 22:30 on Sunday (except for hotel residents who can charge drinks to their room accounts if they have enabled this facility with a valid credit card at check-in).
- The Company reserves the right to control noise levels from any entertainment and events that take place on its premises.
- All booking arrangements must be confirmed in writing by the Company.

CUSTOMER SIGNATURE

PRINT NAME

DATE

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