

Terms and Conditions

1. Numbers attending

- The Client shall give details of final numbers attending the function when requested by the Hotel and in any case, not less than 14 days beforehand. The acceptance of any increase over the previously advised numbers will be at the NFH Discretion
- Where the booking includes bedroom accommodation, full payment is required at the time of booking. Full details of the numbers staying, together with the type of accommodation and length of stay must be stated in writing, not less than 14 days prior to the arrival date or sooner if requested. The names of those occupying each room must be given, in writing at least 7 days prior to the start of the booking.
- NFH reserves the right to charge, in full, for any decrease from the final numbers given, but in any case, the minimum chargeable number as shown overleaf will apply.

2. Information

- The Client shall provide, on request, all such information which is available in relation to the function as may be necessary to enable NFH to make a fully informed assessment of its obligations to provide the services.
- Final numbers, menu choices, wine pre-orders (if applicable) and a table plan should be received by NFH no later than 14 days prior to the event.
- All bookings made provisionally for Christmas and New Year functions will not be guaranteed until a signed contract and deposit payment are both received.
- Late additions will be accommodated where possible, on receipt of full payment.
- We reserve the right to review any agreements made outside of our standard hotel policy not appearing in these terms and conditions that do not constitute the best interests of New Forest Hotels.
- Entertainment suppliers booked for our events must adhere to the licensing conditions attached to the premises license and we will ensure that they are informed in advance and agree to the following: Before 11.00pm music coming from the hotel although can be heard, it must not be loud enough to be able to recognise tunes, lyrics, speech, musical instruments and any base beat at the boundary after 11pm no noise should be heard at the boundary with all entertainment to end at midnight.

3. Payment - functions

- The Client agrees to pay £5 per person for each person attending the function at the time of booking.
- The Client agree to pay 50% of the balance for the function six weeks before the date of the function and the remaining balance two weeks before the date of the function.
- For any accommodation booked, full payment is required on booking.
- All deposit/final payments must be made by BACS, debit card or cash. We do not allow cheque or credit card as a valid method of payments

4. Payments - Christmas functions

- A non-refundable/non-transferable deposit of £10.00 per person for the meal must be paid to secure the booking;
- A non-refundable/non-transferable deposit of £15.00 per person for accommodation must be paid to secure the booking;
- Initial deposit payment to be made in one transaction (BACS transfer or Debit Card) per group

- Full payment is required by no later than 31st October.
- Final balance payment to be made in one transaction (BACS transfer or Debit Card) per group
- For all private party bookings minimum chargeable numbers may apply, please contact the NFH events office for details
- NFH do not accept cheques or credit cards as a valid method of payment

5. Charges

- Account facilities will only be granted to those companies that have established credit facilities in advance.
The Client agrees to pay all New Forest Hotel's charges on the due date, failing which the Hotel reserves to add a credit charge at 10% to overdue accounts.
- Any function for which advance payment is overdue by more than 7 days may be cancelled by NFH and the cancellations fees detailed in clause 7 will become payable immediately.
- If there are any queries on part of an invoice, the client will pay the undisputed balance of the sum owing on the date due and the remainder on resolution of the query.
- The Company reserves the right to withhold or withdraw credit facilities at any time without notice.

6. Advertising

- If the general public is to be admitted to the function, the client should not use NFH names or trademarks, without its prior written permission and must show all tickets, posters, and advertising material to the Hotel for its approval in writing. In all other circumstances this information should be provided as so requested by the Hotel.

7. Clients use of the Hotel

- The Client and persons attending the event shall:
- Comply with all licensing, health and safety and all other regulations relating to the Hotel;
- Not carry out any electrical or other works at the Hotel, including amplification and lighting, without NFH prior written consent;
- Not bring any dangerous or hazardous items into the Hotel and remove any such items promptly when requested to do so by a member of the Hotel management or any other authorised person;
- Not consume any food or drink at the Hotel not supplied by NFH or its authorised caterers, without NFH prior written consent;
- Not act in an improper or disorderly manner, leave promptly at the appropriate time and comply with any reasonable requests by NFH employees.
- Any person or item in breach of these conditions may be refused admission or be removed from the Hotel
- NFH does not allow confetti cannons, exploding balloons, Chinese lanterns, bouncy castles or fireworks on the hotel premises or surrounding areas.

8. Cancellation by New Forest Hotels PLC

- NFH may cancel the bookings under the following circumstances;
- If the Hotel or any part of it is closed due to circumstances outside of its control.
- If the Client becomes insolvent or enters into liquidation or receivership
- If the Client is more than 30 days in arrears with any payment to NFH, and no refund will be given.

- To avoid a breach of these conditions
- If it might prejudice the reputation or cause damage to the Hotel, or NFH PLC.
- If a ceremony Wedding is cancelled for any reason by the registrar or Hotel Manager, New Forest Hotels will not be liable for costs incurred. In such event, New Forest Hotels PLC will refund any advanced payment made but will have no further liability to the Client.

9. Cancellation by the Client

- If the Client cancels a reservation, this must be done in writing and all monies will be retained.
- The Client will be required to pay any outstanding deposits that are due.

10. Liability

- NFH will be liable to the Client and/or persons attending the function for injury to persons or loss or damage to property only where and to the extent that it has been negligent but otherwise will be under no liability to them whatsoever.
- The Client will be liable for any loss or damage to NFH property including walls, light fittings and equipment (including items hired for their use) or injury to any person including NFH staff and shall indemnify NFH against loss or liability (Other than NFH liability in the above clause) arising from the function.
- The Client is advised to consider arranging insurance for the function covering public liability and loss or damage to its property and that of persons attending the function.
- The Client must ensure that all Entertainers employed by them at any NFH must have Liability Insurance for a minimum of £3,000,000.00.
- If the Client brings food onto the premises, which has not been provided by NFH, you agree to indemnify New Forest Hotels and we shall remain indemnified against any and all loss, liability and damage howsoever arising in respect of such food.
- NFH will not accept liability for gifts given at the hotel by friends and family. A nominated member of the party must be allocated in writing and they will accept full responsibility for these gifts at all times.
- Any food containing any of the 14 allergens available to guests requires labelling.

11. General

- NFH will take all reasonable steps to fulfil the reservation to the best of its ability and in accordance with the details provided. However, it reserves the right to provide alternative services and venue of at least an equivalent standard at no additional costs to the client.
- The Client shall not be entitled to assign the booking to any third party nor utilise the Hotel's facilities, other than for the purpose stated overleaf, without NFH prior written approval.
- NFH reserves the right to pass on to the Client any additional costs incurred by them in respect of goods and services requested during the course of the function, or caused by the Client not adhering to the agreed times for services.
- Whilst NFH has taken all reasonable steps to ensure that the information contained in its brochures, tariffs, leaflets and advertisements is accurate, it reserves the right to alter, substitute or withdraw any service, facility or amenity without notice if necessary.
- Notwithstanding anything contained in these Terms, NFH will not be liable for any failure to perform its obligations to the Client in whole or in part as a result of any of the following circumstances:
 - a) Strikes
 - b) Other industrial actions(s)
 - c) Fire at or near the Hotel

- d) Flood at or near the Hotel
- e) Civil unrest, dispute or commotion
- f) Act of God
- g) Legal action against the company, not resulting from its negligence, preventing the supply of services
- h) Electricity Cut
- i) Loss of Water

No Variation of these conditions shall be effective unless in writing and signed on behalf of NFH and the Client. This agreement shall be subject to the law of the country in which the Hotel is situated.